



United Nations Office at Geneva  
Switzerland

## REQUEST FOR INFORMATION (RFI)

This notice is placed on behalf of UNOG. United Nations Procurement Division (UNPD) cannot provide any warranty, expressed or implied, as to the accuracy, reliability or completeness of contents of furnished information; and is unable to answer any enquiries regarding this RFI. You are therefore requested to direct all your queries to United Nations Office at Geneva using the fax number provided below.

**Title of the RFI:**

Operation of a new Visitors' Centre at UNOG, Geneva

**Date of this RFI:** 20 November 2020

**Closing Date for Receipt of RFI at PD:** 18 December 2020

**RFI Number:** RFIUNOG351

**Address RFI response by fax or e-mail to the Attention of:** Maeva Poirey

**Fax Number:** N/A

**E-mail Address:** maeva.poirey@un.org, procurementunog@un.org

**UNSPSC Code:** 93141700,90111601,82151511,82151512,90101603,72101500

### DESCRIPTION OF REQUIREMENTS

The United Nations Office at Geneva (UNOG) is currently working with a private foundation to build a new Visitors' Centre within its compound, at the Palais des Nations. In the future building, called the "Portail des Nations" (PDN), to be situated close to the emblematic "Place des Nations" in Geneva, the general public will be informed of the important role of multilateralism and of the work of the United Nations, with a special focus on the UN family in Geneva. This unique center will boast a state-of-the-art exhibition, a café, a bookshop, and seminar rooms. The building will house UNOG's Visitor Service and will be the departure point for guided tours of the Palais des Nations. This new facility is planned to be inaugurated in late 2023 / 2024.

The purpose of this RFI is to conduct a market survey to obtain information that can be used to identify available or potential solutions / suppliers to run the daily operations of this new Centre.

This new Visitors' Centre will allow UNOG to attract more visitors, improve the quality of their experience, improve the UN's public communication, while dissociating the entrance of the visitors from the one of UN staff members. The Centre will include an interactive "trail" with several thematic rooms on multilateralism, the UN's ideals and activities. The building will also contain several rooms for pedagogical activities. In parallel, the Centre will be the starting point of the guided tours of the Palais des Nations; there will be an option for experiencing a virtual tour of the Palais des Nations for visitors who do not wish/cannot join a guided tour of the historical buildings. The bookshop on site will allow visitors to obtain general and technical UN publications, as well as gift items, merchandising related to UN priorities and themes.

Indicative floor plan of the Visitor's Centre: See attached file

#### Operating modalities:

A market study was done in 2019 which indicated that, in the worst case, the Portail des Nations would attract 250,000 visitors per year, and in the best case 350,000 visitors per year. The working assumptions are based on 198,200 visitors in year 1; 238,800 in year 2; 262,700 in year 3; 257,500 in year 4; and 244,600 in year 5. When considering the operational modalities of the Centre, there are five (5) income streams:

1. The Palais des Nations guided tour operation through the sale of tickets;
2. The UN Bookshop;
3. The in-building experience of the interactive trail through sale of tickets;
4. Activities on offer in the briefing rooms (which includes the rental operation of the briefing rooms);
5. A café.

UNOG intends to outsource income streams 2, 3, 4 and 5 (i.e. bookshop, interactive trail, briefing rooms, and café). According to UNOG's estimates, the model is financially viable. It should be noted that at Centre's opening the interactive trail will be fully equipped, and the café will already have some appliances.

For information, income stream 1 will be managed by UNOG. Income stream 2 is currently outsourced to a vendor and as such might not be subject to an outsourcing contract at the same time and vendor as income streams 3 to 5. Income streams 2 to 5 will all be outsourced and could be awarded to different vendors (split awards).

#### Ticket pricing aspects:

Visitors will be able to purchase a ticket for the guided tour of the Palais des Nations (which would include access to the interactive trail), or a ticket to visit the interactive trail only. The assumption is that approx. 60% of the overall number of visitors will be taking the guided tour and experience the interactive trail, while approx. 40% of the overall number of visitors will experience the interactive trail only. Thus, all visitors will be visiting the interactive trail.

Concerning ticketing prices, the combined tickets for individual visitors range from CHF 14.50 for children to CHF 27.50 for adults, and from CHF 13 per person for school groups to CHF 18 per person for commercial groups. The pricing structure was subject to a market study to ensure that they are supportable to visitors and allow for operational solvability. UNOG expects the introduction of special tickets and arrangements in order to make the combined offer (trail offer and guided tour) more accessible to certain groups, in particular schools and universities.

The external provider in charge of income streams 3, 4, and 5 will be expected to:

- Cover salaries costs of personnel working in the Portail (in conformity with Swiss law);
- Update the interactive trail experience;
- Maintain the interactive trail equipment;
- Cover operational expenses for educational activities and events;
- Cover pre-opening salaries;
- Cover pre-opening marketing costs;
- Cover 50% of the overall cleaning costs, with UNOG covering the remaining 50%.

The purpose of this RFI is to obtain information that can be used to identify available or potential solutions / suppliers to run the daily operations of this new Centre. In this regard UNOG would like to engage with the market to better understand if its intent to outsource income streams 3, 4 and 5 of the Visitor Centre is 1) of interest; 2) if the UN's expectations are in line with market expectations, and 3) obtain feedback from the market on the envisaged operating model and collect suggestions of business model / cost-profit sharing mechanism.

#### **SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)**

Please note the following:

- a. All costs for preparing a response for the RFI must be covered by the vendor.
- b. This RFI is a separate and independent process.
- c. Responses will not be treated as proposals, but may be used to create any subsequent solicitation document. Respondents should clearly mark any proprietary information submitted in response to this RFI.
- d. The response to this RFI will not be used to pre-qualify vendors.
- e. The provided information will not be contractually binding to the vendor.
- f. To keep response formats consistent, the responses must be in PDF document (transmitted via email).
- g. Upon receipt of the response to this RFI, UNOG may request additional information/clarifications to the vendors.

Please address any queries or questions relating to this RFI via email to [maeva.poirey@un.org](mailto:maeva.poirey@un.org) and [procurementunog@un.org](mailto:procurementunog@un.org), by Friday 4 December 2020, at 6pm (Geneva time) the latest.

The deadline for the submitting your response to this RFI is Friday 18 December 2020, at 6pm (Geneva time). The Vendor Response Form below must be attached to your response.

#### NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

# VENDOR RESPONSE FORM

**TO:** Maeva Poirey  
**Email:** maeva.poirey@un.org, procurementunog@un.org  
**FAX:** N/A

**RFI Number:**

**FROM:**

**SUBJECT:** Operation of a new Visitors' Centre at UNOG, Geneva

*To be filled by the Vendor (All fields marked with an '\*' are mandatory)*

## COMPANY INFORMATION

**UNGM Vendor ID Number\*:**

**Legal Company Name** (Not trade name or DBA name) \*:

**Company Contact \*:**

**Address \*:**

**City \*:**

**State:**

**Postal Code\*:**

**Country \*:**

**Telephone Number \*:**

**Fax Number \*:**

**Email Address:**

**Company Website:**

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and Title: \_\_\_\_\_

**\*\* If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): [www.ungm.org](http://www.ungm.org).**

## 1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace ([www.ungm.org](http://www.ungm.org)) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

### Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
  - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
  - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

**For Registered Vendors:** Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

**For Vendors Interested in Registration:** Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

**IMPORTANT NOTICE:** Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

## 2) RFI Process

Vendors interested in responding should forward their information (as requested in the RFI) to United Nations Office at Geneva (UNOG) by the closing date set forth in this RFI. *Due to the high volume of communications, UNOG is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.

## **Request for Information (RFI)**

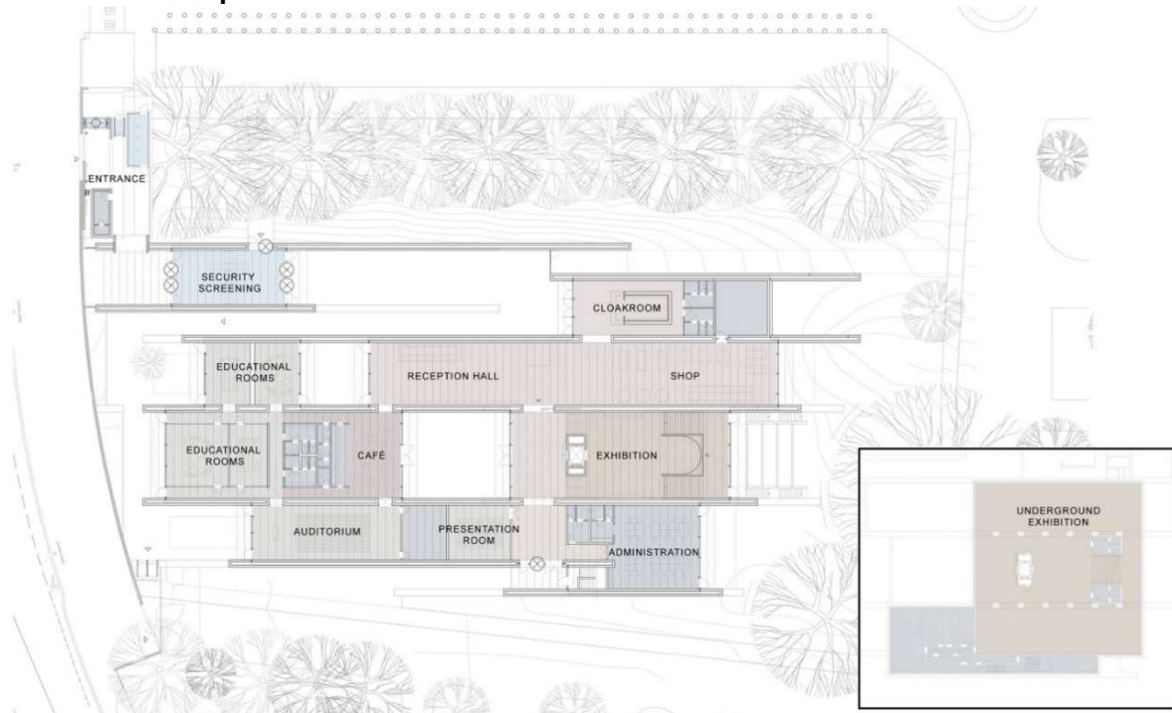
### **Operation of a new Visitors' Centre at UNOG**

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#### **Indicative floor plan of the Visitor's Centre:**



### ***Operating modalities***

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