REQUEST FOR INFORMATION (RFI)

Title of the RFI:

Provision of Business Continuity Management (BCM) application in support of UN Headquarters (UNHQ)

Date of this RFI: 25 April 2016	**Closing Date for Receipt of RFI at PD:** 25 May 2016
RFI Number: RFITS276	**E-mail Address:** si1@un.org

Address RFI response by fax for the Attention of: Thin Si

Fax Number:

UNCCS Code: 43231500, 43232600

DESCRIPTION OF REQUIREMENTS

The purpose of this Request for Information (RFI) is to provide the United Nations Headquarters with a application that supports the different departments to create, maintain, review, improve and report on their individual Business Continuity Plans.
The objective of using the application is to enable the departments to systematically and effectively conduct and manage business continuity and emergency preparedness plans.

The information gathered from this RFI will be used to determine if there are software that are flexible enough to support the current apporach of the UN Headquarters in business continuity management.
The UN Headquarters' methodology consists of the following: determining critical overarching business services, determining the required recovery time objective and the accepted level of delivery as well as infering the necessary critical business functions, underlying business processes and resources.

Please note on the following:
1. All costs for preparing a response for the RFI must be covered by the vendor.
2. This RFI is a separate and independent process.
3. The requested information will only be used by the UN for internal planning purposes. All responses will be kept strictly confidential and only authorized personnel will have access to it.
4. The response to this RFI will not be used to pre-qualify vendors.
5. The provided information will not be contractually binding to the vendor.
6. To keep response formats consistent, the responses must be typed into a Word document.
6.1 Please provide the following information on your organization:
    a) Location of headquarters and main regional offices.
    b) A brief, general description of your company, its structure, years in business, and focus.
    c) What makes your company stand-out as a solution provider for Business Continuity Management (BCM) application?

6.2 Experience / Capabilities
To ensure efficient development and implementation of a BCM application, please answer / elaborate on the questions listed below:
a) Provide a brief description of your company's experience in implementing BCM applications in an international organization or any similar (not-for-profit) organization.
b) Please elaborate on your companies international / regional 24/7 technical support, training, and other capabilities.
c) Do you assign global or regional management teams?

6.3 Characteristics of your application
Please provide information about your BCM application, specifying the features of your application specifically regarding its flexibility to support different business processes, its user-friendliness, training needs for administrators and regular users, and its reporting capabilities.

6.4. Technical specifications
To ensure the application fits into the ICT landscape of the UN Secretariat, it is important that you also provide information about the platform the application runs on (e.g. operating system, database, webserver) and the technical requirements regarding the IT environment (e.g. ability to run on virtual servers, CPU and memory requirements).
The application should allow multiple users in different locations to collaborate on BC plans and related documentation, ideally through a web interface. Thick client applications are discouraged. The application needs to support an architecture where the web server and data base are installed on separate servers.
The application should support authentication against a central directory, ideally using SAML 2.0.

Subsequent to this RFI and the submissions received, the UN may request for a demonstration to ask further questions and to have a better understanding of the information submitted by your organization.
• Please confirm whether your organization is willing to participate in such an demonstration.
• Please specify the preferred method (in-person or Video Conference).
• Also provide contact information for the demo.
• Any costs associated with a follow-up demo must be covered by the vendor.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Business continuity management at the United Nations is part of an organizational resilience management system, including different asepcts of emergency preparedness, such as IT Disaster Recovery, Security, HR, crisis management and communications, records management, facilities management, medical emergency management.
As a starting point the software should support the business continuity management at Headquarters in New York. Should the solution prove to be a real value added, different duty staitons may consider implementing the software application for their purposes too.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: http://www.ungm.org/Notices/Notices.aspx

Only the United Nations Global Marketplace (UNGM) has been authorized to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Expression Of Interest. Please subscribe to http://www.ungm.org/Registration/Login.aspx

VENDOR RESPONSE FORM

RFI Number:

TO: Thin Si

FAX:

FROM:

SUBJECT: Provision of Business Continuity Management (BCM) application in support of UN Headquarters (UNHQ)

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

COMPANY INFORMATION		
UN Vendor ID Number:	**UNGM Vendor ID Number*:**	
Company Name *:		
Company Contact *:		
Address *:		
City *:		
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. Registration at UNGM is mandatory for responding to this EOI. The following information is available about the registration process.

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered with UN in order to be eligible to participate in any future solicitation. Information on the registration process can be found at **http://www.un.org/Depts/ptd**.

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

A.   Your company (both parent and/or subsidiaries, if applicable) is not on, or associated with a company or individual on The 1267 List website (**www.un.org/sc/committees/1267/consolist.shtml**) and is not on the IIC Oil for Food List website (**www.iic-offp.org**).

B.   Your company (both parent and/or subsidiaries, if applicable) is not currently removed, invalidated or suspended by the UN Headquarters, field missions or other UN organizations (including the World Bank) and is not under investigation by a government or UN Member State.

C.   You have no outstanding bankruptcy, judgment or pending legal action that could impair operating as a *going concern*.

D.   You currently do not employ, or anticipate employing, any person(s) who is or was recently employed by the UN (in accordance with ST/SGB/2006/15, post-employment restrictions (**www.un.org/depts/ptd/pdf/conduct_english.pdf**).

E.   Your subsidiaries, agents, intermediaries and principals agree to cooperate with the United Nations Office of Internal Oversight Service during any investigative processes undertaken by them, either before during or after execution of a contract, including providing all required documents, company records, access to employees, officers and staff, as well as financial information.

For Registered Vendors: Vendors already registered 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.

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 **http://www.un.org/Depts/ptd**. Vendors must complete the registration process within 90 days of the date of this REOI. Vendors who have not initiated and completed the formal registration process with the Procurement Division within the 90 day-period will be automatically removed from the vendor roster and will have to start again a new registration for consideration in future EOI and tendering exercises.

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 the United Nations Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications, UNPD 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 on the UNPD Website indicated above.