

**REQUEST FOR EXPRESSION OF INTEREST (EOI)****Title of the EOI:**

Application Management and ERP Support Services for the Umoja Project

Date of this EOI: 12 April 2013**Closing Date for Receipt of EOI at PD:** 8 May 2013**EOI Number:** EOICH8753**Address EOI response by fax or e-mail for the Attention of:** Charles Hill**Fax Number:** n/a**E-mail Address:** hill1@un.org**UNSPSC Code:** 80100000**DESCRIPTION OF REQUIREMENTS**

The United Nations is undertaking a phased implementation of an Enterprise Resource Planning (ERP) system which will enable the effective global management of human, financial and physical resources, and that employs streamlined processes and best practices. Umoja will enable high-quality, cost-effective service delivery to support the execution of evolving mandates everywhere the Organization operates. For information on the Umoja Programme please go to: <https://www.unumoja.net/display/public/Home>

The purpose of the Expression of Interest (EOI) is to identify Vendors capable of providing the United Nations (UN) Department of Management / Umoja with SAP Design, Build, Test and Deploy Services and Application Management Services (hereafter "Support Services"). Qualified Vendors will be invited to participate in the forthcoming Request for Proposal (RFP) for the provision of Support Services for future releases and on-going sustainment of the Umoja Solution.

The United Nations ERP system is being developed in an SAP environment utilizing components such as ECC, SRM, MDM, among others. The United Nations anticipates that the full functionality of the ERP will be implemented and deployed in several phases, namely - Umoja Foundation, Umoja Extension 1 (UE1) and Umoja Extension 2 (UE2). The deployment of Foundation and UE1 will be phased-in over five clusters commencing July 2013 and is anticipated to be completed in early 2016. Subsequent releases will build, test and deploy additional functionality.

Description of the Services:

The Vendor will provide Levels 2 and 3 support for the deployed Umoja Solution as it is globally deployed and provide additional services on an as-needed- basis in support of stabilization of the deployed functionality and in support of the ongoing development activities. In addition the Vendor will be responsible for the updating of all associated Umoja documentation associated with their activities.

Support Services will be divided into three (3) Work Packages based upon the type of service provided and the type of contractual arrangement the UN will enter into.

The Vendor will perform all of the services under Work Package 1, and will have the capability to provide the services under Work Packages 2 and 3 including their associated tasks.

Work Package 1 shall be contracted on a "Fixed-Price" basis. Work Packages 2 and 3 shall be contracted on a "Fixed-Price" and/or "Time and Material to Deliverables" basis by applying the Staff Resources Rate Card and prior approved Deliverable expectations and schedule.

Below is a brief description of the services required under each Work Package:

- Work Package 1: Application Management (Level 2 and 3)
 - o Support Management includes:
 - ☐ Quality Assurance
 - ☐ Support Management/ SLA Management
 - ☐ Reporting and Metric
 - ☐ Knowledge transfer
 - o Transition to Application Management
 - ☐ Onboarding
 - ☐ Transition from current SI's
 - o Application Maintenance includes:
 - ☐ Corrective and Emergency Maintenance (break fix)
 - ☐ Minor enhancements to functionality or development objects
 - ☐ Support for Preventative Maintenance
 - o Transition to UN Support
 - ☐ Transition to Steady State UN Support Structure
- Work Package 2: Application Enhancement of Deployed Functionality
 - o Application Development
 - ☐ Major enhancements to functionality or development objects
 - o Application Maintenance
 - ☐ Major upgrades
- Work Package 3: SAP Design, Build, Test and Deploy Services
 - o Final Design
 - o Configuration
 - o Build
 - o Test
 - o Deployment Services

Services delivered to Umoja will be carried out based on a series of Statements of Work (SOWs) executed under a Master Services Agreement (MSA) with the single successful Vendor..

Service Period:

It is envisioned that the Work Package 1 Services will commence upon contract execution and continue for initial three (3) year period with the option to extend for two consecutive 1-year periods.

Work Package 1 Application Management Services for Umoja Foundation functionality are anticipated to commence in October 2013, with transition from the current Umoja Foundation Build System Integrator to be completed by January 2014.

Work Package 1 Application Management Services for Umoja Extension 1 functionality are anticipated to commence in May 2014, with transition from the current Umoja Extension 1 Build System Integrator to be completed August 2014. It is anticipated that the Vendor will ramp up additional resources to accommodate the support of the additional user bases for subsequent deployments through to January 2016.

The subsequent Request For Proposal (RFP) related to this EOI will detail the request across all required

services. A detailed deployment schedule will be provided as an appendix to the Request for Proposal document.

Important Note: The United Nations has a contract in place for hosting services covering hardware and activities such as DBA, backup and recovery, DA and HA. The intent of this procurement exercise is to complement these services not replace them. The United Nations anticipates that there will not be an overlap with the service currently provided by the Hosting Services Contractor.

Similarly, it should be noted that the existing contracts for build and deployment of the Umoja Foundation and Umoja Extension 1 functionality include so-called Hypercare Services for the initial deployment of the Umoja Solution (i.e. foundation go-live July 2013; UE 1 go-live February 2014).

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

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>

Vendors interested in participating in the planned solicitation process should complete the Vendor Response Form of this EOI and send it via fax or e-mail to United Nations Procurement Division (UNPD) before the closing date set forth above.

VENDOR RESPONSE FORM

TO: Charles Hill

EOI Number: EOICH8753

FAX: n/a

UNSPSC Code: 80100000

FROM:

SUBJECT: Application Management and ERP Support Services for the Umoja Project

To be completed by the Vendor (All fields marked with an “” are mandatory)*

If your company is not registered with UNGM, please use the following URL to register at United Nations Global Marketplace (UNGM): www.ungm.org. Registration at UNGM is free but mandatory for responding to this EOI. The following information is available about the registration process.

COMPANY INFORMATION

UNPD Vendor ID Number*:

UNGM Vendor ID Number*:

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

Company Contact *:

Address *:

City *:

State:

Country *:

Zip/Postal Code *:

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 EOI INSTRUCTIONS page.

Signature : _____

Date: _____

Name and Title : _____

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Requested By :

Approved By :

Actions/Approved By Team Leader, VRMT :

Signature _____

Signature _____

Signature _____

Name _____
Procurement Officer / Assistant

Name _____
Team Leader/Section Chief/CPO

Name _____

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 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 (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 (www.un.org/sc/committees/list_compend.shtml), or
 - ii. the IIC Oil for Food List website (www.iic-offp.org); 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, and has not been in the last five years, under investigation or sanction by
 - i. the United Nations, its field missions or any other United Nations organization (including the World Bank),
 - ii. or any government of a United Nations Member State,

or, if so in any case, such information, including all related circumstances, has been fully disclosed to the United Nations Procurement Division in writing
- C. Your company has no outstanding or pending bankruptcy, judgment or legal action that could impair your company's ability to continue operating as a going concern
- D. Your company does not employ, or anticipate employing, any person (s) who is or was recently employed by the UN (per ST/SGB/2006/15, post-employment restrictions (www.un.org/docs/journal/asp/ws.asp?m=st/sgb/2006/15)).
- E. Your company (as well as any subsidiary or affiliate companies) and all employees, agents, intermediaries and other persons retained by these companies agree to cooperate with the United Nations 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) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to the United Nations Procurement Division (UNPD) by the closing date set forth in this EOI. *Due to the high volume of communications, UNPD is not in a position to issue confirmation of receipt of EOIs.*

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 EOI is issued subject to the conditions contained in the EOI introductory page on the UNPD Website indicated above.