



## United Nations Economic Commission for Latin America and the Caribbean

**REQUEST FOR EXPRESSION OF INTEREST (EOI)**

This notice is placed by UNECLAC. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Economic Commission for Latin America and the Caribbean. You are therefore requested to direct all queries regarding this EOI to United Nations Economic Commission for Latin America and the Caribbean using the fax number or e-mail address provided below.

**Title of the EOI:**

Supply of Technical Personnel in the Area Of Information Technologies and Communications in Santiago, Chile

\*\*\*Spanish Version/Versión Español\*\*\*

Provision de Personal Técnico en el Área de Tecnologías de la Información y Comunicaciones en Santiago de Chile

**Date of this EOI:** 25 September 2024

**Closing Date for Receipt of EOI:** 21 October 2024

**EOI Number:** EOIUNECLAC23107

**Beneficiary Country/Territory:** Chile

**Commodity/Service category:** ICT Professional Services

**Address EOI response by fax or e-mail to the Attention of:** Maria.Labra@Un.Org;  
Marcela.Morales@Un.Org

**Fax Number:**

**E-mail Address:** maria.labra@un.org; marcela.morales@un.org

**UNSPSC Code:**

81110000 - Computer services

80111700 - Personnel recruitment



## DESCRIPTION OF REQUIREMENTS

\*\*\*English Version\*\*\*

A. The Economic Commission for Latin America and the Caribbean (ECLAC) based in Santiago, Chile is the agency commissioned to lead this procurement exercise. ECLAC is one of the five regional commissions of the United Nations, established in 1948 where one of its main objectives is the promotion of social development in this region. Its premises are located in Vitacura, Santiago, Chile.

B. UN-ECLAC is issuing this Request for Expression of Interest (EOI) to seek the interest of qualified local and international companies with local representatives in Chile, with a minimum of three (3) years experience in the field, to supply technical personnel in the area of Information technologies and communications to sign a (sole) long-term contract managed by ECLAC to deliver the following tasks, at its headquarters located in Santiago-Chile:

- Service Desk and Help Desk: attention and assistance to users of personal computers and printers;
- Installation and configuration of IP Telephony
- Installation, configuration and support of Video, Audio Conferences and Streaming
- Installation and configuration of audiovisual systems
- Installation and configuration of software on standard personal computers.
- Installation and configuration of hardware in personal computers
- Preventive and corrective maintenance of PC hardwares
- Installation of wired, wireless and fiber optic network infrastructure
- Administrative assistance of Video and Audioconference systems
- Administrative assistance of vendor billing management

C. Companies would be allowed to present their intention to participate in conjunction as Consortium, Partnership or Joint Venture. ECLAC should be informed of the intention to participate in conjunction once companies are invited to participated in the RFP. UNECLAC reserves the right to accept or reject the request of participation.

D. The requested service is scheduled to begin on March 01, 2025. The Contractor should have a local representative in Chile and shall respond to onsite service calls with qualified technicians.

## SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

\*\*\*Spanish Version/ Versión Español\*\*\*

A. La Comisión Económica para América Latina y el Caribe (CEPAL) con sede en Santiago de Chile, es el organismo encargado de dirigir este ejercicio de adquisiciones. La CEPAL es una de las cinco comisiones regionales de las Naciones Unidas, creada en 1948, donde uno de sus principales objetivos es la promoción del desarrollo social en esta región. Se encuentra en la Comuna de Vitacura, Santiago, Chile.

B. La CEPAL, Naciones Unidas está emitiendo esta Solicitud de Expresión de Interés (REOI) para buscar el interés de empresas locales e internacionales calificadas con representantes locales en Chile, con un mínimo de tres (3) años de experiencia en el rubro, para el "Suministro de personal técnico en el área de tecnologías de información y comunicaciones, para firmar un único contrato de largo plazo administrado por CEPAL para cubrir las siguientes necesidades en su sede de Santiago de Chile :

- Service Desk y Help Desk: atención y asistencia a usuarios de computadores personales e impresoras;
- Instalación y configuración de Telefonía IP
- Instalación, configuración y soporte de Video, Audio conferencias y streaming



- Instalación y configuración de sistemas audiovisuales
- Instalación y configuración de software en Computadores personales estándar
- Instalación y configuración de hardware en computadores personales
- Mantenimiento preventivo y correctivo de hardware en computadores personales
- Instalación de la infraestructura de la red cableada, inalámbrica y fibra óptica
- Asistencia administrativa para gestión de Video y Audio conferencias
- Asistencia administrativa para gestionar facturación de proveedores

C. Las empresas podrán presentar su intención de participar en conjunto como Consorcio, Asociación o Joint Venture. La CEPAL deberá ser informada de la intención de participar en conjunto una vez que las empresas sean invitadas a participar de la licitación. La CEPAL se reserva el derecho de aceptar o rechazar la solicitud de participación.

D. El inicio del servicio solicitado está programado para el 01 de marzo de 2025. El Contratista deberá contar con un representante local en Chile y deberá responder a las llamadas de servicio in situ con técnicos calificados.

#### 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>

***Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.***



# VENDOR RESPONSE

## NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.
- Companies are reminded of the restrictions of employment of former UN personnel that were involved in the procurement process during their last three years of service as per [ST/SGB/2006/15](http://www.un.org/News/Press/docs/2006/06/060615.html), including (a) employing those personnel for one year after separation of service and (b) allowing those personnel to communicate with, or appear before, active UN personnel for matters related to the procurement process for two years after separation of service. Violation of the provisions of ST/SGB/2006/15 may lead to suspension of the registration of the company as a UN vendor.

**PLEASE NOTE: You should express your interest to this EOI electronically at:**

<https://www.ungm.org/Public/Notice/247860>

**In case you have difficulties submitting your interest electronically, please contact [maria.labra@un.org](mailto:maria.labra@un.org); [marcela.morales@un.org](mailto:marcela.morales@un.org) directly for instructions.**



## EOI INSTRUCTIONS

### 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/securitycouncil/content/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>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

**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 United Nations Economic Commission for Latin America and the Caribbean (UNECLAC) by the closing date set forth in this EOI. *Due to the high volume of communications UNECLAC 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 available at <https://www.un.org/Depts/ptd/eoi>.



