



## UN ECLAC

**REQUEST FOR INFORMATION (RFI)**

This notice is placed by UN ECLAC. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of UN ECLAC. You are therefore requested to direct all queries regarding this RFI to UN ECLAC using the fax number or e-mail address provided below.

**Title of the RFI:**

Business Internet and SIP Trunk Services for ECLAC Washington Office

**Date of this RFI:** 21 August 2025**Closing Date for Receipt of RFI:** 15 September, 2025**RFI Number:** RFIUNECLAC23824**Beneficiary Country/Territory:** Washington, D.C, USA**Commodity/Service category:** Communication Services**Address RFI response by fax or e-mail to the Attention of:** Jesus Quintero**Fax Number:** N/A**E-mail Address:** [jesus.quinteroruiz@un.org](mailto:jesus.quinteroruiz@un.org); [marcela.morales@un.org](mailto:marcela.morales@un.org)**UNSPSC Code:** 81112101 Internet service providers ISP**DESCRIPTION OF REQUIREMENTS**

The United Nations Economic Commission for Latin America and the Caribbean (UN ECLAC) is issuing this Request for Information (RFI) to gather information from qualified vendors regarding their capabilities to provide business Internet connectivity and Session Initiation Protocol (SIP) Trunk services for its Washington, D.C. office.

UN ECLAC requires robust and reliable internet and voice communication services for its office located at 1825 K Street, NW Suite 1120 Washington, DC. These services are critical for daily operations, including data transfer, video conferencing, and general telecommunications. This RFI aims to identify solutions that align with both existing operational needs and newly defined technical standards.

This RFI is for planning purposes only and does not constitute a solicitation for bids or a commitment to purchase any services. The information obtained from this RFI will assist UN ECLAC in refining its requirements and determining the most suitable procurement approach for future solicitations. This RFI will have NO COST for ECLAC.

UN ECLAC appreciates your assistance in this market survey and stresses that this effort is for planning purposes only. Responses will not be treated as proposals.



To respond to this RFI, please submit the information requested in the questionnaire via e-mail to [jesus.quinteroruiz@un.org](mailto:jesus.quinteroruiz@un.org) with copy to [marcela.morales@un.org](mailto:marcela.morales@un.org) on or before the deadline date indicated in the system.

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

UN ECLAC seeks information on the provision of a comprehensive Internet link and SIP Trunk service package that includes, but is not limited to, the following components:

#### **A. Network Services**

##### **1. Connectivity:**

- Service must be provided at the public switch ports of UN ECLAC's external switch.
- Hardware outside the public switch will be provided by the Internet Service Provider (ISP).
- A minimum 100 Mbps (upload and download) fiber optic link is required for integrated traffic.
- The link must include six (6) public routable IP addresses for the Router, Firewall, and videoconference equipment.

- The service must be provided without any traffic shaping or traffic restrictions.

##### **2. Performance Metrics:**

- The last mile connection must be over copper or fiber optic cable.
- A minimum monthly uptime of  $\geq 99.7\%$  is mandatory.
- The error rate must be  $< 1.E-7$  (BER).
- Latency time must be  $< 100$  ms to the Internet backbone in the USA.

##### **3. Information Management Software:**

- The provider must offer Information Management software to provide various reports on link usage, performance, and link status (real-time and historical data).

#### **B. Initial Configuration and Installation Service Scope of Work**

##### **1. Installation and Verification:**

- Installation, configuration, and verification of all link cabling, hardware, and software required to enable the service.

- The entire installation process should not exceed 45 working days.

##### **2. On-site Assistance:**

- On-site assistance to the ECLAC staff in the initial verification of the installation (when the service is connected to the UNECLAC Santiago firewall).

#### **C. Service Level Agreement (SLA)**

##### **1. Router Monitoring with Proactive Customer Contact (Advanced Managed Router):**

- UN ECLAC must have access to the Information Management software to provide various reports on link usage, performance with reports, and link status (real-time and historic).



- Proactive call to Customer upon failure of PING monitoring within a maximum of 30 minutes of outage detection.

2. On Call Support:

- Phone Support 24 x 7 must be available.
- Problem resolution response time must not be greater than half a business day.

3. Hardware Replacement:

- For hardware failure determination, hardware will be on site and operational by COB, not later than the next business day.

D. Service Call Manager (SIP Trunk)

1. SIP Trunk Integration:

- Provision of a Session Initiation Protocol (SIP) Trunk between the office's Cisco Call Manager Express and the provider's integration point.

2. Audio and Video Support:

- Mandatory support of G.711 or G.729 (desirable) audio codecs and at least 10 audio channels.

3. PSTN Connection:

- Connection to a PSTN (Public Switched Telephone Network) through the mentioned link for local, cell phone, and long-distance calls from the office through the IP network of the provider with 5 voice channels.

4. DID and DoD Services:

- Direct Inward Dialing (DiD) and Direct Outward Dialing (DoD) services for incoming and outgoing calls with caller identification.

- Provision of 10 DID station numbers, including the range of existing numbers: 202.596.3713-3732.

5. Information Management Software:

- Information Management software to provide various reports on link usage, performance, and link status (real-time and historic).

E. Indicative Pricing Information:

- Provide an indicative price structure for the services, including:
  - Monthly Comprehensive Internet Provision Service Fee for a minimum of 100 Mbps or higher speed using fiber optics.
  - Monthly SIP trunk fee.
  - Monthly rental fee for public IP addresses (please specify for 6 and/or 14 IPs).
  - Installation fees (if applicable).
  - Any other additional fees.
- An indicative total contract amount for 60 months.
- Please advise if annual fees would be readjusted and when new upgrades and services are available

Interested parties are kindly requested to provide the information mentioned above and/or all additional information, e.g., specifications, delivery time, cost, etc., in PDF format to the e-mail addresses indicated.

Please note the following:

1. All costs involved preparing a response for the RFI must be covered by the vendor.
2. This RFI is a separate and independent process.
3. Information received in response to the RFI 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 in a PDF document.



## 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 a potential future solicitation process should submit the Vendor Response Form of this RFI 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)).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place ([www.ungm.org](http://www.ungm.org)) and that your application for registration as vendor has been submitted to the **UN Secretariat** in the same site, to be able to participate in any potential solicitation process as a result of this RFI.
- 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](#), 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 submit your response to this RFI electronically at:**

<https://www.ungm.org/Public/Notice/276263>

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



## RFI 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 RFI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the RFI are not considered eligible to participate in the potential solicitation process related to the RFI. 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) RFI Process

Vendors interested in participating in the potential solicitation process should forward their information (as requested in the RFI) to UN ECLAC (UN ECLAC) by the closing date set forth in this RFI. *Due to the high volume of communications UN ECLAC is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the potential 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>.

