



United Nations Global Service Centre

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNGSC. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Global Service Centre. You are therefore requested to direct all queries regarding this EOI to United Nations Global Service Centre using the fax number or e-mail address provided below.

Title of the EOI:

Provision of on-site, 24/7/365 Network Control Centre (NCC) services at the United Nations Information and Communication Technology Facility (UNICTF), Valencia (Spain).

Date of this EOI: 17 November 2025**Closing Date for Receipt of EOI:** 12 December 2025**EOI Number:** EOIUNGSC23972**Beneficiary Country/Territory:** Spain**Commodity/Service category:** ICT Professional Services**Address EOI response by fax or e-mail to the Attention of:** Ms. Clorinda Gigante**Fax Number:** N/A**E-mail Address:** unlb-procurement@un.org**UNSPSC Code:**

81111811 - Technical support or help desk services

81160000 - Information Technology Service Delivery



DESCRIPTION OF REQUIREMENTS

The United Nations Global Service Centre (UNGSC), through its Service for Geospatial, Information and Telecommunications Technologies (SGITT), intends to establish a long-term contract for the provision of on-site round-the-clock 24/7/365 Network Control Centre (NCC) services at the United Nations Information and Communication Technology Facility (UNICTF) in Valencia, Spain.

The UNGSC operates from two strategically positioned bases: one located in Brindisi (Italy) and the United Nations Information and Communication Technology Facility (UNICTF) in Valencia (Spain).

The services provided by SGITT to the UN Missions, Agencies, Funds, and Programmes are certified by an accredited certification body in accordance with the ISO/IEC 20000 IT Service Management System and ISO 27001 Information Security Management System.

The primary function of the NCC is the provision of Bridge Support and Event Management services for SGITT Telecommunications and Data Centre infrastructure and associated active equipment in both sites as well as cloud-hosted services. NCC also provides Event Monitoring service for ICT devices from entities with a signed Service Level Agreement with SGITT, in coordination with the NCC located on-site in Brindisi (Italy). NCCs, i.e., the NCC Valencia and the NCC Brindisi, work closely and act as one NCC. NCC Brindisi and NCC Valencia operate 24/7, 365 days per year.

The primary aim of the NCC is to monitor and restore all services to the users as quickly as possible. Therefore, the Bridge Support offered by NCC includes handling all the alarms triggered by the monitoring tools set in place as defined by the subject matter expert engineers. The NCC performs troubleshooting actions to identify the root cause of these alarms and follows the established steps to resolve the incidents. It also executes low-level and properly documented activities, e.g., regularly scheduled server reboots to prevent incidents from occurring, reports to assess if specific tasks have been successfully executed (e.g., replication), firewall rules verification and implementation, etc.

The company shall be capable of providing Bridge Support and Event Management to the UNICTF's Valencia Telecommunications and Data Centre infrastructure and associated active equipment, including cloud-hosted services, and have a minimum of five (5) years of experience in providing similar services and be ISO 20000 and ISO 27001 certified. It must provide the services following the integrated Service and Information Security Management System certified against ISO 20000:2018 and ISO 27001:2022. The ability to monitor ICT devices from remote clients is also expected.

The company's personnel shall have significant telecommunications and computing expertise, service management experience, and qualifications and be exclusively dedicated to this service. In addition, the UN shall also provide them with technical on-site training, which the UN will validate upon successful completion.

All staff assigned to this project must be fluent in English at working level. The proposed operators shall be certified by CISCO CCNA and ITIL Foundations. Furthermore the NCC manager shall possess an ITIL v3 Expert or ITIL 4 Managing Professional Certification and the NCC Supervisors shall possess advanced ITIL certifications.

A mandatory pre-proposal conference and site visit will be held at the UNICTF premises in Valencia to allow prospective companies to acquaint themselves with the facilities.

The contract will be for an initial period of two (2) years, with the UNGSC's sole option to extend the term for three (3) additional periods of one (1) year each (2+1+1+1 years) for a maximum of five (5) years, subject to the UN's operational requirements and the satisfactory performance of the contractor.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

To express interest, vendors must be registered with the UN Secretariat via the United Nations Global Marketplace (UNGM) at a minimum of the Basic Level. Vendors not registered with the UN Secretariat via UNGM will be ineligible to participate in the subsequent Request for Proposal (RFP) stage.

In order to be eligible for the award, the Vendor must be registered with the UN Secretariat through the United Nations Global Marketplace (UNGM) for the required Level of Registration, which is "Level 2" before the award of the Contract.

The UNGSC shall provide the complete technical requirements and administrative instructions with the solicitation document, which will be issued after the closing date for this EOI.

Therefore, companies are requested to verify the validity of the contact email address(-es) associated with their UNGM account at www.ungm.org to ensure delivery of notifications and access to tender documents.

This REOI does not constitute a solicitation. The UNGSC reserves the right to change or cancel the requirements during the REOI and solicitation process. Thus, submitting a reply to this REOI does not automatically guarantee that your company will be considered for receipt of the solicitation documents when issued.

Non-EU companies participating in the tender for UNGSC requirements with services/goods delivery to Brindisi (Italy) and Valencia (Spain) shall be duly registered and possess all the requisite documentation, certificates, and permits required to do business in the European Union member countries.

The UNGSC may stipulate pertinent requirements in the tender documentation.

To ensure resilience and business continuity, the company currently providing the service in primary location (UNGSC in Brindisi, Italy) cannot provide the service in the alternative site of UNICTF in Valencia.

Vendors with the attributes listed hereunder are strongly encouraged to participate:

- (a) Disability inclusive,
- (b) Demonstrated goal to achieve gender equality
- (c) Having status as a woman-owned business
- (d) From developing countries, countries with economies in transition and least developed countries

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).
- 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) 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, 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/284811>

In case you have difficulties submitting your interest electronically, please contact unlb-procurement@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) 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 Global Service Centre (UNGSC) by the closing date set forth in this EOI. *Due to the high volume of communications UNGSC 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>.

