

UNITED NATIONS CHILDREN'S FUND (UNICEF)

Request for Information (RFI): Space Management Solutions

Date: **January 24, 2022**
Closing date: **February 7, 2022**
Reference: **RFI – Space Management solutions**
Contact: **Rodolfo Mascarenas** rmascarenas@unicef.org with copy to Isabel Arroyo at iarroyo@unicef.org

IMPORTANT NOTES:

This Request for Information (RFI) does not constitute a formal solicitation. We do not request bids or proposals at this stage.

The goal of this RFI is merely to seek information on your business components and pricing models for any future tender. **Kindly note that we are not asking for you to provide exact pricing or quotes.**

A response to this RFI does not automatically ensure that you will be selected to participate in a tender or be selected for procurement. UNICEF will not be responsible for the costs incurred by you in preparing and submitting the information requested.

UNICEF reserves the right to change or cancel the requirements at any time during the RFI and/or any future solicitation process. UNICEF also reserves the right to require compliance with additional conditions as and when issuing any future tender documents.

As a minimum requirement, only companies that provide clear and accurate information to the aforementioned questions will be assessed as suitable to provide the services and may be invited to participate in the future competitive bidding process.

Interested service providers are strongly advised to read through the entire document before submitting their response to this RFI and respond to the questions listed in Section "Description of requirements".

Background

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias, or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic, and cultural dimensions — her or his rights are violated.

For 70 years, UNICEF has been working on the ground in 190 countries and territories to promote children's survival, protection, and development. UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children. To save their lives. To defend their rights. To help them fulfill their potential.

With global presence, UNICEF considers optimal and effective space planning as critical responsibility of the Organization not only to address job satisfaction but most importantly, to enable a collaborative and safe working environment. This drives UNICEF to improve office space management through better use of technology that can adapt to established procedures and growing complexities in office space management.

In the New York Headquarters (NYHQ), the Facilities Management Services (FMS) has been using an outdated space management tool in supporting over 2,300 UNICEF staff and affiliates across multiple buildings while offering a wide range of support services for the daily operation and maintenance of the entire NYHQ premises. FMS intends to replace the current space management tool to ensure a well-functioning office premises and facilities in NYHQ and in providing an innovative work modality while pursuing UNICEF's Business Continuity during and post COVID-19.

Description of requirements

UNICEF is conducting a survey of Space Management solutions currently available on the market, to understand the capacity of the available services providers as well as their ability to deliver within the organization's timeline.

This RFI requests the sharing of the following information with UNICEF.

1. Brief background of your company/institution and experience in providing space management solutions

2. Overview of Space Management Solution

- Brief description of the Space Management solution including the product roadmap (e.g., when it was originally released, previous and planned updates, etc.)
- Methods of delivery, e.g., SaaS, etc.
- Ability and capacity to provide implementation services support to UNICEF global offices
- Number of global customers; highlight some notable active clients
- Overview of the solution's presentation layer, management tool, reporting tool, structure of database, and implementation considerations
- Kindly confirm which of the following features and functionalities are covered by your Space Management solution. Also, provide a high-level description of your solution for each.
 - a. Space management - *management of physical space inventory; visualization of future state*
 - b. Space planning and administration –*real-time tracking and management of growth, consolidation, relocation, restacking*
 - c. Floor plan design – *functionality to design, generate or draw multi-level and multi-dimensional floor plans; capability to import, store, update, and export floor plan drawings in different formats, preferably AutoCAD*
 - d. Floor plan views – *virtual directory of floor plans that provides live and up-to-date views on who sits where and can be setup/configured for different layers or zones showing availability and occupancy. This will also include tracking of space types (e.g., office, conference, cubicles, storage, etc.). Ability to configure a set of status indicators for availability (e.g., good condition, out of service, under construction, etc.) and occupancy (e.g., single, shared, multiple, etc.). Indicators should be visually represented in floor plan views.*
 - e. Move management – *manage the day-to-day moves and restacking exercises including complex relocations*
 - f. Space utilization – *real-time reporting of who is coming to the office, when, and for how long; ability to interface or have direct connectivity to either building badge entry system or other access monitoring devices*
 - g. Safe work environment - *ability to map out walking paths for social distancing purposes; publish and maintain life safety maps; health screening; contact tracing; ability to restrict the number of occupants*
 - h. Free address workspace administration – *hot desking; self-service way for employees to choose and book/reserve a free address workspace*
 - i. Way finding – *easily locate people, space, or rooms*
 - j. Request management – *self-service submission of facility requests such as maintenance, etc.*

- k. Reporting and analytics – *real-time reporting on occupancy ratios, vacancy, space efficiency, and other KPIs*
 - l. Scalability – *can be made available for use in multiple geographical locations, languages, devices*
- In broad terms, kindly provide an overview on how the solution would work and integrate with SAP, ServiceNow, and SharePoint.

3. Pricing model and licensing agreements

- Provide details and if possible, with examples, that will give UNICEF an insight on how to compute for the estimated total cost of ownership in implementing your Space Management solutions. Please state the different cost elements of your pricing model and units of value. If cost elements may vary over the life of the service solution, kindly explain the dependencies, the variables that might affect pricing elements and how they might be affected (i.e., formulas to calculate increase/decrease in pricing elements, etc.).
- Please indicate if your pricing model and units of value are inclusive of multiple environments (i.e., production, test, and development). If not inclusive of multiple environments, kindly break down the price/unit of value per single environment.
- Kindly **state all the cost components of the service/solution** and elaborate how each of the cost components work (i.e. dependencies, elements that condition pricing, cost frequency, etc.) to provide a clear understanding of pricing methodology. **Kindly be reminded that we are not asking for you to provide exact pricing or quotes.** We are only asking to understand the different cost elements of the service/solution and their dependencies in order to understand the different pricing models in the market.
- Include the pricing methodology for all expected functionalities and services, e.g., other add-ons, training, support & maintenance, installation, hardware requirements, etc.
- Do you have different typologies of (1) subscriptions to the platform (with different features i.e. professional edition vs enterprise edition); (2) users (i.e. admin, fulfiller, viewer) and how does it affect the pricing of the subscription?

4. Miscellaneous/Additional Points

- What do you consider as your most differentiating factors from other similar products/services available in the market?
- Any additional information that you consider relevant to your offering in the market and that you think we should know regarding your products and services.

Procedure for submission of the information

Interested service providers are encouraged to email Information to **Rodolfo Mascarenas** at rmascarenas@unicef.org with copy to **Isabel Arroyo** at iarroyo@unicef.org with reference “RFI – Space Management solutions” in the subject line **on or before February 7, 2022**.

Service providers are kindly requested to ensure that their full current contact details (contact person details, postal/e-mail/telephone) are included on their submission.

Note:

- i. This RFI is strictly to request information and shall not be understood as any sign of award of a contract or as any form of commitment from UNICEFs to any company/institution. This RFI is not intended that service providers and/or suppliers prepare detailed proposals at this stage but rather provide information regarding pricing models, capabilities, and indication as to how they would approach working with UNICEF to achieve the objectives set out in this RFI.
- ii. A response does not automatically ensure that a company/academia/corporate institution will be contacted or invited to tender in case UNICEF decides to tender for this assignment.
- iii. UNICEF reserves the right to request for product demo to help us understand the technicalities of the product. Cost for demo will be borne by the vendor.
- iv. UNICEF reserves the right to require compliance with additional conditions as and when issuing the final solicitation document.
- v. UNICEF reserves the right to change or cancel the requirement at any time during the RFI and/or solicitation process.
- vi. All submissions will be treated confidentially.