REQUEST FOR INFORMATION (RFI)

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

Title of the RFI:
Project and Portfolio Management Solution

Date of this RFI: 3 December 2025   **Closing Date for Receipt of RFI:** 15 January 2026

RFI Number: RFIUNGSC24002

Beneficiary Country/Territory: Spain

Commodity/Service category: Enterprise Solutions

Address RFI response by fax or e-mail to the Attention of: Chief Procurement Officer

Fax Number:

E-mail Address: unlb-procurement@un.org

UNSPSC Code:
43231507 - Project management software

DESCRIPTION OF REQUIREMENTS

Disclaimer: This RFI is issued solely for market research and information-gathering purposes. It does not constitute a solicitation for proposals, bids, or quotes, nor does it commit UNGSC to pay for any costs incurred in responding. Responses will not be evaluated for selection or award, and no contractual obligations will arise from this RFI. Information provided will help UNGSC understand available PPM solutions in the market and contribute to developing a scope of requirements for a potential future Request for Proposal (RFP). All responses will be treated as confidential where indicated by respondents.

Background

Microsoft has formally announced the retirement of the Microsoft PPM (Project Online) platform effective September 2026. As a result, the United Nations Global Service Centre (UNGSC) is exploring options to transition to a new Project and Portfolio Management (PPM) solution that will support mission-critical project governance and delivery processes beyond this end-of-life date.

The deprecation of Microsoft PPM presents both a risk in terms of sustaining existing operations and data continuity, and an opportunity to explore modern, flexible, and configurable PPM platforms that may align

with UNGSC's evolving needs, governance requirements, and organizational structures.

UNGSC is issuing this RFI to gather information on alternative PPM solutions available in the market that could potentially replace the existing Microsoft PPM platform. The focus is on solutions offering comprehensive planning, scheduling, collaboration, reporting, and governance capabilities, with an emphasis on configurability and extensibility to address diverse organizational contexts.
Interested suppliers are invited to provide detailed information on their PPM solution's features, architecture, security, integration capabilities, implementation approach, licensing model, and support services. This information will inform UNGSC's understanding of commercial options and support the development of requirements for future procurement activities.

Business Justification & Objectives

The primary objective of this RFI is to collect market insights on PPM solutions that could enable consistent, efficient, and transparent project management practices aligned with UNGSC's operational models.

Key areas of interest include

a. Increased Flexibility and Customization Solutions that support configurable workflows, project types, templates, custom fields, and role-based access controls to accommodate different business units and governance needs.
b. Improved User Experience and Collaboration Intuitive interfaces to facilitate adoption across project roles, including project managers, team members, leadership, and external partners.
c. Enhanced Reporting and Analytics Capabilities for real-time portfolio insights, data connectivity with tools like Power BI, and flexible dashboards to support decision-making.
d. Strong Integration Capabilities Seamless integration with UNGSC's existing systems, such as Microsoft 365, SAP (Umoja), Azure DevOps, and other operational platforms.
e. Support for Governance and Compliance Features to reinforce governance through configurable workflows, approval processes, standardized documentation, and audit-ready data management.
f. Future Scalability Solutions capable of scaling across missions, departments, and emerging service delivery requirements.

Information Requested

Suppliers are encouraged to address the following dimensions in their responses, providing examples, documentation, or references where possible. Responses should focus on how their solution meets or approaches these areas, including any relevant case studies from similar organizations.

A. Functional Fit
•   Core project planning, scheduling, resource management, and financial tracking.
•   Portfolio management capabilities, reporting dashboards, and analytics.
•   Collaboration features including documents, risks, issues, and workflows.
•   Support for custom fields, templates, and governance models.

B. Technical & Integration Capabilities
•   Architecture and deployment model (cloud, hybrid, on-premises).
•   Integration with Microsoft 365, SAP/Umoja, Azure DevOps, and Power Platform.
•   API availability and extensibility.

C. Usability & Adoption
•   Quality of UX/UI.
•   Accessibility.

- Multi-device support.
- Learning curve and training materials.

D. Security & Compliance
- Role-based access control (RBAC).
- Data residency and segregation.
- Support for external (B2B) access.
- Alignment with UN security policies and standards.

E. Implementation & Support
- Implementation methodology and timeline.
- Migration capabilities.
- Vendor support model and SLA options.
- Availability of local/global support resources.

F. Cost & Licensing
- Licensing structure.
- Total cost of ownership (TCO).
- Flexibility in scaling licenses and modules.

For additional context, Please see Annex A – Checklist on Requested Information which outlines specific features of interest, categorized by priority level (Mandatory, Highly Desirable and Desirable). These priorities reflect UNGSC's informational preferences and are provided to guide responses; they do not represent evaluation criteria. Your response should also incorporate duly filled Annex A.

Response Instructions

• Format: Submit responses in PDF format, not exceeding 20 pages (excluding appendices). Use the dimensions (A-F) as section headings for clarity.
• Content: Include your company's overview, solution summary, and responses to the requested dimensions. Mark any proprietary information as confidential.
• Annex A: Include duly filled Annex A, marking all Category items with Yes/No and providing references to support each criteria either as URL or referencing the document included in your response.
• Submission: Email responses to unlb-procurement@un.org by January 15, 2026. Late submissions may not be considered.

UNGSC appreciates your participation and looks forward to learning about innovative PPM solutions in the market. This RFI supports UNGSC's efforts to ensure continuity and modernization in project management without any immediate procurement intent.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

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

PLEASE NOTE: You should submit your response to this RFI electronically at:
https://www.ungm.org/Public/Notice/286314

In case you have difficulties submitting your response electronically, please contact unlb-procurement@un.org directly for 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 of 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 UNGSC (UNGSC) by the closing date set forth in this RFI. *Due to the high volume of communications UNGSC 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.