



## **United Nations Week Business Opportunities**

**ICEX España Exportación e Inversiones**

**"DOING BUSINESS BY DOING GOOD"**

**30 de Noviembre de 2016  
Madrid, España**

***La UIT y sus procedimientos de compra***

**Presentado por**

**Aida Martín Andrés, División de Compras  
Unión Internacional de Telecomunicaciones (UIT)**

**[aida.martinandres@itu.int](mailto:aida.martinandres@itu.int)**



## La Unión Internacional de Telecomunicaciones ([www.itu.int](http://www.itu.int))

- Organización fundada en París en **1865** con el nombre de Unión Telegráfica Internacional.
- Organismo especializado de las Naciones Unidas para las Tecnologías de la Información y la Comunicación desde **1947**.
- **193** países miembros y más de **700** entidades del sector privado e instituciones académicas.
- Sede en Ginebra (Suiza). **12** Oficinas regionales en todo el mundo.
- Objetivos principales:
  - Atribuir el espectro radioeléctrico y las órbitas de satélite a escala mundial (Sector de Radiocomunicaciones).
  - Elaboración de normas técnicas para garantizar la interconexión de las redes y las tecnologías (Sector de la Estandarización).
  - Mejorar el acceso a las TIC de las comunidades insuficientemente atendidas de todo el mundo (Sector de Cooperación al Desarrollo).



## El objetivo de la contratación pública en el marco de las Naciones Unidas

Adquisición puntual de bienes y servicios respetando:

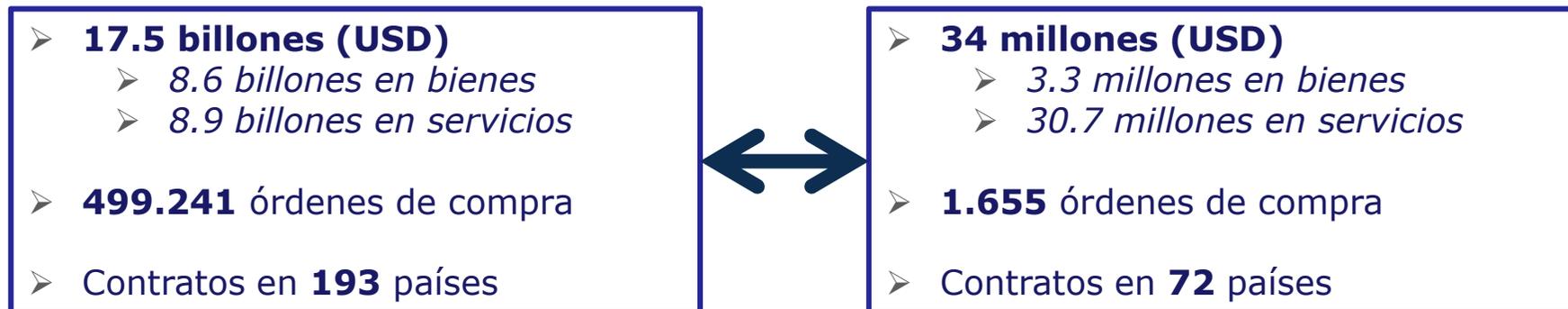
- los principios de equidad, integridad y transparencia.
- competición internacional efectiva.
- la relación óptima calidad-precio.

Los procedimientos de contratación de las Organizaciones de Naciones Unidas son gobernados exclusivamente por sus normativas internas.

Las Organizaciones de Naciones Unidas administran fondos públicos y deben respetar los principios señalados y aplicar las mejores prácticas de contratación pública en el ejercicio de sus funciones.



## El volumen de compras de las Organizaciones de Naciones Unidas y la UIT en 2015



- Aumento del volumen de compras de las Organizaciones de Naciones Unidas del **2%**.
- **30.9%** del volumen de compras de la UIT adquirido en Europa.



## España y las Organizaciones de Naciones Unidas en 2015

- Contratos en **193** países (España en el puesto número **57**).
- **32** Organizaciones adjudicaron contratos a **593** proveedores Españoles.
- El valor total de las adquisiciones a proveedores españoles...
  - ✓ fue de **64.2 millones (USD)**; 44.5 millones (USD) de servicios y 19.7 millones (USD) de bienes.
  - ✓ = **0.36%** del volumen total de compras.
- Productos más demandados: servicios de transporte, depósito, ingeniería y consultoría, productos de higiene personal, ropa.

## España y la UIT en 2015

- Contratos en **72** países (España en el puesto número **14**).
- Valor total de adquisiciones: **133.407 CHF**.



## ¿Qué bienes y servicios compra la UIT?

- Equipos y servicios informáticos y de comunicaciones: hardware (ordenadores, equipos de backup y almacenamiento, firewall, servidores etc.), software, servicios de mantenimiento, soporte técnico, desarrollo de software y aplicaciones.
- Servicios de seguros.
- Servicios de gestión de viajes.
- Material de oficina.
- Servicios de consultoría.
- Bienes y servicios necesarios para el mantenimiento de las instalaciones de la UIT.
- Servicios de diseño, formato e impresión.
- Servicios de relaciones públicas, promoción, diseño y desarrollo de estrategias de comunicación para eventos.



## Políticas de registro de proveedores

- Algunas organizaciones exigen el registro en la página web de la organización o en el United Nations Global Marketplace (UNGM) como requisito para poder participar en los procedimientos de licitación.
- Otras organizaciones no requieren ningún registro específico.

UNITED NATIONS  
GLOBAL MARKETPLACE

English Register Log in Search UNGM

### UNGM Registration Process

#### Information required for each level of registration

Most UN organizations require vendors to register at Basic level only. Some UN organizations may require vendors to provide documentation and additional information in lieu of qualifying the vendor for registration at Level 1 or 2. The level of registration and accompanying requirements are determined by the monetary value of potential contracts. The system is intuitive and will automatically only allow vendors to register for Level 1 and 2 with UN organizations which make use of these additional qualification levels.

#### Basic registration requirements

1. General information (name of company, licence number, address, telephone, details of contact persons, etc.).
2. Information on countries in which you do business.
3. Classification of your goods and services.

#### Level 1 requirements

4. Criteria 1-3 above.
5. Certificate of incorporation or equivalent document verifying legal status/capacity.
6. Details and email addresses of at least three independent, non-affiliated references whom you have done business with.
7. Names of owner(s) and principals (including parent company, subsidiaries/affiliates, CEO/Managing Director, and those with controlling interests, if applicable). The names of intermediaries, agents and/or consultants, (if any) used in relation to United Nations contracts or bids/proposals.

#### Level 2 requirements

8. Criteria 1-7 above.
9. Reference letters from three independent, non-affiliated clients/companies, you have done business with. Reference letters should be in English and from three independent, non-affiliated clients/companies whom you have sold products and/or services to during the last 12 months preferably with a description of project/work undertaken; and date started/completed and value of project. Reference letters should be prepared/signed on the referee's letterhead paper and reference should refer to the entity that is seeking registration.
10. Financial documents (audited/certified financial statements or equivalent) for the last three years.

Home  
About UNGM  
Registration process  
Code of conduct  
Terms & Conditions  
Tender notices  
Contract awards  
Knowledge centre  
UNSPSC  
FAQs  
Press release

Help

Información disponible en: <https://www.ungm.org/Public/Pages/RegistrationProcess>

## Como acceder a las licitaciones de la UIT

La UIT publica sus licitaciones:

### 1. Directamente en UNGM ([www.ungm.org](http://www.ungm.org))



UNITED NATIONS  
GLOBAL MARKETPLACE

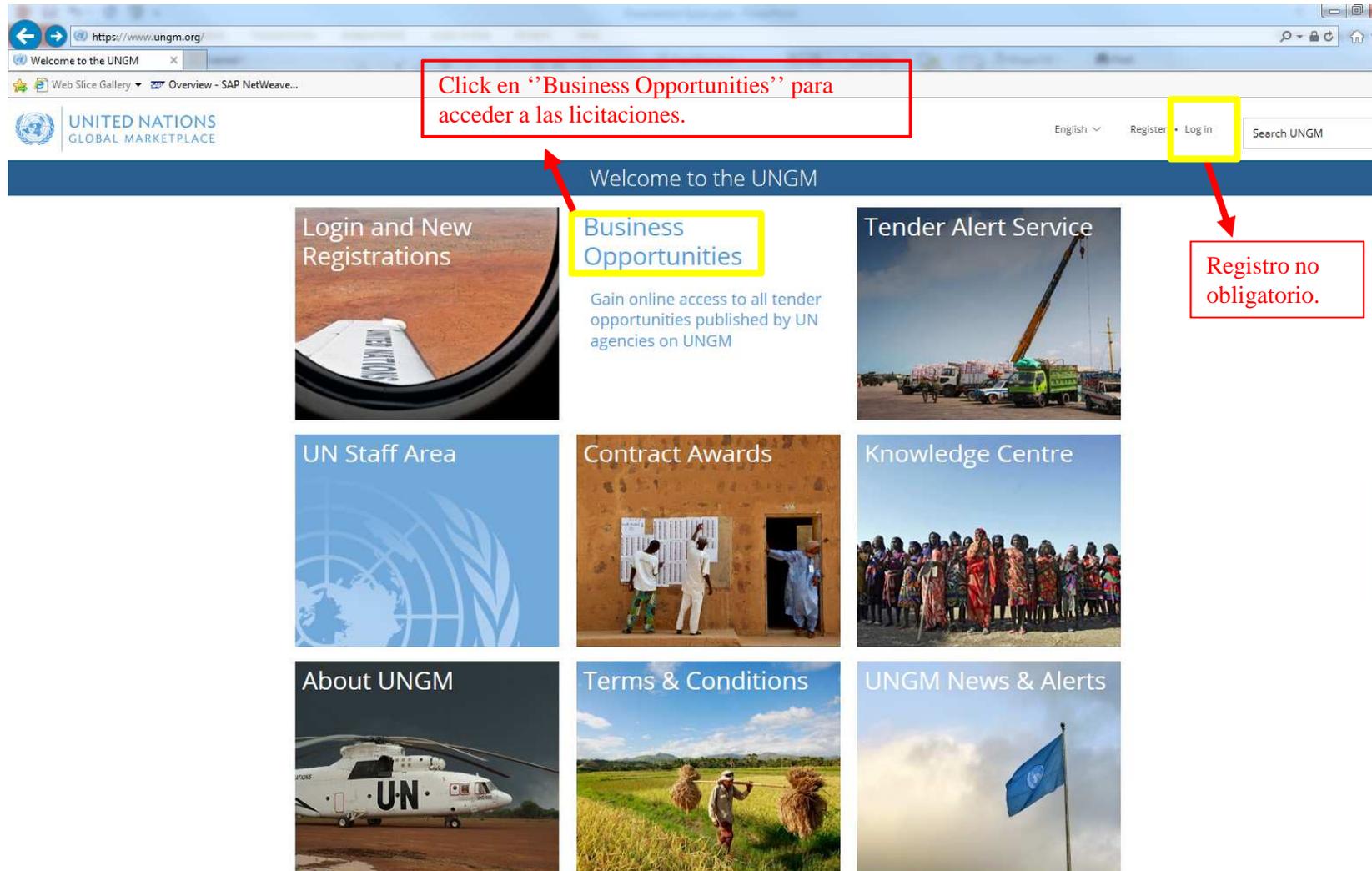
- Página web pública y gratuita utilizada por la mayoría de las Organizaciones.
- Utilizada por la UIT cuando el envío de ofertas deba realizarse en papel.
- El registro en UNGM no es necesario para acceder a las licitaciones de la UIT publicadas en UNGM.

### 2. En In-tend a través de UNGM.



- Herramienta online para la publicación de licitaciones y la sumisión electrónica de ofertas.
- La UIT publica sus concursos en In-tend a través de UNGM cuando el envío de ofertas deba realizarse electrónicamente en la página web de In-tend.
- Registro en UNGM (Nivel Básico) obligatorio para poder acceder a las licitaciones.

# 1. Acceso a las licitaciones en UNGM ([www.ungm.org](http://www.ungm.org))



The screenshot shows the UNGM website interface. A red box highlights the 'Business Opportunities' link in the top navigation bar with the text: "Click en 'Business Opportunities' para acceder a las licitaciones." A yellow box highlights the 'Register' and 'Log in' links in the top right corner. A red arrow points from the 'Business Opportunities' link to a yellow box around the 'Business Opportunities' tile in the main content area. Another red arrow points from the 'Register' link to a red box containing the text: "Registro no obligatorio." The main content area features a grid of nine tiles: 'Login and New Registrations', 'Business Opportunities' (highlighted), 'Tender Alert Service', 'UN Staff Area', 'Contract Awards', 'Knowledge Centre', 'About UNGM', 'Terms & Conditions', and 'UNGM News & Alerts'.



Search tender notices

UNITED NATIONS GLOBAL MARKETPLACE

English Register Log in Search UNGM

Code of conduct

Terms & Conditions

Tender notices

Contract awards

Knowledge centre

UNSPSC

FAQs

Press release

Title: [ ] UN Organization: **ITU** [ Hide advance criteria ]

Description: [ ] ITU (remove)

Reference: [ ] Beneficiary Country/area: [ Type a country/area name ]

Published between: [ ] and [ ] UNSPSC Codes: [ Select UNSPSC ]

Deadline between: [ ] and [ ] Type:  Not set  Request for EOI  Request for proposal  Request for quotation  Invitation to bid  Request for pre-qualification  Request for information  Grant support-call for proposal  Pre-bid notice

Clear All

Displaying results 1 to 15 of 254

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
<a href="#">Travaux d'entretien des espaces verts extérieurs et intérieurs de l'Union Internationale des Télécommunications</a>	16-Dec-2016 16:00 (GMT 1.00)	24-Nov-2016	ITU	Request for proposal	PROC-B-CTR-1334-16-LOG	Switzerland
<a href="#">Supply of Equipment for Schools for the Blind in Zambia</a>	25-Nov-2016 12:00 (GMT 1.00)	18-Nov-2016	ITU	Request for quotation	PROC-AB-1552-16-BDT	Zambia
<a href="#">Production des Listes IV et V sur CD-ROM</a>	05-Dec-2016 12:00 (GMT 1.00)	17-Nov-2016	ITU	Invitation to bid	PROC-AB-1438-16-C&P	Switzerland
<a href="#">Supply of Equipment and Software for Project on Ebola ICT Applications</a>	01-Nov-2016 16:00 (GMT 1.00)	25-Oct-2016	ITU	Request for quotation	Quotation (RFQ) Ref. No. PROC-A-1333-16-BDT	Switzerland
<a href="#">Request for Proposal (RFP) Ref. No. PROC-B-1252-16-FRMD For Actuarial valuation of After-Service Health Insurance (ASHI): actuarial valuation of separation benefit and actuarial of the Health Insur</a>	18-Nov-2016 16:00 (GMT 1.00)	24-Oct-2016	ITU	Request for proposal	RFP No. PROC-B-1252-16-FRMD	Switzerland
<a href="#">Provision of Smartcards for Physical and Logical Access</a>	31-Oct-2016 12:00 (GMT 2.00)	17-Oct-2016	ITU	Request for EOI	PROC-A-1728-16-IS-SSD	Switzerland
<a href="#">Delivery and Maintenance of WAN Accelerators and Network Connectivity Solution</a>	17-Oct-2016 16:00 (GMT 1.00)	11-Oct-2016	ITU	Request for proposal	PROC-AB-0945-16-IS	Switzerland
<a href="#">Demande de soumission réf. PROC-AB-1218-16-C&amp;P-C&amp;P Impression et reliure du Manuel à l'usage des services mobile maritime et mobile maritime par satellite (Manuel maritime)</a>	19-Oct-2016 12:00 (GMT 2.00)	07-Oct-2016	ITU	Invitation to bid	PROC-AB-1218-16-C&P-C&P	Switzerland

Click en la licitación para acceder a los documentos.

Introducir el nombre de la Organización.

Help



Search tender notices

Supply of Equipment for Schools for the Blind in Zambia

General | Contacts | Links | Documents | UNSPSC | Revisions

Click en "Documents" para acceder al pliego de condiciones.

**General information**

Type of notice	Request for quotation
Registration level	Basic
Title	Supply of Equipment for Schools for the Blind in Zambia
UN organization	International Telecommunication Union
Reference	PROC-AB-1552-16-BDT
Published	18-Nov-2016
Deadline	25-Nov-2016 12:00
Time zone	(GMT 1.00) Brussels, Copenhagen, Madrid, Paris

Description  
Dear Sir or Madam,

The International Telecommunication Union ("ITU"), the leading United Nations agency for information and communication technology, issues the present Request for Quotation for the appointment of a company responsible for the supply of equipment for schools for the blind in Zambia. The specific goods to be provided are described in **Annex 1** to this Request for Quotation ("Technical Specifications").

The equipment shall be delivered to Zambia Information and Communication Technology Authority (ZICTA), in Lusaka, Zambia.

**Countries**

Zambia



## 2. Acceso a las licitaciones en In-tend



English Register Log in

Search UNGM

### Log in

Existing account login

Email address \*

Password \*

Remember me?

[Forgotten password?](#)

Log in

If you do not have an account yet, you can register by clicking on the 'New Registration' button below.

New Registration

Una vez registrados en UNGM (Nivel Básico), debemos conectarnos a nuestra cuenta.





## My Dashboard

Home

About UNGM

Registration process

Code of conduct

Terms & Conditions

Tender notices

Contract awards

Knowledge centre

UNSPSC

Video Guides

Press release

Vendor

> Dashboard

Settings

Registration

Vendor documents

My tenders

Tender Alert Service

UNSPSC changes



We are in the process of updating the UNSPSC codes. For more information on the changes and addition, read here - [UNSPSC changes](#)



Your UNGM number is 424049

There are UN organizations matching your profile to which you have not yet submitted your registration. Visit the [Registration page](#) and click on the UN Organizations section to submit your registration now.



### Company registration status

The statuses of your company's registration submissions are shown below. For an explanation of what each status means, please [click here](#).

UN organizations	Basic registration	Level 1 registration	Level 2 registration
ITU	Registered (10-Nov-2015 11:51)		

### My TAS subscription



You have not yet subscribed to the Tender Alert Service (TAS).

The Tender Alert Service is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, you can receive notification of relevant business opportunities that match your company's products and/or services directly to your email address. Do not miss an opportunity to tender or spent time scrolling through long lists of tender notices daily.

Receive relevant tender notices for USD250 per year.

Don't wait. Start receiving email notification for relevant notices that match your company's products and/or services directly to your Inbox today.

Click en "Tender Notices" para acceder a las licitaciones.

La página nos muestra el estatus del registro (Básico).



- Code of conduct
- Terms & Conditions
- > Tender notices
- Contract awards
- Knowledge centre
- UNSPSC
- FAQs
- Video Guides
- Press release
- Vendor
- Dashboard
- Settings
- Registration
- Vendor documents
- My tenders
- Tender Alert Service
- UNSPSC changes

Title:

Description:

Reference:

Published between:  and

Deadline between:  and

[Clear All](#)

UN Organization:  Type organization abbreviatc

Beneficiary Country/area:  Type beneficiary area name

UNSPSC Codes: [Select UNSPSC](#)

Type

Not set  Request for EOI  Request for proposal  Request for quotation

Invitation to bid  Request for pre-qualification  Request for information

Grant support-call for proposal  Pre-bid notice

Introducir el nombre de la Organización.

Displaying results 1 to 15 of 254

[View document](#) button to view notice in eSourcing portal.

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Si la licitación está disponible en In-tend, el botón "View Documents" será visible. Al hacer click, el sitio web de In-tend se abrirá.

[View Documents](#)



Your return has not yet been sent

Tender Solicitation Document Correspondence Clarifications History

Delivery and Maintenance of WAN Accelerators and Network Connectivity Solution

<b>Title :</b>	Delivery and Maintenance of WAN Accelerators and Network Connectivity Solution
<b>Reference :</b>	PROC-AB-0945-16-IS
<b>Description :</b>	<p>The International Telecommunication Union (ITU) issues the present Request for Proposal for the Delivery and Maintenance of WAN Accelerators and Network Connectivity.</p> <p>Bidders requiring any clarification about the Solicitation document, or the solicitation process itself, shall submit their queries in writing only via In-tend "Correspondence" tool by the deadline of Wednesday 5 October 2016 at 12:00 hours (Geneva Time). A consolidated and anonymous list of all queries received, together with ITU's answers, will be distributed through In-tend. Proposals must be submitted electronically as a searchable PDF file via In-tend by the deadline of Monday 17 October 2016 at 16:00 hours (Geneva time) as prescribed in Section 6 below.</p> <p>Bidders shall be aware that the uploading of large PDF electronic files may take time and as such they must allow sufficient time to fully transmit all files prior to the Bid Closing Date.</p> <p>Bidders are solely responsible for ensuring that their Bid is duly submitted before the Bid Closing Date. In case of technical problems regarding the Bidders' registration on UNGM or the downloading/uploading of documents within In-tend, Bidders shall contact UNGM or In-Tend technical support at registry@ungm.org or support@in-tend.co.uk, as applicable.</p>
<b>Contact :</b>	Valentina Pistritto
<b>Qualifications :</b>	<p>Mandatory Minimum Requirements (Pass-Fail) 1) Technical Compliance: The proposed equipments must comply with the Equipments mandatory features of Section 13.1 Part IV. 2) Technical Compliance: The proposed Support &amp; Maintenance complies with the Mandatory Services of Section 13.2 Part IV. 3) Bidder's experience: In the past five (5) years the Bidder shall have successfully accomplished a minimum of two (2) similar projects in terms of size, complexity and value with most of the equipments brand proposed in the Bid (Annex 4). 4) Hardware warranty: all proposed hardware shall have a minimum of two (2) years warranty. 5) General Terms and Conditions: Acceptance of all Articles and Sub-Articles of the ITU General Conditions of Contract for the Provision of Services and Goods (Annex 3). 6) Firm and Fixed Price: Submission of firm and fixed overall price for the term of the contract and inclusive of all administrative charges and overheads, including but not limited to fees, accommodation and travel expenses, insurance, levies and delivery cost.</p>
<b>Date documents can be requested until :</b>	17 October 2016
<b>Customer :</b>	ITU
<b>Process :</b>	Open
<b>Directive :</b>	Goods and Services
<b>Procedure :</b>	Request for Proposal

Click en "Solicitation Document" para acceder al pliego de condiciones.



## Tender Management

Home Messages Tenders UNGM Help Logout

Your return has not yet been sent

Tender Solicitation Document Correspondence Clarifications History

**How To Attach & Submit Documents**

1. If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button.
2. If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
3. To attach additional documents you wish to submit as part of your tender return, click the **Attach Documents** button under the **My Tender Return** section (if available). These will then appear in the **My Tender Return** section.

NOTE : Large files may take some time to upload.

4. When you have completed all the above steps and are ready to submit your tender return, click the red **Submit Return** at the bottom of this page.

Server Time : 25 Nov 2016 13:32:41 Due Date : 17 Oct 2016 16:00:00 Time Remaining : Finished

Deadline for responses has passed, but late submissions might be accepted

**Tender Details**

Stage Name	Solicitation Document
Locked Until	17 October 2016
Closing Date	17 October 2016
Project Title	<u>Delivery and Maintenance of WAN Accelerators and Network Connectivity Solution</u>
Project Description	<p>The International Telecommunication Union (ITU) issues the present Request for Proposal for the Delivery and Maintenance of WAN Accelerators and Network Connectivity.</p> <p>Bidders requiring any clarification about the Solicitation document, or the solicitation process itself, shall submit their queries in writing only via In-tend "Correspondence" tool by the deadline of Wednesday 5 October 2016 at 12:00 hours (Geneva Time). A consolidated and anonymous list of all queries received, together with ITU's answers, will be distributed through In-tend.</p> <p>Proposals must be submitted electronically as a searchable PDF file via In-tend by the deadline of Monday 17 October 2016 at 16:00 hours (Geneva time) as prescribed in Section 6 below.</p> <p>Bidders shall be aware that the uploading of large PDF electronic files may take time and as such they must allow sufficient time to fully transmit all files prior to the Bid Closing Date.</p> <p>Bidders are solely responsible for ensuring that their Bid is duly submitted before the Bid Closing Date. In case of technical problems regarding the Bidders' registration on UNGM or the downloading/uploading of documents within In-tend, Bidders shall contact UNGM or In-Tend technical support at registry@ungm.org or support@in-tend.co.uk as applicable.</p>

Tender Documents Received - Main

Description	Options
Solicitation Document PROC-AB-0945-16-IS-Final-rev.pdf	View Download

Fecha límite para el envío de ofertas.

Click en "Download" para descargar el pliego de condiciones.



My Tender Return - Main	Description	Envelope	Options
General	Upload here the duly completed Annex 4 (References Form)	Technical Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 5 (Technical Proposal Summary Form)	Technical Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 6 (Project Pre-requisites and Assumption Form)	Technical Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 7 (tentative Project Schedule)	Technical Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 1 (Company Information Form)	Commercial Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 2 (Formal Declaration)	Commercial Bid	<a href="#">Upload Document</a>
General	Upload here the duly completed Annex 8 (Pricing Form)	Commercial Bid	<a href="#">Upload Document</a>
General	TECHNICAL BID- Upload here your Technical proposal	Technical Bid	<a href="#">Upload Document</a>
General	COMMERCIAL BID- Please upload here your Commercial Proposal	Commercial Bid	<a href="#">Upload Document</a>
Insurance - Private Liability	Please upload here a copy of your general liability insurance	Commercial Bid	<a href="#">Upload Document</a>
Terms And Conditions	Upload here the duly signed Annex 3 (ITU's General Terms and Conditions)	Commercial Bid	<a href="#">Upload Document</a>

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

Envelope:

[Attach Documents](#)

Click en "Upload document" para cargar los documentos de la oferta.

**Submit My Return**

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

[Submit Return](#)

Click en "Submit Return" para enviar todos los documentos.



## ***Algunas informaciones útiles...***

- Duración media de un procedimiento de licitación: de 3 a 6 meses.
- Términos y Condiciones Generales de la UIT aplicables a todos los contratos.
- Ofertas redactadas en Inglés o Francés.
- Información sobre los contratos adjudicados publicada en UNGM.

## ***Consejos y errores a evitar...***

- ✓ Asegurarse de cumplir con todos los requisitos mínimos obligatorios antes de preparar la oferta.
- ✓ Verificar que la oferta contiene todas la informaciones y documentos obligatorios.
- ✓ Precios indicados únicamente en la moneda requerida.
- ✓ En caso de sumisión en documentos independientes, asegurarse de que la oferta técnica no contenga ninguna información comercial.
- ✓ Realizar el envío de los documentos con suficiente antelación.
- ✓ Correspondencia por escrito y dirigida únicamente a la División de Compras.

## Estándares éticos

### UN Supplier Code of Conduct



- ❖ Obligación de respetar el Código de Conducta para proveedores de las Naciones Unidas.
- ❖ Informa a los proveedores de sus obligaciones y trata temas como la prevención de la corrupción, conflictos de interés, la prohibición de la contratación de antiguos funcionarios y de realizar regalos o invitaciones al personal de las Organizaciones Internacionales.
- ❖ Disponible en:  
[https://www.un.org/Depts/ptd/sites/www.un.org/Depts.ptd/files/files/attachment/page/2014/February%202014/conduct\\_spanish.pdf](https://www.un.org/Depts/ptd/sites/www.un.org/Depts.ptd/files/files/attachment/page/2014/February%202014/conduct_spanish.pdf)

### UN Global Compact Initiative



- ❖ La UIT anima a los proveedores a adherirse al Pacto Mundial de la ONU.
- ❖ Propone la alineación de estrategias de negocio con principios universales en materia de derechos humanos, trabajo, medio ambiente y lucha contra la corrupción.
- ❖ Información disponible en:  
<https://www.unglobalcompact.org/>



## *Proyectos futuros:*

- Servicios de traducción.
- Servicios de desarrollo de software.
- Conversión de documentos en formato EPub3.
- Diseño y desarrollo de una solución para la participación remota en la reuniones y conferencias de la UIT.
- Compra de tarjetas de acceso a los edificios de la UIT para los funcionarios.
- Diseño arquitectónico y construcción de un nuevo edificio en Ginebra.



***iGracias!***

