



United Nations Procurement Division

REQUEST FOR EXPRESSION OF INTEREST (EOI)

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

Title of the EOI:

Provision of various instructional design and digital learning solutions for staff of the United Nations

Date of this EOI: 16 June 2022**Closing Date for Receipt of EOI:** 30 June 2022**EOI Number:** EOIUNPD19919**Beneficiary Country/Territory:** Global**Commodity/Service category:** Recruitment & Training Services**Address EOI response by fax or e-mail to the Attention of:** Yacine Gherbi**Fax Number:** n.a**E-mail Address:** gherbi@un.org**UNSPSC Code:** 86100000, 86110000, 86120000, 86130000, 86140000, 80111500, 80101500

DESCRIPTION OF REQUIREMENTS

BACKGROUND AND OBJECTIVES

Professionalisation and capacity development of UN personnel across the Secretariat is a major priority for the Secretary-General. In order to better manage the increasing challenges of the UN in alignment with the UN eLearning Framework, Learning Strategy and Data Strategy, the Capacity Development and Operational Training Service (CDOTS) is initiated a solicitation process.

The objective of the envisioned Request for Proposals (RFP) is to expand the capabilities of CDOTS and other learning centres to provide a wide range of learner-centric solutions that are both inward and outward-focused. To achieve this, CDOTS is looking for potential among multiple Contractors that can provide services in one or more learning and development areas and build partnerships.

It is the assumption of CDOTS that a variety of Contractors will have expertise in one or more of the required services but potentially not in all services. It is the intention of CDOTS to establish a multi-award, long-term systems contract for the provision of the aforesaid service(s).



For more information on the locations and offices of the UN Secretariat, please visit <https://www.un.org/en/about-us/secretariat>

The detailed scope of requirements will be provided in the Request for Proposal (RFP), which will be sent out to all vendors responding to this EOI. No further detail can be made available prior to the issuance of the RFP solicitation.

Due to the expected high volume of communications, please follow the instructions below:

1. Please review all the information provided in this Request for Expression of Interest document.
2. Interested vendors must register electronically by clicking on the form link provided on page 3 of this document. At this stage please do not submit any additional information.
3. If you have questions related to UN vendor registration, please follow the instructions provided on page 5 of this document or contact register@un.org.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

LOT-1: ADVISORY SERVICES FOR DIGITAL LEARNING

CDOTS supports UN clients across the Secretariat by aligning learning to the business process improvement strategy, creating an organisational culture of learning and addressing the unique challenges and issues the UN faces through learning, benchmarking learning processes and leveraging learning technology. CDOTS is interested in identifying Contractor(s) to partner with to develop a strategic approach between digital learning and the UN's wider Learning Strategy.

LOT-2: ANALYSIS OF LEARNING NEEDS

As research and experience show, training is not always the answer to insufficient skills, knowledge or competencies. There are several industry-standard models to determine the skills, knowledge and attitudes required to perform job-related tasks successfully and identify the gaps. If lack of knowledge is not the cause of a problem, the Contractor will look also at other possible issues, such as technology, work processes, motivation, etc. to propose an appropriate course of action.

LOT-3: LEARNING CONTENT DESIGN, DEVELOPMENT AND DELIVERY

CDOTS is responsible for the instructional design of eLearning, in-person and blended learning courses. The approach must be developed or adapted to meet client expectations, durations, levels of agreed interactions and technical capabilities ranging in complexity, with solution designs that could include Virtual Reality, Artificial Intelligence, Immersive learning, etc. It is noted that the Analysis and Evaluation phases of Instructional Design are separated into independent Lots to provide the vendor with the opportunity to expand on these capabilities and expertise.

LOT-4: MEASURE EFFECTIVENESS OF LEARNING AND DEVELOPMENT

The Proposing Company can demonstrate the ability to measure the effectiveness of learning and development through:

- a) formative evaluation to improve the training programmes and processes;
- b) monitoring how the instructional design ensures that objectives can be achieved;
- c) summative evaluation to measure results and application of learning in the workplace; and



d) a result comparison between an initial diagnostic and a final evaluation to measure progression.

LOT-5: SYSTEMS, LEARNING TECHNOLOGY AND DIGITAL INNOVATION

CDOTS is responsible for the development of the e-learning course, content, screen layout templates, graphics, selection of pictures, production of animations, synchronization of elements, formatting of text, etc. and looking for external resources to help meet the demand.

LOT-6: DATA ANALYTICS AND DATA VISUALISATION

CDOTS intends to contribute to the advancement of the Secretary-General's Data Strategy by building capacity among UN personnel. The Proposing Company can demonstrate the ability to design, develop, deliver, and evaluate online and face-to-face learning solutions in the areas of data analytics, data management and storytelling using data.

LOT-7: LOCAL ADAPTATION SERVICES

Learning products should be available and understandable for diverse linguistic, geographical, and cultural groups, according to their usages, expectations and backgrounds. There may therefore be a need for localization by creating, adapting, or transferring source products. Beyond mere translation, localization processes ensure content adaptation or re-creation, as well as technical adaptation. Ensuring the use of industry-standard software allowing internationalization (writing systems, characters, and compatibilities) is at the base of adaptation and localization processes.

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.

PLEASE NOTE: You should express your interest to this EOI electronically at:

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNPD19919>

In case you have difficulties submitting your interest electronically, please contact gherbi@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/sc/suborg/en/sanctions/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 Procurement Division (UNPD) by the closing date set forth in this EOI. *Due to the high volume of communications UNPD 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>.

