



UN Procurement Division (UNPD)

REQUEST FOR INFORMATION (RFI)

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Title of the RFI:

INSTRUCTIONAL DESIGN AND DIGITAL LEARNING SOLUTIONS FOR STAFF OF THE UNITED NATIONS

Date of this RFI: 19 May 2021**Closing Date for Receipt of RFI:** 9 June 2021**RFI Number:** RFIUNPD18523**Beneficiary Country/Territory:** United States of America**Commodity/Service category:** Recruitment & Training Services**Address RFI response by fax or e-mail to the Attention of:** Muhammed Riadul Islam, Procurement Officer**Fax Number:****E-mail Address:** islam21@un.org**UNSPSC Code:** 86000000**DESCRIPTION OF REQUIREMENTS****BACKGROUND**

The UN is changing the way it works and how it builds capacity for operational, communication and language training. Capacity-Development and Operational Training Service (CDOTS) under Department of Operational Support (DOS) is involved in several training-related projects for a diverse range of training programs across different functional areas, including language and Umoja (SAP based ERP system) operational training. For many of these projects, CDOTS is required to reach out for expertise with external vendors and often need to piggy-back off contracts owned by Department of Management Strategy, Policy and Compliance (DMSPC).

The UN Secretariat 2021-2025 Learning Strategy is a joint effort of Organizational Development Section (ODS) of DMSPC and CDOTS/DOS and engaged 45 entities in developing the way forward for learning in the Organization. The strategy will support professional growth and build capabilities among staff members, managers, and teams across the Organization. It will guide learning related programmes and activities undertaken in the Secretariat, including those centrally managed and those managed by entities.



The 2021 – 2025 Learning Strategy aims for a renovation in how the UN Secretariat learns, shifting from a “training” mode – completing course after course to acquire knowledge or receive instruction in different skill areas – to intentional learning by individuals and teams.

CDOTS is undertaking a solicitation process for a multi-award systems contract. The objectives of the RFP are 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 vendors that can provide services in one or more learning and development services. In order to identify vendors that can provide a proposal for a set of services, the approach is to divide the services into “Lots”.

LOTS OF SERVICES

LOT-1: Learning advisory services

To support all CDOTS’ efforts (operational and language) to build capacity across the UN Secretariat, the vendor should be able to provide learning advisory services, including on the development of learning strategies, learning paths, instructional design, digital learning solutions, and learning projects. This guidance should be based on research and industry good practices.

LOT-2: Analysis of Learning Needs

The vendor should be able to use industry standards and models to develop learning needs analyses that will identify learning gaps, organizational challenges and learning intervention goals and objectives. Applying various diagnostic tools, the vendor should examine human performance based on industry models and make recommendations to address identified needs, in addition to providing concrete guidance on how to implement recommendations.

LOT-3: Learning Content Design, Development and Delivery

The vendor should be able to design and develop content for online, face-to-face, blended, synchronous and asynchronous learning solutions that are aligned to identified needs and goals and learning and performance objectives. If technical specifications for a learning project require external hosting of off-the-shelf courses, the vendor should be able to host learning solutions and develop learning content with the support of technology, creating videos, audio, graphics and multimedia presentations. Different types of learning intervention and facilitation should be provided, depending on the context.

LOT-4: Measure Effectiveness of Learning and Development

The vendor should be able to establish measurement and evaluation frameworks to assess and demonstrate the impact of learning and development interventions. Evaluation tools should target all four levels of evaluation: reaction, learning, behavior and results. The vendor will also report on evaluation data to demonstrate impact, identify best practices and lessons learned and make recommendations for future action.

LOT-5: Systems, Learning Technology and Digital Innovation

The vendor should be able to provide technology and digital innovation for learning solutions, such as video production, design of learning websites, micro sites and mobile applications, videography, gamification, virtual reality learning experiences, simulations and machine learning/artificial intelligence.

LOT-6: Data Analytics and Data Visualisation



The vendor should be able to provide options and leverage in support the Secretary-General's Data Strategy by building capacity among UN staff members and providing consulting services and guidance on how to integrate a data-driven approach into specific projects. The vendor should be able to provide virtual and face-to-face training in the areas of data analytics, data visualization and storytelling using data.

LOT-7: Translation and Local Adaptation Services

The vendor should be able to provide translation, transadaptation and transcreation services for learning solutions in the UN official languages (English, French, Arabic, Chinese, Russian and Spanish). It should adapt learning content and language to local needs, including e-learning modules that contain audio and video.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Please provide company and background information on ONE OR MORE of the LOTS OF SERVICES. Please include a general description of the services offered by your company, including (where relevant) company experience, weblinks, brochures, marketing information, available Long Term Agreements (LTAs) within the UN System etc. Please clearly indicate which LOT(S) the information is targeted for. Please send these RFI information, by email, to Muhammed Riadul Islam, Procurement Officer, at islam21@un.org.

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

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).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place (www.ungm.org) and that your application for registration as vendor has been submitted to the **UN Secretariat** in the same site, to be able to participate in any potential solicitation process as a result of this RFI.
- 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 submit your response to this RFI electronically at:

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD18523>

In case you have difficulties submitting your response electronically, please contact islam21@un.org directly for instructions.



RFI 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 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 UN Procurement Division (UNPD) (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications UNPD 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>.

