



United Nation Procurement Division

REQUEST FOR INFORMATION (RFI)

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

Title of the RFI:

Provision of Training Service on Workplace Conflict Resolution Coaching Skills for Ombudsman and Mediators

Date of this RFI: 6 December 2022

Closing Date for Receipt of RFI: 21 December 2022

RFI Number: RFIUNPD20563

Beneficiary Country/Territory: Global

Commodity/Service category: Recruitment & Training Services

Address RFI response by fax or e-mail to the Attention of: Mr. Yacine Gherbi

Fax Number: n.a.

E-mail Address: gherbi@un.org

UNSPSC Code: 86130000, 86101700, 80111500

DESCRIPTION OF REQUIREMENTS

The United Nations Ombudsman and Mediation Services (UNOMS) provides informal conflict resolution services to UN Secretariat worldwide. UNOMS is established as the informal component of the system of administration of justice to make available confidential services of impartial and independent persons to address work-related issues of staff members. The Office works within the principles of independence, confidentiality, neutrality, and informality. (www.un.org/ombudsman).

UNOMS is seeking to:

- Strengthen the capacity of its team of conflict resolution officers to provide workplace conflict coaching to its clientele.
- Integrate coaching skills into its interventions and services including team processes, shuttle diplomacy, facilitation of dialogues, and mediation.
- Harmonize the practitioners' response to visitors.

For this purpose, the Office is looking to engage the services of a service provider to design and deliver, in person, a workplace conflict coaching training in Bangkok for three days, from 20 to 22 February 2023.



This RFI is issued to assess the commercial market availability for the training services.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The vendor is expected to have many years of demonstrated experience in delivering workplace conflict coaching training to large groups with an ability to adjust coaching training to specific requirements of the ombudsman and mediators serving a diverse workforce in an international organization.

The following core deliverables are expected:

- 1) Needs Analysis
 - a. Assess the current level of expertise and usage of coaching concepts and skills within the UNOMS team to establish a baseline and priorities for professional skills development.
 - b. Timeline: January 2023
- 2) Virtual briefing to UNOMS team
 - a. Brief UNOMS team on the outcomes of the survey and planned programme delivery details.
 - b. Provision of any pre-training learning materials.
 - c. Timeline: Early February 2023.
- 3) In-person delivery in Bangkok
 - a. Delivery of programme for three (3) full days to a group of approximately 20 participants.
 - b. Modality: a minimum of two (2) trainers on site.
 - c. Timeline: 20 to 22 February 2023.
- 4) Virtual de-brief
 - a. Debrief for participants.
 - b. Timeline: End of March 2023.

Provided by UNOMS after contract issuance

- Additional details regarding UNOMS.
- Virtual meeting with Head of Office to clear programme.

Please note UNOMS is not seeking a full coaching certification programme; rather, the aim of the requested professional skills development training is to enable its team of conflict resolution officers to acquire the requisite expertise that could then be further developed, strengthened, and explored as needed. The expected outcome is to provide UNOMS conflict resolution officers with knowledge of workplace conflict coaching techniques and skills for a highly diverse workforce within the boundaries of ombudsman and



mediation practices and principles.

To respond to the RFI, interested vendors are requested to provide the following:

- Outline of planned needs assessment;
- Proposed approach for on-site training, including outline of programme;
- CVs of proposed trainers considering gender as well as geographical diversity;
- Examples of similar trainings provided in the past five (5) years;
- Pricing model, unit rates and total cost estimate inclusive of travel reimbursements;
- A brief general description of your organization, its structure, years in business and the line of business dealing with similar services.
- A list of clients in public sector including the UN that have recently utilized similar training services.
- Information on existing LTA with an entity within the UN System, if any.
- Standard training catalogue, if any, as well as discount that could be offered to the UN over the standard catalogue rates.

General guidelines for this Request for Information (RFI):

1. Please provide detailed responses that accurately reflect your company's capabilities to provide training services.
2. All costs for preparing a response for the RFI must be covered by the vendor.
3. This RFI is a separate and independent process.
4. The requested information will only be used by the UN for internal planning purposes. All responses will be kept confidential and only authorized personnel will have access to it.
5. The response to this RFI will not be used to pre-qualify vendors.
6. The provided information will not be contractually binding to the vendor.

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=RFIUNPD20563>

In case you have difficulties submitting your response electronically, please contact gherbi@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 United Nations Procurement Division (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>.

