



## United Nations 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 Nations Procurement Division. You are therefore requested to direct all queries regarding this RFI to United Nations Procurement Division using the fax number or e-mail address provided below.

**Title of the RFI:**

Request for Information for Online Solution for Adult Language Learning (Chinese, French, Spanish and Russian)

**Date of this RFI:** 2 June 2023

**Closing Date for Receipt of RFI:** 21 July 2023

**RFI Number:** RFIUNPD21329

**Beneficiary Country/Territory:** Global

**Commodity/Service category:** Recruitment & Training Services

**Address RFI response by fax or e-mail to the Attention of:** Ms. Szilvia Brezvai; Ms. Sze Hom Kelly Chan

**Fax Number:**

**E-mail Address:** szilvia.brezvai@un.org; sze.chan@un.org

**UNSPSC Code:** 86000000, 82110000

**DESCRIPTION OF REQUIREMENTS****BACKGROUND**

The United Nations Secretariat, in accordance with its learning and development strategy, encourages staff to learn one or more of the six official United Nations languages as part of their professional and personal development. In addition to learning opportunities provided in person, language learning is now supported remotely. Throughout the global Secretariat and the United Nations family, staff members require flexible learning solutions. To make language learning available for staff away from Headquarters and who may not be able to attend synchronous, tutor-led classes, the United Nations Capacity Development and Operational Training Services (CDOTS)/Language & Communications Training Unit (LCTU) is aiming to offer online language courses which can be accessed at any time, from home or work, wherever a suitable web connection is available.

Multilingualism is a core value of the United Nations and an asset in the workplace. This program of online learning should provide training that helps learners achieve their personal and professional goals in Chinese, Arabic, French, Russian or Spanish and increase their overall proficiency in a holistic way and at



their own pace.

The proposed course of study should provide training and practice activities in multiple skill areas – listening, speaking, reading writing, grammar and vocabulary - and at multiple levels, i.e., from beginner to higher levels. The UN is looking for a product that would include opportunities for oral and written practice, have varied and contextualized communicative language activities that are appropriate in social and cultural settings. The program should have high-quality instruction and practice in work-related, professional skills. Ideally, this instruction will have options for written input, such as drafting emails, as well as real live audio, such as dialogue completion or oral description tasks.

Questionnaire:

Company

1. Can you provide a brief general description of your company, its structure, years in business?
2. Can you provide brochures or any official documentation describing the complete offer (levels, number of training hours...)
3. Can you share a list of recent clients in public/private sector where you provided similar services?

Language training solution

4. Does your company offer a training solution for Chinese, Arabic, French, Russian or Spanish language courses which can be accessed at any time, from home or work, wherever a suitable web connection is available? (If your company provides a training solution for only one language, kindly let us know which one)
5. Please describe your pedagogical methodology for adult online language learning.
6. Do you have an already established online content infrastructure?
7. Can you describe technical aspects of your online platform?
  - a. Do you offer live instruction/support or self-paced courses?
  - b. Are your solutions desktop or web-based?
8. Does your learning tool have an automatically scored, comprehensive, placement test, which assesses reading, writing and listening capabilities? Are results communicated to the learner immediately through the platform or via e-mail?
9. Can learners move themselves to another level of a course or is it contingent on the placement test or on passing a previous level?
10. Does your product have training and practice activities in multiple skill areas, such as listening, speaking, reading, writing, grammar, vocabulary and pronunciation? How many levels does your product have for each skill? Does the product have multiple opportunities for practice in those areas? Please list what is available.
11. Does your product have real live audio, communicative output, and written input activities for learners, such as dialogue completion, oral description tasks or drafting an email?
12. Does your program provide one-on-one and / or small group synchronous tutoring to address learners' specific needs, via video chat or phone? Do you have asynchronous feedback on written and/or spoken submissions?
13. Can learners monitor their progress? Does your program issue a certificate of completion?

Monitoring tools for managers

14. Does your product offer access to learners' progress such as a monitoring dashboard, data report? If yes, please indicate which data will be provided to managers.

Technical support and accessibility



15. Do you provide users with technical support either by telephone, web/video chat, email or web form? How soon do you resolve technical issues (access, assistance with general troubleshooting, navigation problems, etc.)?
16. Does your system have an administration tool to facilitate delivery of learning materials and to monitor the use of each license?
- Does your administrative tool have the ability to monitor usage, distribute and reassign classes?
  - What kind of reporting on usage is available?
  - Can client administrators track learners' progress, course completion?
  - If no automated tool exists, can you provide usage statistics reports once a month to identify license utilization, student progress, student preferences, challenges, including but not limited to delinquent users?
17. Does your system have accessibility options for those with hearing or visual impairments as well as hard copies upon request as our learners may frequently lose access to the Internet or be traveling?

#### Pricing

18. What is your company's typical engagement modality with public sector or international organization such as the United Nations e.g., commercial pricing, public sector pricing or pro bono?
19. What is the duration of your typical license?
20. What is the number of learning hours per license?
21. What are the pricing options and range e.g., tiered pricing, solutions for desktop/online, different level of subscription packages?
22. Would it be possible to share a temporary access so that the UN can learn more about your solution?

#### SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The Request for Information is intended to identify potential vendors with verified experience to supply the requested services. Interested vendors are requested to respond to the following questions. The responses are requested to be sent to Ms. Szilvia Brezvai (szilvia.brezvai@un.org) and Ms. Sze Hom Kelly Chan.

#### Submission

- Fill out electronic link described in Vendor Response Section below.
- Respond to the questionnaire and email the questionnaire and any supporting documents to Ms. Szilvia Brezvai and Ms. Sze Hom Kelly Chan.

#### 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](http://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](http://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=RFIUNPD21329>

**In case you have difficulties submitting your response electronically, please contact [szilvia.brezvai@un.org](mailto:szilvia.brezvai@un.org); [sze.chan@un.org](mailto:sze.chan@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](http://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>.

