



## 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:**

Diplomatic Protocol and Etiquette Training Course for Officials of the State of Palestine

**Date of this RFI:** 23 June 2023**Closing Date for Receipt of RFI:** 28 July 2023**RFI Number:** RFIUNPD21467**Beneficiary Country/Territory:** Palestine, State of**Commodity/Service category:** Recruitment & Training Services**Address RFI response by fax or e-mail to the Attention of:** Szilvia Brezvai, Sze Hom Kelly Chan**Fax Number:****E-mail Address:** szilvia.brezvai@un.org; sze.chan@un.org**UNSPSC Code:** 80170000, 86000000, 93120000**DESCRIPTION OF REQUIREMENTS**

Background: The capacity-building programme for civil servants of the State of Palestine is a central component of the mandate of the Division for Palestinian Rights (DPR), most recently renewed by General Assembly resolution A/RES/77/23 of 30 November 2022. The objectives of the programme, administered by the Division on behalf of the Committee on the Exercise of the Inalienable Rights of the Palestinian People, is intended to advance the peaceful achievement of the two-State solution and enhance the viability and sustainability of the future independent State of Palestine.

Purpose: The course aims to introduce approximately 25-30 officials of the State of Palestine to the ceremonial aspects of protocols and procedures, the behavior of etiquette, rules of courteousness in society, and respect for diplomatic precedence. The course should provide a hands-on approach to learning about different aspects of diplomatic protocol and ceremony, focusing on enhancing practitioners' skills in a globalized and interdependent world.

Objectives: The primary objectives of the Diplomatic Protocol and Etiquette Training Course are as follows:

- Enhance the knowledge and understanding of diplomatic protocol and etiquette among Palestinian officials.



- Develop the necessary skills to represent the State of Palestine with professionalism and effectiveness in various diplomatic settings.
- Promote sensitivity and awareness in interacting with different cultures.
- Improve communication and negotiation skills for successful diplomatic engagements.
- Foster confidence and competence in dealing with complex diplomatic situations.

Methodology: The Diplomatic Protocol and Etiquette training course should utilize a collaborative learning approach involving a high level of interaction over a period of 2 or 3 days and a minimum of 6 hours of study per day. The vendor should provide reference material in Arabic and the necessary tools for interaction. The training should be delivered in Arabic without interpretation. The workshop will be completed during 2023. The training/provider shall adopt a practical approach to Etiquette and Protocol issues, emphasizing real-life case studies, scenarios, and situations by including all the basic concepts and best international practices necessary to achieve the stated objective of this training programme.

The training curriculum should include, but not be limited to, the following:

1. Introduction to protocol and etiquette: historical evolution of the diplomatic protocol.
2. Establishment of diplomatic relations and presentation of credentials: an introduction to the procedures followed for the establishment of diplomatic relations, the appointment of an ambassador, and their arrival in the host country; Vienna Convention on Diplomatic Relations (1961) and Consular relations (1963); practical differences between multilateral and bilateral diplomacy.
3. Order of precedence: What is an order of precedence, and how is it applied at formal functions.
4. The importance of titles and forms of address: how dignitaries should be addressed in a manner appropriate to the office they occupy; how to address such dignitaries in writing; the difference between formal and informal invitations; the proper wording used on diplomatic invitations; forms of replies and declines.
5. Attending events and planning table seating: attending receptions; official luncheons and dinners, and various seating arrangements. Recognize the elements which make an event and its venue a success or a failure; basic principles and objectives of diplomatic entertainment.
6. Travel etiquette: precedence of riding in a car, traffic precedence, car etiquette.
7. State visits: preparation for state visits; the programme involved; dress codes, decorations, and flag etiquette; seating plans; speeches and statements – striking the right tone. The flags (when is it best to put a flag for the guests); signing agreements; Honor Guard (red carpet, National anthem).
8. Protocol of communications: Develop excellent networking and contact-making skills; formal vs. informal; techniques to be friendly; thank you and follow-up letters; when/how to copy people in letters/emails; getting the right 'style/tone'; adding value by bringing people together.

The trainers are expected to have practical experience in organizing and delivering training courses on Diplomatic Etiquette and Protocol, tools and best practices, and understanding international relations. The trainer(s) must have a track record of delivering similar courses for private and public sectors. They must have a minimum of 3-4 years related experience. The trainer(s) should be fluent in Arabic.

Deliverables: The service provider is expected to provide on-site in-person training and training materials (if necessary) on Diplomatic Etiquette and Protocol for officials from the Government of the State of Palestine in Arabic.

The following deliverables are required under this assignment:

- Design and develop a training module;
- Provide training materials and related documents in Arabic;
- Recommendations and proposals for improved training in the future (if any);
- Conduct and submit a post-training assessment report not later than two (2) weeks after completion of the training;
- In collaboration with DPR, issue Certificates to participants at the end of the training course.



**Outputs:** By the end of the training, it is expected that staff will be able to act in line with the internationally accepted practices of etiquette and protocol. In addition, they are expected to be able to confront challenging and new situations confidently, particularly when dealing with high-ranking officials.

**Travel:** The training course delivery requires travel to the State of Palestine or a neighboring country. The trainer(s) will be responsible for obtaining necessary entry visas (wherever applicable).

**Supervision of work:** The work of the vendor will be supervised by DPR. The vendor will e-meet with the DPR focal point regularly to discuss progress, obtain feedback, and agree on content. The DPR will evaluate and certify the delivery of work.

**Payment schedule:** Payment will be made upon successful delivery of training and their acceptance by DPR.

To respond to the RFI, interested vendors are welcome to submit information detailing:

- Capabilities to deliver curriculum based on the aforementioned requirements and outline of the proposed curriculum if available;
- Experiences and availabilities to delivery in-person trainings in the State of Palestine;
- Estimated timeline of implementation of the workshop;
- Estimated cost range of the workshop inclusive training fees, preparation, translation of training materials, travel and subsistence of the trainer(s);
- Portfolio of previous works, examples of similar trainings provided in the past four (4) years, documents supporting qualifications;
- A brief general description of your organization, its structure, years in business and the line of business dealing with similar 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.

### **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 send their detailed response and any supporting documents by email to Ms. Szilvia Brezvai (szilvia.brezvai@un.org) and Ms. Sze Hom Kelly Chan (sze.chan@un.org).

#### **Submission**

1. Fill out electronic link described in Vendor Response Section below.
2. Send your response detailing all required information with any supporting documents to Ms. Szilvia Brezvai (szilvia.brezvai@un.org) and Ms. Sze Hom Kelly Chan (sze.chan@un.org).

### **NOTE**

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.unqm.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=RFIUNPD21467>

**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>.

