



## 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:**

Global client service excellence training for UN Secretariat

**Date of this RFI:** 8 August 2023**Closing Date for Receipt of RFI:** 5 September 2023**RFI Number:** RFIUNPD21686**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**Fax Number:****E-mail Address:** szilvia.brezvai@un.org**UNSPSC Code:**

86000000 - Education and Training Services

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

As the operational arm of the UN Secretariat, the Department of Operational Support (DOS) is responsible for the oversight and stewardship of global support operations within the UN Secretariat. The Division for Special Activities is seeking to offer a capacity building training to all Secretariat service providers, as well as other Secretariat entities who have their own internal operational support capacities, to strengthen the UN Secretariat's collective ability to deliver efficient and high-quality services.

The UN Secretariat consists of over 230 entities. To support global operations, there are global and regional entities that established themselves as service providers to other entities. In addition, some entities have their own internal operational support teams to support their mandates. They usually offer human resources, supply chain management, information and communication technology, finance, facilities management, conference management and other administrative functions.

The Division for Special Activities has been working with all mayor service providers and other entities with the goal to improve the international operations and client servicing globally. One of the initiatives has



focused on creating a capacity-building programme for staff working in service provision, which includes comprehensive client service excellence training for client-facing service delivery staff across major service providers to increase client orientation among staff members.

In the next phase, the Division is seeking to expand the target of the training to include not only client-facing service delivery staff, but also their managers and directors, to foster a culture of continuous service improvement across the Secretariat.

#### OBJECTIVES:

The overall objective of this training course is to develop a culture of continuous service improvement and service excellence across the Secretariat entities. For each level of staff, the training objectives could include, but not limited to:

For client-facing service delivery staff:

- Understand client needs and how client service works
- Improve the ability to communicate to connect with clients through interpersonal skills
- Develop the ability to assess problems and identify solutions to common client challenges
- Apply techniques to deal with difficult clients and manage client's expectation

For managers:

- Understand own team's strengths and weaknesses and client needs as well as how client service works
- Develop the ability to assess and improve the client journey and apply it in daily work
- Understand how to empower and manage service delivery staff through effective job design to reduce operational complexity, training, and performance management
- Improve the ability to manage clients, including how to train clients to create better services together
- Understand how to apply organization's client service excellence strategy to improve services

For directors/ senior management:

- Understand own organization's strengths and weaknesses and client needs, as well as how client service works
- Clarify what kind of organizational culture needs to be built
- Apply knowledge and techniques of creating a culture of service excellence within the organization
- Understand how to develop client service excellence strategy
- Improve the ability to make consistency among strategy, organizational structure, service model, and organizational culture

#### TARGET:

The training will be offered to the following entities and staff level:

- Entity: All UN Secretariat entities that have capacities to provide operational and administrative support internally or to other entities
- Staff level: Client-facing service delivery staff, managers, directors and senior management

#### COURSE REQUIREMENTS:

Format: The training course should be primarily offered in-person, with an option of conducting it online if appropriate.

Language: The training course should be delivered in English and also preferably in other languages, including French and Spanish.

Customization: The training should be customized for the UN Secretariat and would be tailored for the specific needs of each entity as required.



### SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The Request of Information is intended to identify potential vendors with verified experience to supply the requested services. Please provide as much information as possible about what your company can offer to address the above requirements. Please also provide some general information about your company, such as but not limited to:

- a. Brief description of the company, its structure, and years in business;
- b. A short summary of why your company would be in a good position to deliver such services (including past experiences for similar assignments to international organizations such as the United Nations);
- c. Brief description of standard practices and features and main technical characteristics that you believe may align with the scope of services;
- d. A short summary of whether there is any issue or restriction to deliver in-person training to all UN Secretariat locations, and how to cover the locations where in-person delivery is restricted or limited;
- e. Pricing model for the required training courses and examples of prices for previously delivered training; and
- f. Any existing Long-Term Agreement within the UN system

#### SUBMISSION:

Interested vendors are requested to electronically express their interest via the link in Vendor Response section AND send their detailed responses along with any supporting documents by email to Ms. Szilvia Brezvai (szilvia.brezvai@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](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.
- Companies are reminded of the restrictions of employment of former UN personnel that were involved in the procurement process during their last three years of service as per [ST/SGB/2006/15](http://ST/SGB/2006/15), including (a) employing those personnel for one year after separation of service and (b) allowing those personnel to communicate with, or appear before, active UN personnel for matters related to the procurement process for two years after separation of service. Violation of the provisions of ST/SGB/2006/15 may lead to suspension of the registration of the company as a UN vendor.

**PLEASE NOTE: You should submit your response to this RFI electronically at:**

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD21686>

**In case you have difficulties submitting your response electronically, please contact [szilvia.brezvai@un.org](mailto:szilvia.brezvai@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/securitycouncil/content/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>.



