



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:

Provision of Off-the-shelf Testing/Assessment Content Services for Recruitment

Date of this RFI: 9 January 2024**Closing Date for Receipt of RFI:** 6 February 2024**RFI Number:** RFIUNPD22245**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:** Jason Paek**Fax Number:****E-mail Address:** jason.paek@un.org**UNSPSC Code:**

80110000 - Human resources services

80101511 - Human resources consulting service



DESCRIPTION OF REQUIREMENTS

The purpose of this Request for Information (RFI) is to provide the United Nations (UN) Human Resources Services Division (HRSD) in the Department of Operations (DOS) with the latest knowledge and capabilities of the market with respect to latest methodologies, solutions, systems, services and potential vendors for the provision of testing/assessment content. The testing content must be proven to mitigate bias and support the diversity, equity and inclusion goals of the Organization. The content would be used as part of the UN staff recruitment process. The UN is open to either acquiring the license of usage on the proprietary content (preferred) or subscribe to managed testing services / platforms.

The information gathered through this RFI will be used to determine the UN's procurement strategy pursuant to availability of solutions, scope, cost estimates, timeframe, and resources required by the UN.

The Human Resources Services Division (HRSD) offers expertise in the areas of talent acquisition and process innovation, testing and examinations, in addition to workforce planning and organizational design across all job families (see attachment 1) and facilitates testing/assessment and supports entities without recruitment delegation as required. It centrally administers the Young Professional Programme and manages rosters of pre-qualified candidates across all job families. More than 100 entities across the UN Secretariat have delegated recruitment authority and conduct individual recruitments. Accordingly, testing/assessment content will be used for centralized as well as decentralized recruitment processes and may be stored in a common testing platform.

We are interested in assessment/testing content that includes a variety of question types and formats. This would include cognitive and non-cognitive (e.g., reasoning, personality, situational judgment, job knowledge), as well as both closed and open-ended (multiple choice and constructed response / job simulation). The testing content should also be appropriate for (linked to) one or multiple Generic Job Profiles, job families/job networks; knowledge, skills, abilities and other traits (KSAOs); UN values and behaviours; capabilities listed in the UN 2.0 Quintet of Change, as listed in the annex. Providers are invited to offer either content that ideally can be uploaded into a UN-owned testing platform (which is Moodle-based) or on a provider-owned platform, if needed.

Each assessment solution must meet the following criteria:

- Describe the link between the assessment solution and what is being measured (e.g., KSAO, UN value or behaviour).
- Content, images, design and scenarios reflect cultural and gender diversity and respect cultural and gender sensitivity. In scenarios or case studies, there should be a good diversity of characters (i.e., variety of gender, age, nationalities, etc.) . Language used should be bias-free, inclusive, and racially neutral.
- Support and on-going services, including helpdesk and troubleshooting.
- Online tools and services must be accessible worldwide, including locations with low bandwidth or limited connectivity.
- Tools and services must be available in English and preferably in French as well.
- Tools and services must have an easy-to-use interface and allow for easy training of users.
- Tools and services must incorporate adequate encryption of personal data.
- Tools and services must be accessible and adaptable to the needs of persons with disabilities.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The United Nations would like to receive the following information and may request product/services demonstrations from interested parties:

- (1) Introduction of the company as well as the line of business dealing with the requirement
- (2) Product brochures and/or specifications/methodologies of the related tools/services
- (3) A list of recent services/engagements featuring similar requirements in particular with public sector entities
- (4) Fee model / Cost overview
- (5) Examples of tests/tools and success stories
- (6) Demonstrated evidence of the validity and reliability of the assessment product/services
- (7) A description of how the assessment products/services address potential biases and promote diversity and inclusion
- (8) Demographic data on the impact of assessment products/services on different candidate groups (e.g., statistics to demonstrate the lack of adverse impact)
- (9) Scalability of assessment products/services to accommodate different positions and levels
- (10) Possibility of customizing assessments to align with client needs
- (11) Candidate and client feedback on the user friendliness of the assessment products/services
- (12) Type of reporting and analytics that can be provided to help clients interpret assessment results

Annex 1

Link to the UN Careers page description and details of the job networks and their relevant job families:
<https://careers.un.org/jobnetworks> <https://careers.un.org/lbw/home.aspx?viewtype=JN&lang=en-US>

Link to the UN Values and Behaviours Framework:
<https://hr.un.org/page/un-values-and-behaviours-framework-0>

Link to the UN 2.0 Quintet of Change:
https://www.un.org/sites/un2.un.org/files/2021/09/un_2.0_-_quintet_of_change.pdf

Information regarding skills:

Below are some skills that are foreseen as cross-cutting across various jobs:

- Analytical thinking skills
- Critical thinking skills
- Strategic thinking skills
- Creative thinking
- Report writing skills
- Skills to communicate complex and technical matters to diverse audiences, orally and in writing
- Active listening skills
- Working collaboratively
- Ability to give constructive feedback
- Project management skills
- User-centered design skills
- Ability to develop and deliver tailored trainings and workshops
- Planning and organizing skills
- Working independently
- Adaptation to change
- Remain calm under stress, lead by example
- Empathy



- Coordination skills in a large multi-stakeholder environment
- Resource management skills
- Process evaluation skills
- Skill in collecting, processing, and analyzing large volumes of unstructured and structured data

Sub-set of job families, organized by job network:

(Job Family) - (Job Network)

Engineering - LOGNET

Facilities Management - LOGNET

Human Settlements - LOGNET

Logistics and Supply Chain - LOGNET

Property and Asset Management - LOGNET

Transportation - LOGNET

Administration - MAGNET

Audit - MAGNET

Ethics - MAGNET

Finance - MAGNET

Human Resources - MAGNET

Inspection and Evaluation - MAGNET

Investigation - MAGNET

Investment Management - MAGNET

Management and Analysis - MAGNET

Ombudsman - MAGNET

Procurement - MAGNET

Civil Affairs - POLNET

Electoral Affairs - POLNET

Human Rights Affairs - POLNET

Humanitarian Affairs - POLNET

Political Affairs - POLNET

Rule of Law - POLNET

Security Institutions - POLNET

Drug Control and Crime Prevent - DEVNET

Economic Affairs - DEVNET

Environmental Affairs - DEVNET

Population Affairs - DEVNET

Programme Management - DEVNET

Public Administration - DEVNET

Social Affairs - DEVNET

Statistics - DEVNET

Sustainable Development - DEVNET

Conference Services - INFONET

Data Analytics and Management - INFONET

Documentation and Information - INFONET

Language - INFONET

Protocol - INFONET

Public Information - INFONET

Information Management Systems - ITECNET

Media Technology - ITECNET

Cybersecurity - ITECNET

Telecommunications Technology - ITECNET

Jurists - LEGALNET



Legal Affairs - LEGALNET
Safety - SAFETYNET
Security - SAFETYNET
Medical - SCINET
Natural and Life Sciences - SCINET

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.
- 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, 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=RFIUNPD22245>

In case you have difficulties submitting your response electronically, please contact jason.paek@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/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>.



