REQUEST FOR INFORMATION (RFI)

Title of the RFI:

Request for Information to Provide Online Solution for Adult Language Learning (Arabic, Chinese, French, Russian, Spanish)

Date of this RFI: 12 February 2021	**Closing Date for Receipt of RFI at PD:** 26 March 2021

RFI Number: RFIES10369

Address RFI response by fax or e-mail to the Attention of: Elina Sverdlova

Fax Number: Please send only by email

E-mail Address: elina.sverdlova@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 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 and vocabulary? 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?
Technical support and accessibility
14.   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.)?
15.   Does your system have an administration tool to facilitate delivery of learning materials and to monitor the use of each license?
a.   Does your administrative tool have the ability to monitor usage, distribute and reassign classes?
b.   What kind of reporting on usage is available?
c.   Can client administrators track learners' progress, course completion?
d.   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?
16.   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
17.   What is the duration of your typical license?
18.   What is the number of learning hours per license?
19.   What are the pricing options and range e.g., tiered pricing, solutions for desktop/online, different level of subscription packages?
20.   Would it be possible to share a temporary access so that the UN can learn more about your solution?

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)
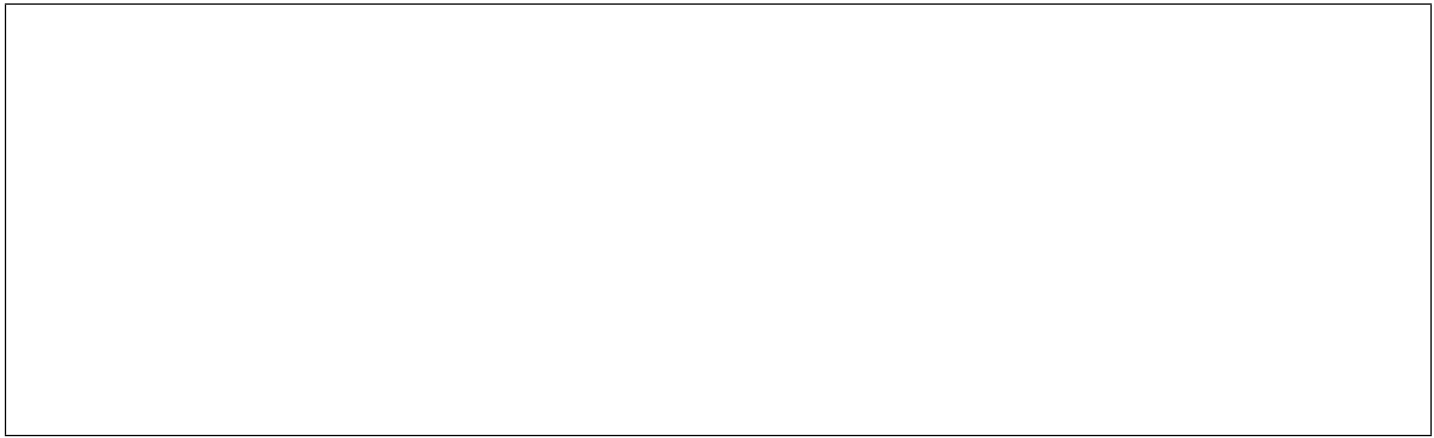
VENDOR RESPONSE FORM

TO: Elina Sverdlova   **RFI Number:**

Email: elina.sverdlova@un.org

FAX: Please send only by email

FROM:

SUBJECT: Request for Information to Provide Online Solution for Adult Language Learning (Arabic, Chinese, French, Russian, Spanish)

To be filled by the Vendor (All fields marked with an '' are mandatory)*

COMPANY INFORMATION

UNGM Vendor ID Number*:

Legal Company Name (Not trade name or DBA name) ***:**
Company Contact *:

Address *:	
City *:	**State:**
Country *:	

Telephone Number *:
Fax Number *:

Email Address:
Company Website:

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: _____   Date: _____

Name and Title: _____

** If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): www.ungm.org.

1) <u>Registering as a Vendor with the United Nations</u>

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 of 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**.

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) <u>RFI Process</u>
Vendors interested in responding should forward their information (as requested in the RFI) to the 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 planned 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.