

Pre-Proposal conference for the Customized certification course on “Managing Successful Programme (MSP) – 4 December 2018

Attendees:

- 1- Representatives from Simplilearn
- 2- Representatives from ILX

UNDP:

Representatives from UNDP

1. Jessica Murray
2. Momenat Alkhateeb
3. Sonia Mehzabeen

Introduction:

The conference started with an introduction to UNDP and ongoing efforts made to lift performance in programming. This includes investing in strengthening the skills of staff in programme management. After a careful review of options, UNDP decided to offer staff a Management Successful Programme course at the Foundation level, customizing it to include the UN programming principles and to reflect the contexts and roles related to the type of development programming done by the United Nations. The course will provide the MSP-Foundation level to 1200 learners (30 cohorts/ 40 learners each) through self-paced learning and virtual classrooms. UNDP will be selecting approximately 8-10 staff to serve as facilitators alongside the facilitators from the selected vendor to provide the virtual course, as one facilitator can lead more than one cohort. The TOT training will be virtual, and the 8-10 selected facilitators from UNDP will be based in different countries. The selected vendor will conduct the training for the first two cohorts on a pilot basis to see if any modification needs to be applied before moving on to the remaining 28 cohorts. As explained in the RFP, UNDP will provide the content for the customization of MSP. This will include an additional hour (approx.) of content on the programme principles as an add-on module. For the remaining customization, UNDP will make edits to the vendor's standard course in tracked changes. This will be discussed together with the vendor to determine on the changes that are possible to make while still giving learners the best possible chance to pass the exam. The exam will be the standard MSP foundation exam.

Questions proposed by the attendee:

1- Who are UNDP's facilitators? What is their background and role?

The facilitators who will be nominated by UNDP will be mid-senior level programming staff with experience in programme management. Most will have field experience. The 8-10 facilitators chosen by UNDP will all be certified in off-the-shelf MSP Foundation. So, they will be familiar with the MSP methodology. Their added value, however, will be to help participants relate the methodology to development programming and the contexts in which the United Nations works. Their role will be

to provide anecdotes, examples, and relate the content to day-to-day work and realities of working at the UN. The UNDP facilitators will be paired with a facilitator provided by the vendor who will be an expert in MSP. The role of the vendor-supplied facilitator will be to ensure learners understand the MSP methodology and to help prepare them for the exam. For the 4 facilitated virtual classrooms that will be held for each cohort, UNDP will be providing learning materials (such as exercises and case studies) for the facilitators to use to help reinforce the content and how it can be applied to development programming.

2- The RFP requests pricing for the customized MSP-Foundation course in three languages. Can this be done through just closed captioning text, or does there need to be a voice over in the course for all languages?

We are not sure if we will be able to find a vendor who can provide customized MSP in three languages; it is even unclear if the exam is provided in both French and Spanish. Terminology used in MSP is very precise and complex. We acknowledge it will be difficult for non-native English speakers to understand the nuances of the MSP terminology so having the course available in the native language of learners would help to provide the best learning outcomes possible.

Based on the availability of providing the course in French and Spanish and cost proposals provided we will assess if it is feasible and affordable for us to conduct the course in 3 languages. If not, we will run the course only in English. We would only run the course in languages if the exam were also available in French and Spanish.

Regarding the voice-over in the self-paced course, it would be important for the voice-over and closed captioning to be in the same language. The terminology used should be the same as used in the exam.

3- Are UNDP and the World Bank related in any way?

UNDP and World Bank are under the same umbrella of the United Nations, and piggyback on services, contracts and consultants for each other, so we do refer to each other for selecting contractors and consultants.

4- Can we sub-contract some suppliers for some services in the RFP?

The answer is Yes, but the bidder shall provide details in the proposal the work to be sub-contracted, who will be used, the percentage to be subcontracted, the rational and roles of the proposed sub-contractors and how everyone will function as a team (see page 34, section 2, point 2.3 in the RFP). You are open to engage subcontractor/s where you need expertise outside of your organization, however, you need to ensure that the methodology of engaging with the sub-contractor is clearly articulated in the RFP, as that will be part of the evaluation. We will assess the feasibility of delivering a quality course using the sub-contracting arrangements as proposed.

5- Where will be the location of the Training of Trainers (TOT)?

The facilitators will be selected from all over the world, so the TOT will be virtual, as reflected in the RFP “virtual TOT.”

6- In what format will the customized content be provided, and will trainers be expected to respond to questions during the entire course?

The UN programming principles will be an add-on to the course. It is expected to last approximately 1 hour. The written content on the UN’s programming principles can be found in the 2017 UNDAF guidance, which can be found through an internet search. We will translate this content into 40-50 slides with a voice-over script to the vendor to turn this into a quality module similar to the rest of the course (i.e., with animation, etc.) This will include content such as:

- a. Learning objective
- b. Description of the principle in simple terms
- c. How the principle is applied in an UNDAF/programme
- d. How the principle is applied in a project or other interventions done to deliver on the programme (considering diverse context including crises)
- e. How we know if we have been successful in applying the principle
- f. The key roles in applying these concepts

We will also short examples to show how the principles can be used and applied in programme management, along with 2-3 exam-type questions. These questions will not be expected to be added to the exam but will be used to reinforce the concepts.

7- To deliver the trainings, is there a specific platform/application that UNDP wants to use?

UNDP is a global organization that regularly uses a number of platforms to connect colleagues virtually, such as skype for business and zoom. There is no specific platform that UNDP wants to use – the selected platform should be reliable and have the necessary features for learners to engage with the facilitators and each other.

8- Can the bidder use UNDP’s LTA with translation companies, for the MSP in (French and Spanish)?

All bidders need to come up with the cost of translation for the MSP- Foundation level course in (French and Spanish) as this is part of the evaluation criteria.

9- Have you considered the possibility that MSP may be updated in the future?

The last version of MSP so far is 2011; we are not aware of any updated version under development. If one would be developed in the next several years, we would need to know the extent of the changes and how these changes will be applied to programme management in the UN context before deciding if we wanted to update our customized course. In the meantime, the value offered by the current version of MSP is strong enough to make it worth our while to provide to staff.

Note – one of the participants added that the process of inquiring to see if an update of MSP is needed has just started. If it goes forward, it is foreseen to take years to develop and deploy.

10- Please clarify point 4 in the table on page 27 – is the expected timing a mistake?

This is expected to capture the marginal cost delivering 4 cohorts in Spanish and 3 cohorts in French out of the 30 cohorts reflected in the RFP. This may include any additional costs relating to finding/hiring/training facilitators in French and Spanish and the added organizational costs of managing a slightly more complex process involving 3 languages instead of just 1. It was agreed that the delivery of the self-paced course in French and Spanish would start only after the English version is signed off. This may take an additional month or so after the English version is delivered (which is acceptable to UNDP.)

11- Has UNDP tested virtual delivery in different countries?

UNDP generally uses virtual technology as a global organization. The RFP notes we will test the first 2 cohorts to see if any adjustments are required. This will also include testing the virtual application that will be used.

12- Working in some countries, will you consider the programme criticality and how that part can be explained?

UNDP's prescriptive content on Programme and Project Management (PPM) is publicly available at popp.undp.org. We worked closely with security colleagues to integrate security issues, including programme criticality, into our prescriptive content. For the MSP certification and the scope of work identified in this request for proposals, however, we made deliberate decision to focus on core skills of programme management rather than training on UNDP's policies and procedures. We may make a quick reference to certain framework or tools such as programme criticality when discussing risk, but this will be no more than a passing reference (i.e., possibly an extra phrase in a sentence of UN-specific frameworks and tools to consider.)

13- Do you require the official accredited MSP manual or just a written form of the customized course?

We do not require the official accredited manual, but it would be nice to have if it is the same cost. We want to make sure that learners have access to written material to use as a reference and to aid them as they study for the exam.

14- The Reference to Section 2 under the Bid Data Sheet (Section 3 of the RFP) are not correct. There are mismatches.

The references made to Section 2 under the Bid Data Sheet are now being corrected and reflected in the amended RFP Document.

15- There was an error in the DETAILS for the pre -Conference Call ID as mentioned under the BDS No. 4.

Correct. There was an error in the Conference Call ID. It was written "77403". The correct ID is "774003". It has now been updated under the BDS. 04 and reflected in the amended RFP Document. To allow all prospective bidders to participate in a pre-Proposal Conference, another call has been scheduled for 11 December 2018 at 10:00 am EST

16- Possibility of extension of the Bid Submission Deadline?

As discussed during the Pre Proposal Conference, UNDP agreed to extend the submission deadline upto December 21, 2018. The revised date has been reflected in the amended RFP document.