

- 1) **Could UNDP please explain the rationale behind the required “Proposal Security” 12.1-12.6 Additionally can UNDP be explicit as to the requirement for bidders here; is UNDP looking for a \$15,000 payment to be transferred 1) a bid stage? 2) after contract award? 3) If the bidder is awarded the contract but then pulls out? 4) If the bidder is awarded the contract but fails to deliver? 5) Something else?**

Please refer to Section 12.5 of the solicitation document. According to this section, The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:

- a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;
- b) the event that the successful Bidder fails to sign the Contract after UNDP has issued award

Please refer to section 12.1 of the solicitation document. According to this section a Proposal Security shall be provided in the amount and form indicated in the BDS. The Proposal Security shall have to be valid up to thirty (30) days after the final date of validity of the Proposal. The proposal validity period is 90 days **from the date of Bid Submission**, the security proposal end date shall be valid additional 30 days of the proposal validity. Please note that any adjustment to the end date of the proposal, the security proposal end date shall be modified accordingly. Please refer to Article 12.4 of the Solicitation document. In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Proposal Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS. The proposal will be submitted to the email as mentioned in the RFP (Page 17. (bpps.procurement@undp.org), therefore, all bidders are requested to submit the security proposal electronically with the RFP, at the bidding stage (Option 1 among the 5 possibilities you mentioned). For hand delivery of the original Proposal Security instruction, please expect further instruction from UNDP.

Please refer to BDS No. 06 to understand the form of the proposal security (it is a Bank Guarantee for the value of USD15,000 and as per the form H).

- 2) **If the “Proposal Security” is to be transferred to UNDP as part of the process when would bidders expect to see it returned?**
- For successful bidder winning the contract, the proposal security will be returned to the bidder upon offering and accepting the award.
 - For unsuccessful bidder, the proposal security will be returned 30 days after the Proposal Validity period.
- 3) **Could UNDP please explain the context/rational behind the “Performance Security” (at \$100,000) due 15 days after contract award. Can UNDP be explicit as to the requirement for bidders here; is UNDP looking for 1) a \$100,000 payment to be made to UNDP within 15 days of the contract award? 2) \$100,000 to be available within the bidder bank account but only transferred if bidder fails to deliver the contract?**

A performance security is warranted as a guarantee of successful and complaint delivery of the services by the winning vendor within the stipulated timeline.

UNDP is looking for a Bank guarantee instrument for the value of USD 100,000 issued on behalf of UNDP by the bidder’s guarantor bank **within 15 days after contract award**.

- 4) **What is the difference between the Performance Security and Liquidated Damages? Liquidated Damages appears to protect UNDP from bidders failing to meet obligations, if this is the case why is the Performance Security needed?**

Performance Security is more towards ensuring overall quality of the deliveries expected from the winning bidder. Liquidated damage covers for the time delay in delivering

- 5) **If the “Performance Security” is to be transferred to UNDP as part of the process, when would bidders expect to see it returned?**

The Performance Security stays with UNDP until the end of the successful completion of the deliveries.

- 6) **Please explain what app functions you are expecting for a customised e-book?**

The e-book should be accessible via mobile phones with a user interface that is easy to read and an ability to mark pages and highlight text electronically (i.e., an e-reader)

- 7) **Please clarify that you are only looking for the virtual delivery to be customised based on the content provided by UNDP, and the eLearning is delivered as an MSP Foundation accredited course to enable learners to gain their qualification? Or is your plan to customise the eLearning content with an introductory session that explains the objectives and how it relates to MSP in UNDP?**

Both the self-paced eLearning content and the content to be delivered by the facilitators in virtual classrooms will be customized. UNDP will provide all customized content. For the self-paced eLearning course, we will request the vendor to provide UNDP with the standard script and visuals and we will prepare the requested changes (i.e., via tracked changes in the script), which will be discussed with the vendor and mutually agreed based on what is possible to customize.

- 8) **Please can a copy of the UNDP content be provided?**

We are adding one module to the standard content on the UN's programming principles (approx. 1 hour of content to the self-paced eLearning course) and the result of the customization will be done across the standard course, such as relating MSP roles to a typical country office, references to development, examples, images, etc. These are all described in the Terms of Reference. The additional content on the programming principles will be provided to the successful vendor in the form of slides and a script.

- 9) **How are you planning to roll out the 28 cohorts, and over what time zones? i.e. Will you be running cohorts simultaneously or sequentially?**

See proposal, page 24, under the terms of reference, section “e. Deliverables and schedules/expected outputs.” UNDP is a global organization and has learners in the Americas, Europe, Africa and Asia. We anticipate about 8-10 cohorts running simultaneously over a 3-month period, with all cohorts finishing by the end of the 9-month period following the initial 2 cohort pilot. The exact timing of each cohort will be determined by the facilitators and in light of the location of trainees in that cohort.

- 10) **Would you consider a solution that delivers the MSP eLearning in English, with the eBook, supporting materials and virtual delivery in Spanish and French?**

Yes, we would consider such a solution. It would need to specify if the exam would be taken in Spanish and French as well. We encourage bidders to submit a proposal that delivers as much as possible in 3 languages in addition to English only.

11) How long do you anticipate each virtual session taking?

See page 24, the selected bidder will organize 4 interactive sessions per course. While the duration for each session shall be proposed by the bidder, UNDP anticipates each virtual classroom session would be between 1-1/2 to 2 hours long. While the course content and facilitator's notes will be provided by the vendor, UNDP will provide inputs via focused case studies and exercises that can be used during the sessions to reinforce the materials.

12) What is your process for selecting your internal facilitators and can you confirm how many there will be?

UNDP facilitators will be staff members who have worked in programme management, particularly in the field, and are certified in MSP Foundation. We anticipate recruiting approximately 10 facilitators who can facilitate about 3 cohorts each. These staff members will be expected to dedicate approximately 6-8 hours per month preparing for the sessions, delivering the sessions and responding to questions from learners.

13) Will UNDP be providing the Virtual platform?

The virtual platform will be provided by the selected vendor, see page 23 in the RFP, point # 1 under the Approach and Methodology, "Interactive featuresThis course must be made available on the provider's platform ..."

14) Please confirm your expectation of the exam process. i.e.; individual vouchers or taking the exam as a cohort.

We are open to the recommendation of the vendor. On the one hand, we want to provide learners with enough time to feel comfortable with the material before taking the exam. On the other hand, we want to make sure they do take the exam while it is still fresh. We would like to pursue the method most likely to lead to the greatest number of staff who successfully take and pass the exam.

15) Please can you provide an example of the type of Microsoft BI report you are expecting?

Power BI is a tool from Microsoft that visualizes data. We need progress reporting on the number of cohorts and learners in those cohorts that are starting and completing training, attending the virtual classrooms, taking the exam and passing the exam to become certified in MSP foundation. Reporting should also cover who the learners are (i.e., the country/region where they work, their seniority, etc.). So it is basic tracking data on progress towards training and certifying 1200 learners.

16) The Company Profile requirements in the Bidding Form (page 30) are different to the list in the Evaluation Criteria (page 18). Which do we need to complete?

The information in page 30 and page 18 almost the same, these documents shall be part of the proposal at the submission time. The evaluation criteria are reflected in page 20 and 21.

17) Could you please provide a little more detail on the user experience role?

User experience is envisioned to ensure the learning objectives can be delivered and communicated effectively in a cross-cultural context for learners who are largely not native English speakers.

18) Is the Bidding Form available in Word or do we need to create our own response document?

Vendors create their document as per the suggested Forms as annexed to the RFP document.

- 19) Would you consider an extension to the submission date? It is possible to extend the submission deadline if several potential bidders request the same in order to deliver a quality proposal.**

This would be appropriate to discuss during the 4 December pre-proposal conference (please see page 15 of the RFP for details.)

- 20) Could you please provide a clearer definition of the roles provided in Management Structure and Key Personnel?**

Team Leader is the person who will manage the delivery of the work and will be the primary focal point with UNDP on the customization, development and delivery of the course.

Content Developer develops the course content (i.e., script for self-paced eLearning course, textbook and course content for facilitators) using customized content provided by UNDP. There will be a dialogue between UNDP and the vendor to determine the extent to which customization is possible on specific issues. We anticipate that much of the content will be based on standard content on MSP that is already available, upon which the customization will be based.

Designer/UI Expert develops the web-based application for the self-paced eLearning, including graphics/images for eLearning that reflect the diversity of contexts within which the UN works, and the virtual classroom where the learners meet with the facilitators and each other.

User Experience ensures the learning objectives can be delivered and communicated effectively in a cross-cultural context for learners who are largely not native English speakers. Facilitators are the trainers in MSP who will work alongside with a trainer/facilitator from UNDP to run the course for the cohorts assigned to them, deliver the virtual classrooms (including answering questions and doing case studies/exercises), respond to questions and ensure the learners in their cohorts take the exam within the deadline. The bidders can suggest the optimal number of facilitators, as one facilitator may handle multiple cohorts.

Please note that while the above functions are critical, it is acceptable for multiple functions to be performed by the same person.

- 21) Are we required to have the capability to deliver these courses in all 3 languages mentioned (English, Spanish and French), or is an English only proposal acceptable?**

An English-only proposal is acceptable, however, 20% of the financial evaluation score considers the cost competitiveness of providing the course in 3 languages, vendors who refrain from submitting a proposal for all 3 languages will be at a slight disadvantage when the proposals are evaluated.