



**REQUEST FOR QUOTATION (RFQ)  
(Services)**

NAME & ADDRESS OF FIRM	DATE: February 24, 2020
	REFERENCE: 0094286_Long Term Agreement for the Provision of Professional Human Resources Certification services for the United Nations volunteers (UNV) programme

Dear Sir / Madam:

United Nations Volunteers administered by United Nations Development Programme (UNV) kindly requests you to submit your quotation for **Long Term Agreement for the Provision of Professional Human Resources Certification services for the United Nations volunteers (UNV) programme**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **March 6, 2020** and via (choose appropriate box)  e-mail,  courier mail or  facsimile to the address below:

**United Nations Volunteers**  
[procurement@unv.org](mailto:procurement@unv.org)  
ref. : 0094286

Quotations submitted by email must be limited to a maximum of 5MB, virus-free and no more than *[indicate number]* email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNV after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned services:

Exact Address/es of Delivery Location/s (identify all, if multiple)	online
Preferred Currency of Quotation <sup>1</sup>	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Quotation	<input type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
Deadline for the Submission of Quotation	<b>COB, Friday, March 06, 2020 – CET</b>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others <i>[pls. specify, including dialects, if needed]</i>
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 90 days  In exceptional circumstances, UNV may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% upon complete delivery of services
Evaluation Criteria <i>[check as many as applicable]</i>	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price <sup>2</sup> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <i>[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]</i>
UNV will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP for Long-Term Agreement. The document that will trigger the call-off will be a Purchase Order (PO)

<sup>1</sup> Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNV preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNV's issuance of Purchase Order.

<sup>2</sup> UNV reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

Duration	The Long-Term Agreement will be valid for a minimum of two (2) years period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation.
Volume	UNV does not warrant that any quantity of Goods and/or Services shall be ordered during the term of the LTA.
Prices	The prices shall remain in effect for a period of three years from the Starting Date stated in the Face Sheet of this Contract
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)
	Applicable Terms and Conditions are available at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Conditions for Release of Payment	The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNV. Payment will be effected by bank transfer in the currency of contract.
Annexes to this RFQ <sup>3</sup>	<input checked="" type="checkbox"/> Specifications of the services Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) <sup>4</sup>	Julie Spiller Procurement Unit, Team-Leader <a href="mailto:Procurement@unv.org">Procurement@unv.org</a>  Any delay in UNV's response shall be not used as a reason for extending the deadline for submission, unless UNV determines that such an extension is necessary and communicates a new deadline to the Proposers.

Services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNV requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

<sup>3</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>4</sup> This contact person and address is officially designated by UNV. If inquiries are sent to other person/s or address/es, even if they are UNV staff, UNV shall have no obligation to respond nor can UNV confirm that the query was received.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNV. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNV's re-computation and correction of errors, its quotation will be rejected.

After UNV has identified the lowest price offer, UNV reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNV's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNV after it has received the quotation. At the time of award of Contract or Purchase Order, UNV reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNV is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNV's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

**UNV encourages every prospective Vendor to** avoid and prevent conflicts of interest, by disclosing to UNV if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNV implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNV, as well as third parties involved in UNV activities. UNV expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

Sincerely yours,  
Julie Spiller  
February 24, 2020





## **Provision of Professional Human Resources Certification services for the United Nations volunteers (UNV) programme**

### **1. Background**

UNV works under a dual mandate – to mobilize volunteers for the United Nations System and to advocate for the importance of volunteerism in development worldwide. We mobilize volunteers to serve in UN agencies, both in development programmes and peacekeeping operations.

UNV is based in Bonn, Germany, with around 150 staff members at headquarters, and 6,500 volunteers deployed in the field. UNV also has an Office in New York, six Regional Offices in Amman, Istanbul, Bangkok, Dakar, Nairobi and Panama City and around 60 Field Units that represent the organization at the country level.

### **2. Objectives**

UNV is committed to developing its human resources in order to achieve its mandate. The UNV business model calls for 'fit-for-purpose' organisational structure aimed at supporting recurrent and emerging business needs. To ensure that the organisational objectives are met, UNV reinforces priority of staff professional development by investing in learning and talent management in 2020.

### **3. Scope of work**

Given the nature of UNVs mandate, its core service of deploying human resources around the world, UNV wishes to enroll a limited number of staff members into a programme which can result in an internationally recognised HR certification.

### **4. Deliverables**

Up to 15 Internationally recognized Human Resources certification programmes (foundation and intermediate) per year.

### **5. Selection criteria, qualifications and performance**

#### **Certification Programme:**

- Internationally recognized Human Resources certification from accredited institution.
- Successful completion of the course should lead to membership of a recognized institution and related accreditation.
- Specifically tailored to international Human Resources professionals i.e. no focus on one specific national legislation.
- Foundation and intermediate levels linked to professional experience and academic history of the student.

#### **Languages:**

- All content and related materials and assessments to be offered in English.

**Course and exam Delivery:**

- Courses and assessments should be offered 100% online.
- Students will be working full-time and therefore the delivery must be flexible and determined by the individual student.

**Content:**

- Content must enhance knowledge in relation to; Strategic role of Human Resources; Human Resources Data; Recruitment/ Selection; Talent Planning and Performance; Job Design/ Analysis.

**Duration:**

- The preparation courses and final certification should be attainable in less than 12 months.

**Student Support:**

- Students should have access to discussions with their peers/ fellow learners.
- Students should have access to experts/ tutors via an online platform.
- Students should benefit from access to a broad network of HR practitioners

services to be Supplied*	Quantity*	Description / Specifications of services
Internationally recognized HR qualification programmes at foundation level	20	Qualification programmes and related assessments to cover key HR topics including: Strategic role of HR; HR Data; Recruitment/ Selection; Talent Planning and Performance; Job Design/ Analysis.
Internationally recognized HR qualification programmes at intermediate level	25	Qualification programmes and related assessments to cover key HR topics including: Strategic role of HR; HR Data; Recruitment/ Selection; Talent Planning and Performance; Job Design/ Analysis.
Membership accreditation to recognized institution	45	Based on successful completion of courses

\* Estimate volume for the three-year period. UNV does not warrant that any quantity of Goods and/or Services shall be ordered during the term of the LTA.

*Stephen J Brightwell*  
 Stephen Brightwell  
 Human Resources Specialist  
 February 24, 2020

Annex 2

**FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>5</sup>**

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>6</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNV as per RFQ Reference No. \_\_\_\_\_:

**TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements**

Item No.	Description/Specification of Goods	Quantity	Unit Price	Total Price per Item
1	Internationally recognized HR certification programmes (foundation level)	20		
2	Internationally recognized HR certification programmes (intermediate level)	25		
3	Membership and other fees (one-time cost)	45		
	<b>Total Final and All-Inclusive Price Quotation</b>			

**TABLE 2 : Offer to Comply with Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			
<ul style="list-style-type: none"> <li>Internationally recognized Human Resources certification from accredited institution.</li> </ul>			
<ul style="list-style-type: none"> <li>Successful completion of the course should lead to membership of a recognized institution and related accreditation.</li> </ul>			

<sup>5</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>6</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
<ul style="list-style-type: none"> <li>Specifically tailored to international Human Resources professionals i.e. no focus on one specific national legislation.</li> </ul>			
<ul style="list-style-type: none"> <li>Foundation and intermediate levels linked to professional experience and academic history of the student.</li> </ul>			
<ul style="list-style-type: none"> <li>All content and related materials and assessments to be offered in English.</li> </ul>			
<ul style="list-style-type: none"> <li>Courses and assessments should be offered 100% online.</li> </ul>			
<ul style="list-style-type: none"> <li>Students will be working full-time and therefore the delivery must be flexible and determined by the individual student.</li> </ul>			
<ul style="list-style-type: none"> <li>Content must enhance knowledge in relation to; Strategic role of Human Resources; Human Resources Data; Recruitment/ Selection; Talent Planning and Performance; Job Design/ Analysis.</li> </ul>			
<ul style="list-style-type: none"> <li>The preparation courses and final certification should be attainable in less than 12 months.</li> </ul>			
<ul style="list-style-type: none"> <li>Students should have access to discussions with their peers/ fellow learners.</li> </ul>			
<ul style="list-style-type: none"> <li>Students should have access to experts/ tutors via an online platform.</li> </ul>			
<ul style="list-style-type: none"> <li>Students should benefit from access to a broad network of HR practitioners .</li> </ul>			



All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier's Authorized Person]*  
*[Designation]*  
*[Date]*