

Call for Expression of Interest and Prequalification Exercise

Procurement of Services for the "Design, Development, and Delivery of UNDP Career Development Support Services

Talent Development Unit, Office of Human Resources, UNDP, March 2020

The [United Nations Development Programme](#) (UNDP) invites vendors to express interest in participating in the bid for a potential award of a contract for the **Design, Development, and Delivery of UNDP Career Development Services**.

Case Reference:	TDU-2020-EOI-002
Call for EOIs/Prequalification Issue date	20 March 2020
Call for EOIs/Prequalification Closing date	3 April 2020 6pm Denmark time zone

A. Background Information:

The [People for 2030 strategy](#) defines enhancing the career experiences of all UNDP personnel as one of the key priorities of the organisation. This includes building a more modern and flexible understanding of 'career', better-defined career paths that give personnel opportunities to pursue the career they aspire to, and more guidance for managers and personnel on navigating career journeys. It is UNDP's responsibility to design strategies, solutions, tools and services that enable and facilitate more effective and impactful people decisions and help shape a workplace where individuals thrive of their careers and teams excel. In line with the commitments of the Strategy and in order to assist personnel in taking ownership of, and more effectively managing their careers, OHR is working on further developing a comprehensive career development support programme.

Goal:	To offer bespoke career development services to UNDP personnel.
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Through the referred subsequent RFP, UNDP aims at contracting supplier/s to deliver **part or the full scope** of these services.

B. Output:

The vendor(s) shall provide the following services to UNDP:

1. Organise training sessions on Career Planning, CV writing and interview preparation relevant to UNDP staff
 - a. Organize focused Career Development Planning, CV/interview preparation and for both internal and external job markets
 - i. Webinar Series on *Application preparation, Competency Based Interviews and Career Development Planning* (9 webinars in total 3 per time zone: language French, English and Spanish according to Region)
 - ii. Series of 3 Webinars on *"How to use Social media to Support Career Development"* (with a focus on LinkedIn) (in total 1 per time zone; language French, English and Spanish according to Region)
 - iii. *Face to face trainings on Application preparation, Competency Based Interviews and Career Development Planning* in Country Offices with more than 150 employees
 - iv. On-demand CV & Cover letter review in English, French and Spanish
 - v. On demand mock interview preparation (English, French and Spanish)

2. Provide support for all managers to have conversations with interested staff
 - a. Design and deliver a series of 6 webinars for UNDP Managers on "Having a career conversation with staff going through a transition". These webinars should be delivered to 3 time zones (1. Latin America & the Caribbean, 2. Africa/Arab States, 3. Asia & Pacific) in English, French and Spanish.
 - b. Deliver 3 webinars (one per language) on "Managing challenging conversations"
3. Provide support for Staff through an online AI powered platform (available in English, French and Spanish)
 - a. The platform will provide a Career assessment tool for users to assess their career drivers and preferences,
 - b. It shall include a Gap analysis tool
 - c. Design pathways for developing capabilities for the new functions at the different levels of the organization
 - d. It should include Career Planning and Pathing options
 - e. Option for managers to get insight report from staff (through platform) based on career/skills assessment
 - f. It should provide access to Learning & Development Resources
 - g. Develop list of Job opportunities and related job profiles for positions outside UNDP, where they can manage their job search
4. On demand Career Coaching & Counselling Service
 - a. Provide on demand career counselling and support to interested staff (virtually)
 - b. Group Coaching (for interested staff) (Virtually and/or in person)
 - c. Individual coaching for Managers on how to approach transition (before, during, after), Virtually and/or in person.
5. Soft skills capacity building for all interested staff
 - a. Provide manuals and 6 webinars on "Stress management and building personal resilience"

C. Scope

UNDP invites qualified vendors that meet the **following criteria** to express their interest in providing the required services as listed below by providing documentation in order to be prequalified (shortlisted) to participate in a *subsequent RFP* (Request for Proposal).

1. Private Sector / Public Sector / Non-Profit sector experience in **offering customized career transition support for at least 5 years**. Please indicate
 - a. how many customized career transition support programmes you currently offer per year and
 - b. how many you have offered in the last five years, including the number of participants in each programme.
 Please include any relevant website links and or other relevant materials.
2. Experience in **designing and delivering webinars** e.g. designing and delivering webinars, online collaborative learning using technology enhanced learning applications, pre-assignments, e-learning. Please indicate the number of programmes you have designed or managed. Please be as specific as possible in describing the design.
3. Experience in designing and delivering (face to face and virtual) Career Support and Career Transition programmes in a **multicultural and multilingual context**. Please indicate global organizations you worked with and participant profiles. Please only indicate the names of clients who you have experience working with in your current division / department.
4. **Leverage cutting-edge technology to provide a virtual platform with an engaging learning environment and experience**. Easy to access, navigate through and available in English, French and Spanish. This platform should provide career assessment and career development tools. In addition, relevant content should be made available on the learning portal for users e.g. articles, publications, resources, webinars. Please indicate the type of technologies and learning portal that is available, and the type of resources participants would have access to.

5. **Expertise of the project team / experts /counsellors / coaches /speakers must include** academic / work experience in Learning and Development, Career Development, Organizational Development, and / or Leadership Development, online executive education and other project related experience. Please include only the experience of your current department / division.
6. Over five years of experience in **career counselling** and **coaching** and provision of career development services, preferably within an international organizations and/or multi-cultural context is a requirement. Previous experience from providing coaching, training and advice in the area of learning and career development to UN Organizations would be an advantage.
7. **Strong financial stability of vendor.** Please provide any necessary financial records to demonstrate your financial stability.

An evaluation panel will review the EOIs. Following the finalization of prequalification process, a Request for Proposal (RFP) will be issued to the shortlisted vendors. Intended date for this RFP would be around **6 April to 10 April 2020**. Only shortlisted suppliers from this exercise will be invited to submit their Technical and Financial proposals in the RFP. UNDP may require compliance with additional requirements in terms of qualifications as part of the intended RFP document.

This EOI does not entail any commitment on the part of UNDP, either financial or otherwise. Please note this is not a solicitation of commercial offers. No prices are required at this stage, no Financial offers are to be submitted yet, nor would be accepted during this prequalification exercise.

UNDP reserves the right to change or cancel the requirement if needed, during the EOI/Prequalification and/or subsequent RFP process, with no liabilities whatsoever.

Submitting a reply to a Call for the EOI/Prequalification does not automatically guarantee receipt of the solicitation documents (RFP) when issued.

D. Submission Details:

The EOI must include the following documentation:

1. **Company profiles**,
 - a. indicating core areas of expertise, number of staff available for the intended project, their roles and academic qualifications / affiliations / publications.
 - b. **Strong financial stability.** Please provide any necessary financial records to demonstrate your financial stability.
2. **Examples of online learning approaches and topics** used in online leadership development programmes.
3. **Evidence of past successful experiences** providing these types of services to other organizations (similar to UNDP).
4. **References from organizations similar to UNDP** in terms of its global presence and multicultural environment.

Please send all EOIs to psocph.operations@undp.org clearly mentioning in the subject line: **'TDU-2020-EOI-002-Clustering Career Support Programme'** by **3rd April, 2020 6pm Denmark time-zone**. You will receive an email confirmation once you have sent your EOI.

If you do not receive a confirmation within two days, please contact us at: psocph.operations@undp.org clearly mentioning in the subject line: **TDU-2020-EOI-002 Clustering Career Support Programme**

If you have any specific questions on the EOI, please send them to psocph.operations@undp.org clearly mentioning in the subject line: **TDU-2020-EOI-002 Clustering Career Support Programme**

We kindly ask that you keep the content of the EOI to a maximum of 20 pages (supplements can be included in the appendices. In case some of the supporting documents/photos/brochures significantly exceed the size allowed for transfer

though the email, supplier may create a file share link and clearly indicate in the submission which documents should be downloaded from there.

Please quote **TDU-2020-EOI-002-Clustering Career Support Programme** as the subject in your correspondence.

Submissions which are incomplete may not be considered.