REQUEST FOR QUOTATION (RFQ)

To: Interested Companies

DATE: May 22, 2020

REFERENCE: RFQ-UNDP-002-2020-OHR

Dear Sir / Madam:

We kindly request you to submit your quotation for Video Interviewing and Online Testing Solutions for UNDP Headquarters 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 through the e-tendering portal by the indicated submission deadline. Should you have any questions please email:

United Nations Development Programme
Ignacio Inestal Fernandez
Ignacio.inestal@undp.org

Quotations submitted 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 UNDP 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 good/s:
<table>
<thead>
<tr>
<th>Terms of Delivery</th>
<th>Video Interviewing and Online Testing Solutions for UNDP Headquarters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of Destination</td>
<td>☒ United States Dollars</td>
</tr>
<tr>
<td>Currency of Quotation &amp; Value Added Tax on Price Quotation</td>
<td>All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes</td>
</tr>
<tr>
<td>Deadline for the Submission of Quotation</td>
<td>15:00 PM, Friday, June 05, 2020 New York City Time</td>
</tr>
<tr>
<td>All documentations, including catalogs, instructions and operating manuals, shall be in this language</td>
<td>☒ English</td>
</tr>
<tr>
<td>Documents to be submitted</td>
<td>☒ Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; ☒ Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</td>
</tr>
<tr>
<td>Period of Validity of Quotes starting the Submission Date</td>
<td>☒ 90 days</td>
</tr>
<tr>
<td>Payment Terms</td>
<td>☒ Subscription based preferably (UNDP will offer flexibility and will adjust payment terms to the nature of quotations received)</td>
</tr>
<tr>
<td>Evaluation Criteria</td>
<td>☒ Technical responsiveness/Full compliance to requirements indicated in the terms of reference and lowest price</td>
</tr>
</tbody>
</table>

### Notes

1. Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP 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 UNDP’s issuance of Purchase Order.
2. This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.
3. First 2 items in this list are mandatory for the supply of imported goods.
4. UNDP 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”

The technical application of the vendor will provide enough details to facilitate the screening of the technical proposal against the technical requirements. Should the technical proposal not provide enough details, the quotation may be directly disqualified.

Full acceptance of the PO/Contract General Terms and Conditions
<table>
<thead>
<tr>
<th>UNDP will award to:</th>
<th>☒ One and only one supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Contract to be Signed</td>
<td>☒ Contract for Professional Services/Face Sheet</td>
</tr>
<tr>
<td>Contract General Terms and Conditions</td>
<td>☒ UNDP General Terms and Conditions for Contracts</td>
</tr>
<tr>
<td></td>
<td>Applicable Terms and Conditions are available at</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.undp.org/content/undp/en/home/procurement/bbusiness/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/bbusiness/how-we-buy.html</a></td>
</tr>
<tr>
<td>Annexes to this RFQ(^5)</td>
<td>☒ Annex I: Terms of Reference</td>
</tr>
<tr>
<td></td>
<td>☒ Annex II: Form for Submission of Quotation</td>
</tr>
<tr>
<td></td>
<td>☒ General Terms and Conditions</td>
</tr>
<tr>
<td></td>
<td>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</td>
</tr>
<tr>
<td>Contact Person for Inquiries (Written inquiries only)(^6)</td>
<td>Ignacio Inestal</td>
</tr>
<tr>
<td></td>
<td>Procurement Services Unit, Business Management Services</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Ignacio.inestal@undp.org">Ignacio.inestal@undp.org</a></td>
</tr>
<tr>
<td></td>
<td>Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</td>
</tr>
</tbody>
</table>

Goods 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 UNDP 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.

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

After UNDP has identified the lowest price offer, UNDP 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

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\(^5\) Where the information is available in the web, a URL for the information may simply be provided.

\(^6\) This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.
found to be higher than UNDP’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 UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP 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.

UNDP 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 UNDP’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/

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP 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.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP 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

Thank you and we look forward to receiving your quotation.

Sincerely yours,
Ali Tahsin Jumah
Chief, Central Procurement Unit
Annex 1 – Terms of Reference

Video Interviewing and Online Testing Solutions for UNDP Headquarters

Background Information

The Office of Human Resources at UNDP is seeking video interviewing and online testing solutions for the assessment of candidates as part of recruitment and selection processes by Headquarters units, including those outposted, Accelerator Labs Network Multi-Country Project, Regional Hubs and other office across the world. By leveraging digital interviewing and testing solutions, UNDP can ensure that the best qualified applicants are identified and selected in an efficient way. The requirement of increased capacity to assess and select a large number of candidates in a reduced timeframe and through digital/remote solutions will be essential to ensuring business continuity during the current pandemic. The software solution will provide a range of assessment options including asynchronous and synchronous video interviewing, optional recording of synchronous video interviewing, written and multiple-choice testing, and self-scheduling options. The ranking and rating of candidates is an integral requirement to this solution to enable seamless reviews of candidates and minimize the time long- and/or short-listing processes take. Moreover, candidates and assessors should be able to access the solutions any type of device (mobile/desktop) and at any time.

Standards

The video interviewing and online testing solution needs to enable fair and equal competition among candidates, increased validity and unbiased decision making by the recruiter/assessor. The desired technology needs to be intuitive, user friendly and offer on-demand technical support. The product needs to be compatible with UNDP technical requirements and ideally, it can be integrated with industry-standard Applicant Tracking Systems.

Specific Constraints and Limitations

As UNDP recruits globally, the platform must provide consistent, high-quality performance in unstable technological environments.

For Desktop/Laptop computers:

- Standard desktop/laptop computers are Dell/Lenovo running Windows 7 (32/64-bit) and Windows 10 (64-bit).
- Standard Productivity Tools are Microsoft Office 365 (32-bit/64-bit), Microsoft Project 2016 and Visio 2016, and Internet Explorer 11 and above versions, Mozilla Firefox, Google Chrome.
- Standard desktop plug-ins are Java version 8.0 or higher, Adobe Reader DC. Minimal administration access rights for users.

Typical/minimal computer configurations:

- Processor: Intel Core i5 (4th Gen) / 1.9 GHz
- RAM: 8 GB
- Storage: 256 GB SSD or 500 GB HDD
• Screen resolution: 1280 x 720 for laptops, 1920 x 1080 for desktops

For mobile devices:
• The application must be available for Android and iOS devices.

Requirements - Functional, performance and technical characteristics:

**Video interviewing capacity needs to be:**

• easy to schedule
• effective when rating the responses.
• Offer high picture and sound resolution and to satisfy other industry standards.
• able to include video clips, images, on-screen text-based questions, attachments etc.

**Digitalized testing platform that can:**

• accommodate a range of tests, tailored for the organization/position and the applicants.
• facilitate the identification of candidates through scoring mechanisms that point to candidates who merit further evaluation.

**The following solutions are sought for the recruitment of up to 1,000 positions.**

**Video interviewing option to include:**

• Asynchronous video interviewing for all 1,000 positions
• Synchronous video interviewing for up to 500 positions out of the 1000-position package
• Option to record synchronous video interviewing for up to 500 positions out of the 1000-position package
• Self-scheduling for synchronous video interviewing for up to 500 positions out of the 1000-position package
• Effective and custom automated rating systems
• High audio and video quality
• Option to include video/audio clips, images, on-screen text-based questions, attachments, etc.

**Online testing platform for all 1,000 positions to include:**

• Accommodate a range of tests, tailored for the organization/position and the applicants
• Effective and custom automated rating systems
• Option to include video/audio clips, image, on-screen text-based questions, attachments, etc.

**Delivery of solutions:**

• Software to be available for immediate use by UNDP
• Training of recruiters/assessors
• Templates for branding, testing, interviewing
• Ability to communicate with candidates and assessors through the solution
• Customizable templates for communication
• Easily accessible international customer support/helpline with 24/7 hours of operation

Other requirements of video interviewing and online testing solutions:
• Products and services available in multiple languages
• Playback functions
• Option to re-record answers (limited or unlimited)
• Custom scoring systems
• Broad spectrum to create and modify questions/tests
• Quizzes
• Archiving facility
• Candidate feedback surveys

System Ownership and Maintenance

• The ownership of the platform/product/service is staying with the company that provides the subscription to UNDP/OHR.
• By purchasing a subscription from the provider, OHR expects to receive for the length of the subscription:
  a) Initial training and continuous technical support to OHR and
  b) International technical support to the candidates.
Annex II

FORM FOR SUBMITTING SUPPLIER’S QUOTATION
(This Form must be submitted only using the Supplier’s Official Letterhead)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in Table 1 & 2 in conformity with the specification and requirements of UNDP as per RFQ Reference No. RFQ/UNDP/2020/002/OHR

TABLE 1: Price table

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Purchase price of the subscription for Video Interviewing and On-line Testing for up to 1000 hires. The system must meet all specifications indicated in Annex I, above. <em>(Any maintenance, support and training costs should be included in the subscription price)</em></td>
<td>Subscription for 1000 interviews</td>
<td>...</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Any one-time cost <em>(please indicate total amount and unit cost and explain why this cost could not be included in the annual subscription fee)</em>.</td>
<td>...</td>
<td>...</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Other Information pertaining to our Quotation are as follows:</th>
<th>Your Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical responsiveness/Full compliance to requirements <strong>(PLEASE SUBMIT A TECHNICAL PROPOSAL TO VERIFY THE ADECUACY OF THE PROPOSED SERVICES WITH RESPECT TO UNDP REQUIREMENTS)</strong></td>
<td>Yes, we will comply</td>
</tr>
<tr>
<td>Validity of Quotation, 90 days</td>
<td></td>
</tr>
<tr>
<td>The vendor is not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List</td>
<td></td>
</tr>
<tr>
<td>Full acceptance of the PO/Contract General Terms and Conditions</td>
<td></td>
</tr>
<tr>
<td>Item(s) listed should be delivered immediately after the issuance of UNDP PO.</td>
<td></td>
</tr>
</tbody>
</table>

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]