REQUEST FOR CLARIFICATIONS NO.1

RFQ: RFQ-UNDP-002-2020-OHR – Video Interviewing and Online Testing

- It appears that the asynchronous interview and online tests are likely to be used simultaneously; is this correct?

Yes, this is likely to be the case, if the recruitment strategy opts for both solutions, the hiring unit may also choose to do only one of the two solutions. Candidates may use both the testing and video platform, but not necessarily all candidates; only qualified candidates will use the synchronous video interview.

- The asynchronous interview tool is tailored each time to meet the needs of specific roles. We provide assessment format to the internal teams to assess the asynchronous interviews. Please let me know if you are looking for customised video interview or an off-the-shelf version? Also, please let me know if an automated report is required which would require a standard off the shelf tool or assessment format to be used by the internal team?

UNDP is seeking a customizable video interviewing platform where each position can be tailored to the recruitment needs. A report of results/ratings/commentary may be required for reporting purposes and as most recruitments at UNDP are cleared by an oversight body.

- What kind of online tests is UNDP looking to have in place? We tend to provide customised tests with customised automatic scoring/annonymised assessment processes. Would the internal team at UNDP be constructing the tests?

UNDP is seeking a platform to conduct technical and written customizable tests for the requirements of a wide range of position profiles.

- For synchronous interviews we use Microsoft Teams that has its own scheduling device and also recording facility. The synchronous interviews are designed to meet the needs of the roles. Assessors are provided with assessment guidelines to mark the synchronous interviews. All communication can also take place via Teams?

Next to a positive candidate experience, we want the platform to facilitate the coordination and follow-up between assessors, panel members, raters and the supporting HR unit. UNDP already uses Microsoft Teams as a business solution for meetings. Most interviews are currently conducted via Skype for Business or Zoom. With this RFQ, UNDP is seeking a dedicated synchronous video solution that can be integrated with Microsoft Outlook calendars and other calendars and that provides functionality regarding the rating and reporting on candidates.

- We can also provide an off-the-shelf synchronous interview with standard questions and automated reports covering a range of competencies. Please advise if UNDP has a preference one way or the other?

Generally, UNDP hiring units and/or supporting HR teams provide the interview content, but if this is at no additional costs, we would welcome the automization.

- Is the synchronous interview likely to be a competency-based interview?

Yes, synchronous interviews at UNDP are typically competency-based interviews, possibly with 1-2 additional motivational and/or technical questions depending on the role and level.
• How many candidates are likely to use the platform?

Based on past recruitment trends, we would likely invite 10-12 candidates per position for online tests, 10-12 candidates per position for asynchronous video interviews, and 3-6 candidates per position for synchronous video interviews. These number may be proportionately higher in case of large-scale or batch recruitments.

• Will the tests and video interviews be designed by the internal team at UNDP?

Yes, these will be designed by the Office of Human Resources and/or hiring units.

• Is UNDP looking for a scheduling device for all tools or just the synchronous interviewing?

Mostly for the synchronous interviewing; the scheduling device for the tests and asynchronous video interviews would be deadline-based and require automated reminders and follow-up communication with candidates.

• Is it essential to have all the tools available on an app?

All requirements listed in the RFP solicitation documents are mandatory.

• Does this RFQ require a technical proposal in any specific format?

Technical proposals to evidence the compliance of the company with the minimum requirements are being asked. There is not a specific format required.

• For each role in scope, what is the anticipated volume of candidates per year?

Given the wide scope of roles, the solutions may be used for anywhere from 3 shortlisted candidates for the synchronous video interview to e.g. 20-30 longlisted candidates for a written test or as part of an assessment center.

• Please describe the full process you currently use for selection for the in-scope roles.

For most recruitments, long-listed candidates may be invited to a test (written, technical, etc) and the results are used to inform the shortlist. Some other recruitments go from long-list to shortlisting panels without tests. Shortlisted candidates are invited to synchronous video interviews. For specific positions like Country Office management roles, candidates complete full Assessment Centers that include video interviews (asynchronous and synchronous) and online tests for all shortlisted candidates.

• Regarding interview content, how many different interviews will you require? How many Asynchronous? How many Synchronous?

As this covers a wide scope of positions and offices, the interviews will vary in content, scope and language.

• How many online assessment processes will you require?

Full-fledged assessment processes are conducted by a contracted vendor, this RFQ is for online testing and video interviews.
• How long do your current assessments and/or interviews take candidates to complete?

This can vary greatly from process to process and depending on the recruitment strategy and the type of role. Interviews usually happen within 2-4 weeks after the vacancy has closed.

• Do you have a preference for how long the new online assessments should take candidates to complete? How do your preferences vary per role/level?

This varies per role and level, as well as per recruitment strategy. Online tests may be short essay type questions, multiple-choice questions, or could be case studies.

• Do you have a preference for how long the new video interviews should take? How do your preferences vary per role/level?

The asynchronous videos usually entail 3-5 questions with 1-3 minutes preparation and 3-10 minute answers; the asynchronous video interview may also be used for longer presentations. Synchronous panel interviews usually last 45 minutes.

• Is mobile delivery a requirement for this or a “nice to have”?

Given the global presence of UNDP and its candidates, mobile delivery through iOS and Android is a requirement as per the terms of reference.

• Do you have an existing, updated, and valid common overall success profile or competency model or for the targeted job families? If so, can you please share with us? Does this include all geographic regions?