



**REQUEST FOR PROPOSAL (RFP)
(For Low-Valued Services)**

NAME & ADDRESS OF FIRM	DATE: September 11, 2020
	REFERENCE: 0094789 - Written Communication Skills Training

Dear Sir / Madam:

United Nations Volunteers administered by United Nations Development Programme (UNV) kindly requests you to submit your Proposal for a comprehensive training programme for United Nations Volunteer (UNV) programme staff to enhance effective written communication skills (ref. 0094789).

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Friday, September 25, 2020 and via email, courier mail or fax to the address below:

United Nations Volunteers
UNV Procurement procurement@unv.org
Atn. Madalina Florica
Ref. 0094789 - Written Communication Skills Training

Your Proposal must be expressed in English, and valid for a minimum period of 90 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNV after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNV requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNV, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNV's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal. 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNV is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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/>

UNV encourages every prospective Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

UNV implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNV, as well as third parties involved in UNV activities. UNV expects its Service Providers 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 Proposal.

Sincerely yours,

Julie Spiller
Julie Spiller

Procurement Unit, Team-Leader
11 September 2020

Description of Requirements

Context of the Requirement	Learning Programme – Effective Written Communication
Brief Description of the Required Services ¹	In line with the United Nations Volunteers (UNV) programme learning plan, one of the corporate priorities identified is that of communication skills. UNV is seeking to implement a practical learning opportunity for staff to enhance their written communication skills (in English). In order to enhance our staff effective writing skills, we are aiming to launch a very practical intervention, using blended learning to strengthen and apply new and improved skills. A range of 25 to 50 individuals will benefit from the programme.
List and Description of Expected Outputs to be Delivered	<p>Specialized professional training to be delivered to enhance written communication skills to a maximum of 50 staff members. This should be in the form of an online webinar series coupled with practical guided application of new skills.</p> <ol style="list-style-type: none"> 1. Needs Assessment and development of training programme. 2. Delivery of one or more online workshops focusing on written communication skills. 3. Follow up small group or individual practical sessions and/ or coaching with the specific goal of implementing new communications skills.
Person to Supervise the Work/Performance of the Service Provider	Human Resources Specialist
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	3 months
Target start date	1 October 2020
Latest completion date	18 December 2020
Implementation Schedule indicating	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

breakdown and timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Euro
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 90 days
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<p>Within thirty (30) days from the date of meeting the following conditions:</p> <p>a. UNV's written acceptance (i.e., not mere receipt) and certification of the quality of the outputs/services received; and</p> <p>b. Receipt of invoice from the Service Provider.</p>
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	Human Resources Specialist
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of

	services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p>Technical Proposal (70%)</p> <p><input checked="" type="checkbox"/> Expertise of the Firm 40%</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 10%</p> <p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNV.</p>
UNV will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNV
Contract General Terms and Conditions ²	<input checked="" type="checkbox"/> General Terms and Conditions for de minimi contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed terms of reference (Annex 3)
Contact Person for Inquiries (Written inquiries only) ³	<p>Madalina Florica Procurement Assistant UNV Procurement procurement@unv.org Ref. 0094789 - Written Communication Skills Training</p> <p>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.</p>
Other Information [pls. specify]	Due to current travel restrictions it is expected that the course will be delivered 100% online using a range of tools and techniques

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

³ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNV in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNV by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNV, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Financial proposal

Ref No.	Description of services	Quantity	Latest Delivery Date	Unit Price	Total
1	Learning Needs Assessment and Course Design	1	31 October 2020		
2	Course implementation and evaluation (max. 50 staff)	50	18 December 2020		
	Discounts (if applicable)				
	Total				

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

Terms of Reference
Effective Writing Training Programme

Project Description

Project Objectives	In line with the UNV learning plan, one of the corporate priorities identified is that of communication skills. UNV is seeking to implement a practical learning course for staff to enhance their written communication skills (in English)
Project Context / Background / Rationale / Scope	In order to enhance our staff effective writing skills, we are aiming to launch a very practical course, using blended learning to strengthen and apply new and improved skills. A range between 25 to 50 individuals will benefit from the programme.
Expected Project Output/Outcome	Specialized professional training to be delivered to enhance written communication skills to a maximum of 50 staff members. This should be in the form of an online webinar series coupled with practical guided application of new skills through individual session with staff member. The course should include: <ul style="list-style-type: none"> • Guidance on organizing and drafting ideas and concepts; • Concrete techniques and methodologies related to effective writing; • Information on how to avoid common grammar and linguistic mistakes; • Tips to adjust tone, language and style.
Other Relevant Information	Due to current travel restrictions it is expected that the course will be delivered 100% online using a range of tools and techniques

Scope of Work

Activities:

1. Carry out **Learning Needs Assessment** in order to design properly tailored intervention. UNV is looking for a course that develops skills related to drafting, reviewing and managing range of documents (e.g. emails; reports; marketing materials etc.)
2. **Learning Course Design** – Develop holistic proposal for learning activities including best practice online learning solutions (interactive webinar, hands-on exercises; coaching; feedback etc.)
3. **Course implementation** – Implement approved learning programme for up to a maximum of 50 staff members. This will involve running several sessions of online webinars and developing a programme to allow for individual feedback/ coaching sessions.

4. **Course evaluation** – students should be given the opportunity to give their feedback on the course delivery and content.

Institutional Arrangement

The contractor will be directly supervised by the Human Resources specialist.

Duration of the Work

The project is expected to start 1 October and to finish by 18 December 2020.

Duty Station

It is foreseen that all teaching and preparatory work will be done online.

This TOR is approved by :

Signature	<u>Stephen Brightwell</u>
Name and Designation	Stephen Brightwell, Human Resources specialist
Date of Signing	<u>11-Sep-2020</u>