



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

TO INTERESTED VENDORS/COMPANIES	DATE: October 15, 2020
	REFERENCE: UNDP-OHR-RFP-2020-013

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Intercultural Management Vendor**

Please be guided by the form attached hereto as Annex 3 (Forms A and B), in preparing your Proposal.

Proposals must be submitted on or before **3 November 2020, 12:00 PM New York Time** via email to [cpu.bids@undp.org](mailto:cpu.bids@undp.org) with the subject: UNDP-OHR-RFP-2020-013: Intercultural Management Vendor.

Your Proposal must be expressed in the **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 UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. In submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

The Technical Proposal and Financial Proposal files **MUST BE COMPLETELY SEPARATE** and sent separately and clearly marked as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL," as appropriate. Each document shall include the Proposer's name and address.

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 UNDP 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 UNDP, 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 UNDP'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 UNDP after it has received the Proposal. 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 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 UNDP 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/>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP 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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Ali Tahsin Jumah  
Chief

Central Procurement Unit, New York  
United Nations Development Programme

**Annex 1: DESCRIPTION OF REQUIREMENTS**

Context of the Requirement	As part of their on-boarding, UNDP organizes monthly pre-departure briefings for young professionals (including Junior Professional Officers – JPOs) assigned to UNDP country, regional and headquarters officers. During the briefing, JPOs attend sessions on introduction to UNDP, expectation management, human resources tools they can benefit from, international civil servants' values and intercultural management. The monthly pre-departure briefing is usually delivered face-to-face in Copenhagen by the TAPP team over a period of two days. In response to the travel restrictions caused by the COVID-19 pandemic, the briefings are now being delivered virtually. The intention of the TAPP unit is to redesign and develop the pre-departure briefing sessions, in particular the session relating to intercultural management.
Brief Description of the Required Services	TAPP is looking for a vendor to advise on global trends around intercultural management and communication and to design an interactive session on intercultural management for young professionals joining the UNDP.
List and Description of Expected Outputs to be Delivered	Please refer to Annex 2: Terms of Reference.
Frequency of Reporting	Once a week with a full update on progress and status of project according to timeframe in the ToR.
Progress Reporting Requirements	The vendor is expected to maintain weekly communication with the contract technical manager. Several reports will be requested throughout the contract validity.
Location of work	<input checked="" type="checkbox"/> At Contractor's Location.
Expected duration of work	18 working days within the period 1 December 2020 - 1 March 2021
Target start date	1 <sup>st</sup> December 2020
Latest completion date	1 March 2021
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

completing the services					
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency				
Value Added Tax on Price Proposal <sup>1</sup>	<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				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.				
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted				
Payment Terms <sup>2</sup>	Outputs	Percentage	Timing	Condition for Payment Release	
	Initial course design for deliverable 1 + list of assessment tools to propose + initial course design for deliverable 4	0%	1 – 15 December	Within thirty (30) days from the date of meeting the following conditions:  a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and  b) Receipt of invoice from the Service Provider.	
	Alpha version of deliverables 1, 2, 3 and 4, ready for testing presented to TAPP team members	0%	16 – 30 December		
	Beta version of deliverables 1, 2, 3 and 4, ready for testing presented to TAPP team members	0%	1 – 6 January		
	Final version of all deliverables presented to TAPP members	40%	January 15		
	Deliver the virtual training-of-trainers workshop for the TAPP employees + the virtual	30%	4 – 30 February		

<sup>1</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>2</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	training workshop programme to the whole TAPP team			
	Provide all learning material, source files, facilitation guides of ALL deliverables to TAPP members	30%	4 – 30 February	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Chief of Talent Acquisition and People Programmes Unit (TAPP)			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <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). Non acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <input checked="" type="checkbox"/> Expertise of the Firm <b>30%</b> <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan <b>40%</b> <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel <b>30%</b> <p><b><i>Only proposals that achieve at least 70% of the total technical points will be considered for financial evaluation.</i></b></p> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Services) <input type="checkbox"/> Other Type/s of Contract			

Contract General Terms and Conditions <sup>3</sup>	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <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: <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>
Annexes to this RFP	<input checked="" type="checkbox"/> Forms for Submission of Proposal (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 2)
Contact Person for Inquiries (Written inquiries only) <sup>4</sup>	Melvin Nye Procurement Consultant cpu.bids@undp.org 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

## ANNEX 2: TERMS OF REFERENCE

### Terms of reference for Intercultural Management Expert Vendor

<b>Type of contract:</b>	Contract for Services
<b>Contract Duration:</b>	18 working days within the period 1 December 2020 - 1 March 2021
<b>Remuneration:</b>	Lumpsum Payment
<b>Location:</b>	Home-based

#### I. Context

The UN Development Programme works in some 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. UNDP helps countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results. UNDP supports the [2030 Agenda for Sustainable Development](#) and the 17 [Sustainable Development Goals](#) (SDGs), as they help shape global sustainable development over the next 10 years.

The Talent Acquisition and People Programmes Unit (TAPP) of the UNDP Office of Human Resources recruits young international civil servants (Junior Professional Officers, JPOs) and facilitates their onboarding, professional growth and career management within the UN system.

The JPOs' place of assignment can be in any of the 170 **countries** and territories, where UNDP is present. This life-changing experience, encountering new environments and cultures requires considerable manoeuvrability and a period of adaptation to the new context, both in regard to the working environment and personal living conditions.

As part of their onboarding process, JPOs attend a "Pre-departure briefing" for which the ultimate objective is to better prepare them for their assignment. During the briefing, they attend sessions on introduction to UNDP, expectation management, human resources tools they can benefit from, international civil servants' values and intercultural management.

The monthly pre-departure briefing is usually delivered face-to-face in Copenhagen by the TAPP team over a period of two days. In response to the travel restrictions caused by the COVID-19 pandemic, the briefings are now being delivered virtually.

The intention of the TAPP unit is to redesign and develop the pre-departure briefing sessions, in particular the session relating to intercultural management. The goal of this session is to:

- 1) provide the necessary, basic tools to raise self-awareness and reflection of cultural biases and stereotypes,
- 2) recognize and leverage cultural diversities,
- 3) work effectively in a complex and multi-cultural environment,
- 4) prepare the young professionals to take on an international role with the UN and
- 5) integrate the current issues and topics on diversity and inclusion.

For this reason, TAPP is looking for a vendor to advise on global trends around intercultural management and communication and to design a session on intercultural management for young professionals joining the UN in co-creation with TAPP. The session should be designed for a young target audience and should be engaging and interactive for the participants. At the same time, the vendor will propose development

tools (online tests/assessments) that are innovative, effective in recognizing individual strengths and weaknesses in the area of intercultural management and which can also be revisited and analysed after six to nine months, to compare development results. Finally, the vendor will deliver training workshops on intercultural management & diversity and inclusion for the full TAPP team.

## **II. Assignment**

The vendor will redesign the intercultural management session included in the JPO pre-departure briefing, through a co-creation process with the TAPP team, and will identify the most suitable tool to assess intercultural management skills and awareness. The vendor will also train TAPP members on the same topics, as well as in diversity and inclusion matters.

### **Proposed Methodology**

- The vendor will gain a clear understanding of the expectations of TAPP, of its work, and the expected deliverables through virtual/face-to-face conversations.
- The vendor will organize interviews with UNDP JPOs who have gone through the pre-departure briefing to gain a user perspective.
- The vendor will work closely with the TAPP Learning Analyst and other TAPP team members as applicable, to design the structure of the session and develop the material for the session, identify the most effective tool to assess intercultural management skills and to define the training workshops for TAPP team.

## **III. Deliverables**

The vendor will work closely with UNDP TAPP team members, in particular the Learning Analyst, to design and develop ALL the following deliverables:

<b>No.</b>	<b>Deliverable</b>	<b>Time (total est. working days)</b>
1.	Design of a 1.5-hour intercultural management/communication session for young professionals joining the UN. The design should offer the possibility for delivering the session face-to-face and online, with a strong focus on the virtual component	8 days
2.	Identify the most effective/evidence-based tool for assessment of intercultural management skills (with clear debriefing procedures) to raise self-awareness and reflection. This tool needs to be accessible to all, evidence-based, scientifically backed, and available for two debriefings that could occur six to nine months from one another. The assessment tools proposed must be based on scientific evidence, inclusive in their use (WCAG AA compliant (Accessibility standard) and non-discriminatory.	2 days



3.	Design and deliver a virtual training-of-trainers workshop (2x0.5 days) for the TAPP employees who will deliver the intercultural management session	4 days
4.	Design and deliver a virtual training workshop (3 hours) programme to the whole TAPP team (30 people), focusing on cultural biases, intercultural communication, management and diversity and inclusion, with great focus on diversity and inclusion in the workplace (3 days)	4 days

#### IV. Timeframe

Project elements	Tentative timeframe	Lumpsum percentage (%) payable upon completion of Deliverables
Initial course design for deliverable 1 + list of assessment tools to propose + initial course design for deliverable 4	1 – 15 December	0%
Alpha version of deliverables 1, 2, 3 and 4, ready for testing presented to TAPP team members	16 – 30 December	0%
Beta version of deliverables 1, 2, 3 and 4, ready for testing presented to TAPP team members	1 – 6 January	0%
Final version of all deliverables, including: 1) learning materials (slides, trainers guidelines) for deliverable 1, 2) report for deliverable 2 presented to TAPP members and learning material, outline for deliverables 3 and 4.	15 January	40%
Deliver the virtual training-of-trainers workshop for the TAPP employees + the virtual training workshop programme to the whole TAPP team	4 – 30 February	30%
Provide all learning material, source files, facilitation guides of ALL deliverables to TAPP members	4 – 30 February	30%

#### Duty station

The vendor will be required to work remotely and provide feedback to the manager of the project at least once a week and should inform the manager if any delays are foreseen.

## V. Minimum technical qualifications

**Note: proposals that do not comply with the below listed minimum technical requirements, may be directly disqualified.**

### i. **Company requirements**

- At least five years' Private Sector/Public Sector/Non-Profit sector experience in offering customized intercultural management and diversity and inclusion trainings, **required**. A list of at least three relevant projects carried out during the past 5 years should be provided, including contacts for background check.
- Experience in designing and delivering webinars, online collaborative learning, using technology-enhanced learning applications. Please indicate the number of programmes you have designed or managed, **required**
- Experience in designing and delivering (face to face and virtual) learning programmes in a multicultural and multilingual context. Please indicate global organizations you worked with and their participant profiles, **required**.
- Knowledge of and experience with use of cutting-edge intercultural management/communication tools, **desired**.
- **Financial Stability:** Audited financial statements for the firm's last three fiscal years must be submitted as part of the bid, **required**<sup>5</sup>.
- **Sanctions List:** the vendor will not be included in any of the UN mandatory sanctions list.
- Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.

### ii. **Team structure requirements**

The team will consist of a maximum of 2 team members, including the Team Leader. UNDP expects the one of the team members to be a Learning & Development Specialist.

**Important note: the proposed team structure of a maximum of 2 members including the Team Leader should be respected. If the proposed team structure does not meet this requirement, the proposal may be directly disqualified. The proposal should contain one CV per proposed team member and team leader.**

The Team Leader and the other team members must comply with the following educational and professional requirements:

<sup>5</sup> If the submission of audited financial statements is not possible, we are open to receiving other types of documents that prove the financial stability of the company during the past three years.

### iii. **Educational and Professional requirements**

#### **Team Leader:**

- A completed university degree at bachelor's level or above in a relevant field, preferably in Business Administration, Intercultural Management, Learning & Development, or other related discipline, **required**.
- Fluency in English, **required**.
- A minimum of 5 years' relevant experience leading teams in Learning and Development, Intercultural management, and/or Diversity training and awareness, **required**
- Experience in designing and delivery of intercultural management training programmes for international organizations/global private companies; **required**<sup>6</sup>.

#### **Team Member:**

- A completed university degree at bachelor's level or above in a relevant field, preferably in Business Administration, Intercultural Management, Learning & Development, or other related discipline, **required**.
- Fluency in English, **required**.
- A minimum of 5 years' relevant experience in designing and delivering online learning programmes, **required**.
- Hands-on experience in designing and delivery of intercultural management training programmes for international organizations/global private companies, **desired**.

### VI. **Application Procedure**

Vendors are requested to submit a proposal including:

- Proposal, outlining the methodology and approach to deliver the outputs in this Terms of Reference including a timeframe for delivery. The proposal should include the approach to be applied, suggested activities and products under each of the deliverables of the Terms of Reference.
- Credentials and CVs of personnel to be involved into the project,
- List of clients during the last 5 years, and 3 client contacts for reference checks.
- Samples of previous work/products developing/designing learning platforms
- Financial proposal including: 1) a lump-sum payment, paid upon submission of final deliverable. TAPP Management shall verify and certify that all deliverables have been met prior to authorizing payment to the vendor.

<sup>6</sup>The proposal must list at least 3 clients for which the bidder has carried out a similar/relevant project during the past 5 years. The proposal must provide a description of these projects as well as contacts for reference checks.

## VII. Evaluation process and contract award

The selection of the best offer from vendors will be based on a combined scoring method – where the technical criteria, qualifications and experience will be weighted 70% and the financial criteria will be weighted at 30%. Only proposals that meet the above listed minimum technical requirements will be considered for financial evaluation.

*The following criteria will be used in the evaluation and scoring of proposals received during the desk review:*

1. Proposed Methodology, Approach and Implementation Plan
2. Vendor's qualification, capacity and experience
3. Management Structure and Key Personnel

*Technically qualified vendors who obtain at least 70% of the total of points obtainable (70% of 700 points) will be considered for financial evaluation.*

### **Technical evaluation (desk review) - Total weight 70% out of 1000 points:**

Criteria	Points
<b><u>Methodology, Approach and Implementation Plan</u></b> <ol style="list-style-type: none"> <li>a. Understanding of the requirements in respect to the important aspects and completeness of the envisaged task <b>(Max 150 points)</b>.</li> <li>b. Approach and methodology for meeting or exceeding the requirements in the Terms of Reference and how it will deliver the outputs <b>(Max 150 points)</b>.</li> <li>c. Time plan and reporting <b>(Max 100 points)</b></li> </ol>	<b>400 Points Maximum</b>
<b><u>Company qualification, capacity, credentials, and experience</u></b> <ul style="list-style-type: none"> <li>• Relevance of the experience in the field of designing and delivering online learning platforms (only vendors with at least 5 years of experience will be considered). <b>(Maximum 150 points)</b></li> <li>• Relevance of proven track records of designing and delivering online platform for global organizations and multilateral institutions (based on the list of past projects and clients listed in the proposal. Bidders with multilateral experience will be given advantage. The maximum of points obtainable for bidders without multilateral experience will be 100 pts.) <b>(Maximum 125 points)</b></li> </ul>	<b>(Maximum 275 points)</b>

<b><u>Qualifications of the key personnel</u></b>	<b>(Maximum 325 points)</b>
<p data-bbox="228 275 526 306"><b><u>Educational Background</u></b></p> <ul data-bbox="289 348 1183 489" style="list-style-type: none"> <li>• Relevance of the educational background of the proposed personnel in the field of learning and development, intercultural management and/or diversity and inclusion training and awareness <b>(Max of 100 points)</b>.</li> </ul> <p data-bbox="228 533 505 564"><b><u>Professional Expertise</u></b></p> <ul data-bbox="289 609 1183 1325" style="list-style-type: none"> <li>• <b>Team Leader:</b> Relevance of professional expertise in leading teams in learning and development, intercultural management, and/or diversity training and awareness, and designing/delivering intercultural management training programmes for international organizations/global private companies (Only Team leaders with at least 5 years of leading experience will be considered) If the team leader has 5 to 8 years, the max points obtainable is 100, from 9 to 10 the max points obtainable is 115, from 10 years and above the maximum obtainable is 125) <b>(Max of 125 points)</b>.</li> <li>• <b>Team Member:</b> Previous direct track record of designing and delivering online learning programmes, including intercultural management training programmes for international organizations/global private companies (If the team member only presents relevant expertise working for international organizations OR global/international companies, the maximum number of points obtainable will be 80. Team members with relevant expertise in international organizations AND global/international companies will be scored up to 100). <b>(Max 100 points)</b></li> </ul>	

### **Financial evaluation - Total weight 30% (out of 1000 points)**

The following formula will be used to evaluate financial proposal:

$p = y (\mu/z)$ , where p = points for the financial proposal being evaluated

y = maximum number of points for the financial proposal

$\mu$  = price of the lowest priced proposal

z = price of the proposal being evaluated

### **Evaluation process and contract award**

The selection of the best offer from vendors will be based on a combined scoring method – where the technical criteria, qualifications and experience will be weighted 70% and the financial criteria will be

weighted at 30%. Only proposals that meet the above listed minimum technical requirements will be considered for financial evaluation.

Vendor obtaining the highest combined scores in the combined score of Technical and Financial evaluation will be considered technically qualified and will be offered to enter into contract with UNDP

### **Reporting Line**

The vendor will work daily with the TAPP Learning Analyst and report directly to the Chief of TAPP.

### **Duration**

The work should be delivered within the period of 1 December 2020 to 1 March 2021 with possibility to reach out to the vendor after contract expiry for eventual clarifications.

### **Payment Terms**

It is expected that payments will be made according to the instalments specified above once deliverables are accepted and certified by the TAPP Management.

For the General Contract Terms and Conditions please visit the following link:

[https://procurement-notice.undp.org/view\\_file.cfm?doc\\_id=46189](https://procurement-notice.undp.org/view_file.cfm?doc_id=46189)

**ANNEX 3: Form A****FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL<sup>7</sup>**

***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)***

[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 UNDP 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 UNDP 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 UNDP, indicating description of contract scope, contract duration, contract value, contact references; (at least 3 relevant contracts during the past 5 years).***
- 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.*

<sup>7</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>8</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**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.*

**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 is supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

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



**ANNEX 3: Form B****FORM FOR SUBMITTING SUPPLIER'S FINANCIAL PROPOSAL**

***(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 **Tables 1 and 2** in conformity with the specification and requirements of UNDP as per RFP Reference: **UNDP-RFP-OHR-2020-013**.

**TABLE 1: Price table (lump sum)**

<b>No.</b>	<b>Output</b>	<b>No. of working days</b>	<b>Total lumpsum amount (USD)</b>	<b>% of total price</b>
1.	Design of a 1.5-hour intercultural management/communication session for young professionals joining the UN. The design should offer the possibility for delivering the session face-to-face and online, with a strong focus on the virtual component	8		
2.	Identify the most effective/evidence-based tool for assessment of intercultural management skills (with clear debriefing procedures) to raise self-awareness and reflection. This tool needs to be accessible to all, evidence-based, scientifically backed, and available for two debriefings that could occur six to nine months from one another. The assessment tools proposed must be based on scientific evidence, inclusive in their use (WCAG AA compliant (Accessibility standard) and non-discriminatory.	2		
3.	Design and deliver a virtual training-of-trainers workshop (2x0.5 days) for the TAPP employees who will deliver the intercultural management session	4		
4.	Design and deliver a virtual training workshop (3 hours) programme to the whole TAPP team (30 people), focusing on cultural biases, intercultural communication, management and diversity and inclusion, with great focus on diversity and inclusion in the workplace (3 days)	4		
<b>TOTAL</b>		18 days		

**TABLE 2: Cost breakdown of personnel**

Output	Personnel Services	Summary of personnel engagement	Hours of work	Unit price (USD)	Total price (USD)
1	Team Leader				
	Team Member				
	Sub-total				
2	Team Leader				
	Team Member				
	Sub-total				
3	Team Leader				
	Team Member				
	Sub-total				
4	Team Leader				
	Team Member				
	Sub-total				
Grand Total					

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

*[Designation]*

*[Date]*

**IMPORTANT NOTE:** The above forms are intended to guide providers in calculating financial proposals and resource allocation during the project. However, payments to the awarded provider will be processed according to the following payment scheme:

Outputs	Percentage	Projected Timing
Final version of all deliverables presented to TAPP members	40%	January 15
Deliver the virtual training-of-trainers workshop for the TAPP employees + the virtual training workshop programme to the whole TAPP team	30%	4 – 30 February
Provide all learning material, source files, facilitation guides of ALL	30%	4 – 30 February

deliverables to TAPP members		
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