



REQUEST FOR QUOTATION (RFQ)

To: Interested Companies	DATE: November 13, 2020
	REFERENCE: RFQ-UNDP-OHR-2020-005 "Subscription for Digital Library of Bite-sized Knowledge Summaries"

Dear Sir / Madam:

We kindly request you to submit your quotation for **Subscription for Digital Library of Bite-sized Knowledge Summaries** 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
Birhanu Degu Gebeyaw
cpu.bids@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:

Terms of Delivery	Subscription for Digital Library of Bite-sized Knowledge Summaries
Place of Destination	
Currency of Quotation ¹	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Quotation ²	All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes
Deadline for the Submission of Quotation	17:00 PM, Friday, November 27, 2020 New York City Time
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English
Documents to be submitted ³	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Payment Terms	Payment against invoice of the subscription fee.
Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements indicated in the terms of reference in annex 1 and lowest price ⁴ <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services/Face Sheet
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis 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

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 provision of the service

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" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

Annexes to this RFQ	<input checked="" type="checkbox"/> Annex I: Terms of Reference <input checked="" type="checkbox"/> Annex II: Form for Submission of Quotation <input checked="" type="checkbox"/> General Terms and Conditions http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) ⁶	Birhanu Degu Gebeyaw Procurement Consultant , Procurement Services Unit, BMS/UNDP 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.

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 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.

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.

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 I

Terms of Reference

Subscription for Digital Library of Bite-sized Knowledge Summaries

Project Title – Subscription for Digital Library of Compressed Knowledge

Background

The United Nations Development Programme (UNDP) is the knowledge frontier organization for sustainable development in the UN Development System and serves as the integrator for collective action to realize the Sustainable Development Goals (SDGs). With presence in 170 countries and territories, UNDP endeavors to help countries develop strong policies, skills, partnerships, and institutions so they can sustain their progress. UNDP staff are united by a common purpose: to help countries and communities across the world pursue peaceful, prosperous lives, lived in harmony with the planet.

Drawing on the diversity of UNDP's client needs and partnerships, the Office of Human Resources (OHR) is the hub for the global HR function for UNDP, providing strategy, policy setting, guidance and oversight. In addition, OHR provides a broad range of HR advisory and talent management services enabling UNDP to deliver fully integrated development solutions at corporate level. In this context, OHR is focused on the implementation of an ambitious and forward-looking three-year strategy, *People for 2030*, which will progressively transform UNDP's culture and enable its workforce capacity to deliver more and better results.

Through *People for 2030 Strategy*, OHR aims to be at the leading edge of HR in the international development sector by developing high quality and innovative human resources solutions and driving transformation across UNDP.

In alignment with the *People for 2030* and *People Development 2020 Strategy*, UNDP is committed to provide improved opportunities for, and better targeting of, learning and development initiatives so that staff can reach their full potential and increase organizational capability and effectiveness.

Within OHR, the Talent Development Unit (TDU) plays an important role in the talent development experience including developing frameworks, programmes, tools and partnerships. The team is accountable for cultivating a UNDP culture of continuous learning and for ensuring UNDP's offerings in learning and development optimize its investment in talent so that the organization has the human capability to deliver on its strategic goals. They provide thought leadership and are a role model for leadership development, organizational learning, capability development and career development and employee experience. Enhancing learning and development in UNDP aims to achieve three objectives:

- a) elevate our organizational capabilities to enable UNDP to develop excellence in key areas,
- b) develop individual capabilities,
- c) develop managers to manage themselves and their people effectively.

In line with the above objectives, the purpose of the subscription for **Digital Library of Bite-sized Knowledge Summaries** is to promote a 'learning culture' by equipping our staff with relevant, quick and digestible knowledge bites on-the-go. This will assist staff further develop their knowledge and skills to remain relevant, current, edgy and future-fit. The Digital Library of Compressed Knowledge provider should provide the resources via an online platform or apps in multiple formats including, but not limited to book summaries, infographics, articles, videos, toolkits and more from credible authors and business personalities.

Scope of Work

- a) Provide UNDP with Enterprise subscription options for its workforce (up to 18000) for UNDP to select from. Please refer to Annex II Table 1.
- b) Provide access to learning streams or channels but not limited to; Leadership Development, Capability Development, Career Development, People Management, Resilient Teams, Employee Wellbeing, Future of Work, Project Management, Future-focused Design thinking etc.
- c) provide resources to support UNDP staff members to become agile, effective and inspirational team players, whether new to their role or having years of experience.
- d) Platform and content format should be inclusive and accessible to users with different capabilities and abilities.
- e) The resources should be available in multiple languages.
- f) The Library content should be updated frequently with new and relevant resources.
- g) The service provider should assist UNDP to add customized categories, streams or channels.

Technical Requirements/Outputs

A Proposal which should cover the requirements listed below and **provide a demo account** with the link to review the contents of the requirements as stated below.

1. The Library should provide summarized content from top business books, articles, ted-talks, videos etc. in the form of text and audio. Specify number of resources available.
2. An online library of compressed/summarized knowledge resources in thematic areas such as but not limited to Leadership Development, Capability Development, Career Development, People Management, Thriving Teams, Employee Wellbeing, Project Management, Design thinking etc. Specify number of categories and channels available.
3. The platform should be easy to navigate, provides download options for resources, provides social elements i.e. sharing with colleagues via networks.
4. The platform can be accessed via different browsers and platforms including a variety of mobile devices, laptops, and desktops and accessible to staff with disabilities.
5. The resources should be available in multiple languages.

Languages	Yes/No
English (Mandatory)	
French (Mandatory)	
Spanish (Mandatory)	
Chinese/Mandarin	
Russian	
Arabic	
Any other, please specify	

6. Individual and Corporate personalization
 - Ability to add UNDP custom channels/categories/pages with ability to apply branding.
 - Users follow channels of preference in order to receive weekly or monthly recommended content sent directly by the platform/service provider
 - Users may comment, highlight, rate and share content. Each user can create and share their own content channels and have their own personal library of favorites
7. Ability to repurpose unused licenses.
8. Provides analytics and reporting data/dashboard
9. Copyright approval from the publishers on all the resources in the library. Vendors have to provide information that the content they make available has been approved by the original / official publisher.

10. Dedicated Client Success Managers to provide on-going support to ensure relevant content is aligned to business & learning aims and communicated in an effective manner to user groups to drive engagement and usage
11. A range of engagement tools and marketing materials are made available by the provider to generate learner curiosity and promote continuous learning.
12. Ability for Single Sign-on (SSO) integration and integration ability with other learning platforms such as Learning Management System (LMS) such as Oracle Taleo Learn and Learning Experience Platform (LXP) such as Degreed.

Institutional Arrangement

- a) The service provider's contract will be managed by the Talent Development Unit from the Office of Human Resources.
- b) Frequent meetings will be set up between the service provider and the UNDP Project Manager, as required. Preferably one meeting every three weeks to provide updates or changes on the learning platform.

Duration of the Work

- a) The target date of commencement from the service provider will be **1 January 2021** and expected completion date will be **31 December 2021**. Possible extension for 2 years subject to business need, availability of budget and satisfactory contract performance. .
- b) An estimated lead time for UNDP to review outputs, give comments, approve/accept outputs, etc. will not exceed 1 month.

Evaluation Criteria

Qualifications of the Successful Contractor (Pass /Fail)

Please note that the offer that do not meet the minimum technical requirements indicated below will be directly disqualified.

1. The service provider should be a legal registered entity.
2. Minimum of 7 years of work experience in the field of digital, and on-demand learning platform.
3. An online digital library of compressed/summarized knowledge from books, webcasts, articles, whitepapers etc. approved by publishers/authors.
4. The platform should be accessible and aligned with the [UN Convention on the Rights of Persons with Disabilities](#).
5. The platform can be accessed via different browsers and platforms including a variety of mobile devices, laptops, and desktops.
6. Ability to add custom categories, channels or streams with UNDP branding.
7. Ability for Single Sign-on (SSO) integration.
8. Dedicated client success manager.

I. Scope of Bid Price and Schedule of Payments

- a) An annual fee payable once off for UNDP staff to access the platform anytime through the UNDP Talent Development Hub link.

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 **RFQ-UNDP-OHR-2020-005 "Subscription for Digital Library of Bite-sized Knowledge Summaries"**

TABLE 1: Price table

#	Enterprise Subscription	Subscription Fee (USD) Year 1	Subscription Fee (USD) Year 2	Subscription Fee (USD) Year 3	Comments
1	Up to 750 users				
2	750-2000 users				
3	2001- 5000 users				
4	Up to 18000 users				
	Additional Charges (USD) , Please explain				

Vendors are encouraged to provide discount provision

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

Other Information pertaining to our Quotation are as follows:	Mandatory/ Optional	Your Responses		
		<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>Bidders Comment</i>
Legal registered entity	Mandatory			
Minimum of 5 years of work experience in the field of digital, and on-demand learning platform	Mandatory			
Technical responsiveness/Full compliance to requirements (PLEASE SUBMIT A TECHNICAL PROPOSAL AND PROVIDE A DEMO ACCOUNT TO VERIFY THE ADEQUACY OF THE PROPOSED SERVICES WITH RESPECT TO UNDP REQUIREMENTS)	Mandatory			
An online digital library of compressed/summarized knowledge from books, webcasts, articles, whitepapers etc. approved by publishers/authors	Mandatory			
The platform should be accessible and aligned with the UN Convention on the Rights of Persons with Disabilities.	Mandatory			

The platform can be accessed via different browsers and platforms including a variety of mobile devices, laptops, and desktops.	Mandatory			
Ability to add custom categories, channels or streams with UNDP branding.	Mandatory			
Ability for Single Sign-on (SSO) integration.	Mandatory			
Dedicated client success manager.	Mandatory			
Validity of Quotation, 90 days.	Mandatory			
The vendor is not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List.	Mandatory			
Full acceptance of the Contract General Terms and Conditions.	Mandatory			

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]*