



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

TO: All VENDORS/COMPANIES	DATE: October 20, 2022
	REFERENCE: UNDP-OHR-RFP-2022-025

Dear Sir / Madam:

We kindly request you to submit your Proposal for provision of **“Global whole person and on demand online well-being support for UNDP leaders”**.

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

Proposals may be submitted on or before **Thursday, November 10, 2022** via email, at **5:00 PM New York (EST)** to the address below:

United Nations Development Programme
cpu.bids@undp.org

Your Proposal must be expressed in the **English** and valid for a minimum period of **120 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. **The Financial Proposal file must be encrypted** with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. Password for financial proposal must not be provided to UNDP until requested by UNDP

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

DocuSigned by:


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Ali Tansin Juman

Chief, Central Procurement Unit, New York
United Nations Development Programme

Description of Requirements

Context of the Requirement	<p>Many aspects of mental health and well-being were challenged during the COVID-19 pandemic. During the unprecedented shock, UNDP accelerated its implementation of the Secretary-General's UN System Workplace Mental Health Strategy and activated numerous programmes to support personnel such as online training and psychological support sessions for personnel.</p> <p>The UNDP People for 2030 Strategy has identified a new trajectory for well-being and mental health based on the Occupational, health, safety and well-being strategy, 2021-2023. A sustainable culture of wellness is achieved through the promotion of health and well-being and taking preventive measures rather than trying to address problems after they have occurred.</p> <p>This will be achieved by combining the current, reactive model to issues and challenges with a more proactive preventive model which will focus on detecting risks and preventing issues that may cause harm to teams and individuals, and negatively impact their health and performance being. Leaders play an important role in taking care of their teams' well-being, and they need to be supported themselves. One of the goals of People for 2030 Strategy is to therefore increase support to managers and leaders, through the provision of training, coaching, and counselling support, as optimizing the psychological health of our personnel is an effective way to maintain high levels of performance and productivity over time. The proposed new approach is expected to provide additional mental health and well-being support for UNDP leaders at scale and on demand in order to further to increase their resilience.</p>
Implementing Partner of UNDP	NA
Brief Description of the Required Services ¹	<p>The Office of Human Resources (OHR), Bureau for Management Services (BMS), UNDP is seeking the services of a vendor to implement a global whole person and on-demand online well-being support service for UNDP leaders. Through a preventative and proactive approach to mental well-being, the vendor will aim to support leaders be more resilient, navigate change and develop a growth mindset to grow in their soft skills (such as fulfillment, adaptability, self-care, outlook, and coping). The vendor will provide coaching services on various topics related, however not limited to well-being, sleep, nutrition, and relevant areas, which would further strengthen their mental health and resilience necessary to perform and lead teams. While also acknowledging that there will be a need for internal clinical interventions for mental health matters (and external, as needed), employees will have the guided and unlimited support through care coaches while also amplifying awareness of the broader ecosystem of benefits in place at UNDP</p> <p>More details are available in the Terms of Reference (TOR) in Annex 2.at.</p>
List and Description of Expected Outputs to be Delivered	As detailed in the Terms of Reference in Annex 2.
Person to Supervise the	

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.

Work/Performance of the Service Provider	UNDP Staff Counsellor under the leadership of Chief People Performance, BMS/OHR
Frequency of Reporting	Organizational monthly meetings to discuss ongoing engagement strategies and utilization as well as Quarterly business review.
Progress Reporting Requirements	Monthly meetings: within 12 weeks of contract signing, to be provided on a monthly basis as well as QBR: within 3 months of the official launch, every quarter
Location of work	The vendor will be required to work remotely.
Expected duration of work	The expected duration of the work is 12 months from the date of signing the contract.
Target start date	January 2023
Latest completion date	January 2024
Travels Expected	Travel is not expected in this assignment. Please refer to TOR in Annex 2.
Special Security Requirements	NA
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	NA
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required Key personnel and qualifications to be provided: <ul style="list-style-type: none"> • Minimum of Bachelor's degree in psychology, social work, counselling, medical field or a related field. • Licensed with a relevant regulatory body • Extensive care coaching experience in the field of well-being of which minimum 5 years with supervised individual clinical work • Experience in evidence-based therapeutic methodologies, including CBT, solution-focused therapy, and mind-body interventions for mental well-being • Experience in multi-cultural and international organizations. • Language: Fluency in written and spoken English is required. Ability to support services in the other UN official languages would be an asset
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal ²	<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"/> 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

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Payment Terms	Refer to the terms of Reference (Annex 2)
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Staff Counsellor under the leadership of Chief People Performance, BMS/OHR
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). Non acceptance of the GTC may be grounds for the rejection of the Proposal. <i>* An offer should be considered qualified and responsive if it receives a score of at least 70% on the technical proposal. Any offer that does not meet this requirement must be rejected as being non-responsive, and the financial proposal shall not be opened.</i>
Criteria for the Assessment of Proposal	Technical Proposal (70%) <input checked="" type="checkbox"/> Bidders qualification, capacity and expertise - 25 points <input checked="" type="checkbox"/> Proposed methodology, approach and implementation plan required to deliver the outputs within the available time –25 Points <input checked="" type="checkbox"/> Management structure and qualification of key personnel -20 Points Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP - 30%
UNDP 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"/> Contract Face Sheet (Goods and-or Services) UNDP
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) 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 ⁵	<input checked="" type="checkbox"/> Detailed TOR Annex 2 <input checked="" type="checkbox"/> Form for Submission of Proposal Annex 3
Contact Person for Inquiries (Written inquiries only) ⁶	<i>cpu.bids@undp.org</i> Birhanu Degu Gebeyaw, Central Procurement unit 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.
Other Information [pls. specify]	Requests for clarifications shall be submitted to UNDP by email to <i>cpu.bids@undp.org</i> until one week before submission deadline. Answers to clarifications will be uploaded to the Procurement Notices Website.

³ 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.

⁴ 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.

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.

TECHNICAL EVALUATION CRITERIA**Proposals received will be screened against the following minimum requirements (YES/NO Criteria).**

Mandatory requirements	PASS/FAIL
At least 2 (two) projects/contracts (both completed and on-going, both domestic and international) over the last 3 years which are related or similar in nature to the requirements of the RFP.	
Key personnel qualification:-Minimum Bachelor's degree in psychology, social work, counselling, medical field or a related field	
Extensive care coaching experience in the field of well-being of which minimum 5 years with supervised individual clinical work.	
Licensed with a relevant regulatory body for key personnel delivering the service	
Acceptance of UNDP General Terms and Conditions	

Technical Proposal Evaluation (70%)

Summary of the evaluation criteria of the Technical Proposal		Points Obtainable
1.	Bidder's qualification, capacity and experience	25
2.	Proposed Methodology, Approach and Implementation Plan required to deliver the outputs within the available time	25
3.	Management Structure and Qualifications of Key Personnel	20
Total		70

1 Bidder's qualification, capacity and experience		Points
1.1	Relevance of the projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the requirements of the RFP.	10
1.2	Description of relevant experience with emphasis on delivery of well-being coaching services, including organizational capability/resources, key personnel expertise.	5
1.3	2 (two) samples of employee well-being services and assessments delivered in the last 3 years (indicating description of contract scope, metrics measured, contract duration, detailed description of the services rendered, contract value, contact references).	10
Total		25

2. Proposed Methodology, Approach and Implementation Plan required to deliver the outputs within the available time		Points
2.1	Proposed methodologies that are deployed by the vendor to support well-being of employees within organizations, as well as design and implementation of a variety of regular online measurement, monitoring and action planning tools as articulated in the TOR.	10
2.2	Description of the employee well-being technology solutions delivered (indicating cyber security certifications, data reporting, languages supported, hosting, integration abilities, SSO, mobile applications and accessibility).	10

2.3	Suggested project plan that articulates the key activities, timelines, roles and responsibilities, resources etc.	5
Total		25

3. Management Structure and Qualification of Key Personnel		Points
3.1	<ul style="list-style-type: none"> Minimum of Bachelor's degree in psychology, social work, counselling, medical field or a related field. 	5
	<ul style="list-style-type: none"> Extensive care coaching experience in the field of well-being of which minimum 5 years with supervised individual clinical work 	5
	<ul style="list-style-type: none"> Experience in evidence-based therapeutic methodologies, including CBT, solution-focused therapy, and mind-body interventions for mental well-being 	5
	<ul style="list-style-type: none"> Experience in multi-cultural and international organizations. 	2
	<ul style="list-style-type: none"> Language: Fluency in written and spoken English is required. Ability to support services in the other UN official languages would be an asset 	3
Total		20

Financial Proposal (30%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

Terms of Reference

Global whole person and on demand online well-being support for UNDP leaders

1. Project Description/Objective

The Office of Human Resources (OHR), Bureau for Management Services (BMS), UNDP is seeking the services of a vendor to implement a global whole person and on-demand online well-being support service for UNDP leaders. Through a preventative and proactive approach to mental well-being, the vendor will aim to support leaders be more resilient, navigate change and develop a growth mindset to grow in their soft skills (such as fulfilment, adaptability, self-care, outlook, and coping). The vendor will provide coaching services on various topics related, however not limited to well-being, sleep, nutrition, and relevant areas, which would further strengthen their mental health and resilience necessary to perform and lead teams. While also acknowledging that there will be a need for internal clinical interventions for mental health matters (and external, as needed), employees will have the guided and unlimited support through care coaches while also amplifying awareness of the broader ecosystem of benefits in place at UNDP.

2. Information about UNDP

The United Nations Development Programme (UNDP) is the development programme of the United Nations System and 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 to sustain development results. UNDP supports the [2030 Agenda for Sustainable Development](#) and the 17 new [Sustainable Development Goals](#) (SDGs), as they help shape global sustainable development for the next 15 years. UNDP has a workforce of more than 17,000 personnel in country, regional and headquarter offices. The workforce includes national employees (85%) and international employees (15%).

[UNDP's Strategic Plan \(2022-2025\)](#) has been designed to strengthen UNDP's response to global development challenges through its six signature solutions as articulated below.

- Poverty and Inequality- Tackling inequality of opportunities by investing in the enhanced capabilities people need to move above the poverty line and keep moving forward.
- Governance- Helping countries emerging complexities by future proofing governance systems through anticipatory approaches and better management of risk.
- Resilience- Supporting countries and communities in building resilience to diverse shocks and crises, including conflict, climate change, disasters, and epidemics.
- Environment- Putting nature and the environment at the heart of national economies and planning; helping governments protect, manage and value their natural assets.
- Energy- Increasing energy access for those furthest behind and accelerating the transition to renewable energy.
- Gender Equality- Confronting the structural obstacles to gender equality and strengthening women's economic empowerment and leadership.

3. Information about Mental Health and Well-being Programs at UNDP

Many aspects of mental health and well-being were challenged during the COVID-19 pandemic. During the unprecedented shock, UNDP accelerated its implementation of the Secretary-General's UN System Workplace Mental Health Strategy and activated numerous programmes to support personnel such as online training and psychological support sessions for personnel.

The [UNDP People for 2030 Strategy](#) has identified a new trajectory for well-being and mental health based on the Occupational, health, safety and well-being strategy, 2021-2023. A sustainable culture of wellness is achieved

through the promotion of health and well-being and taking preventive measures rather than trying to address problems after they have occurred.

This will be achieved by combining the current, reactive model to issues and challenges with a more proactive preventive model which will focus on detecting risks and preventing issues that may cause harm to teams and individuals, and negatively impact their health and performance being. Leaders play an important role in taking care of their teams' well-being, and they need to be supported themselves. One of the goals of People for 2030 Strategy is to therefore increase support to managers and leaders, through the provision of training, coaching, and counselling support, as optimizing the psychological health of our personnel is an effective way to maintain high levels of performance and productivity over time. The proposed new approach is expected to provide additional mental health and well-being support for UNDP leaders at scale and on demand in order to further to increase their resilience.

4. Scope of the Service

This Request for Proposal (RFP) is to procure the services of a vendor that can offer the following services conducted remotely:

- One on one mental health and well-being support. These are unlimited mental health and well-being support for all users to build out a customized plan to overcome challenges, develop and achieve their goals, and build healthy behaviors on various areas related, however not limited to well-being, sleep, nutrition, working parents, well-being habits, navigating grief, supporting others in grief etc.
- This might include group sessions focused on mental fitness topics, digital behavioral health interventions and/or personalized wellness programs and digital learning on demand content.
- Digital tools enabling delivery of these services on demand.
- Referral to existing internal and external mental health services as needed.
- Global access: given the global nature of UNDP services, the Vendor's service will cover various time zones globally in multiple languages (minimum 6 official UN languages).
- Data analytics: progress report, satisfaction rate and behavior change tracking. The delivery of the reporting services envisaged by these Terms of Reference are expected to be primarily in English.

5. Expected Outputs

The vendor is expected to deliver the following services:

- Identification of a clear set of objectives that align the vision and mission of the program with organizational goals and priorities
- Provision of unlimited on demand individual well-being services for a minimum of 200 UNDP employees with supervisory responsibilities with high engagement and utilization rate (40-50%) through the 12 months period starting in January 2023. The services should include.
- Validated simple wellness assessment (5-7 minutes to complete) during onboarding
- Dedicated mobile enabled 1:1 coaching with certified behavioral health experts available across all the major global time zones,
- Creation of personalized care plans to help individuals build proactive coping mechanisms to adapt to change, develop self-care, find fulfillment, and create a positive outlook on their career and life.
- Enable a simple and easy digital coach matching process.
- Provision of on-demand access to care guides that continually curate the experience and connect employees to other physical and mental health benefits across UNDP benefits ecosystem
- Access to specialist coaches for example, nutrition, sleep, navigating grief, working parents etc
- Group workshops on a variety of topics to provide opportunities for community sessions
- Curated digital content and self-paced tools on behavioral health.
- Provision of regular, organizational reports that include real-time well-being data and trends; aggregated indicators that identify emerging needs and risks; aggregated (de-identified) data on activation, engagement, satisfaction and behavioral/wellness insights into how many employees are accessing well-being services being offered. These reports should allow aggregated and de-identified filtering of results per region, office, employee demographic groups as well as categories of addressed concerns.
- Visual executive report that gives a snapshot of measurements across employee engagement, driver levels and how these have changed over time as well as measures impact in rates on the defined metrics (self-efficacy, rest, empowerment, thriving, problem solving, burnout, strategic planning etc.). This should include easy integration with existing workforce analytics tools e.g., Microsoft Viva.

The vendor will be expected to deliver on the following additional requirements:

- Design communication strategies, toolkits, messages, and templates that support roll out of the components of the provided service.
- Design and roll out virtual training tools on the use of the on-line service platform, its functionality, and use, as well as on ways to read/interpret various reports.
- Deliver presentation focusing on outcomes and impact to UNDP leadership and other various staff audiences, upon demand (the exact scope of the presentations to be determined).
- Presentations are expected to be virtual, but should travel be involved, UNDP will cover relevant travel costs based on UNDP policy.
- Provide additional client services as necessary including, but not limited to ad-hoc updates/queries, regular – weekly or bi-weekly – virtual status meetings and, if needed.
- Provide a final overview of the project including a report with recommendations at the end of the contracting agreement with UNDP and ensure transfer of all information/data and documentation to a responsible UNDP staff whilst protecting individual identifiable data.

Expected Deliverables and Timelines

Deliverables	Estimated Timeline	Payment
1. Implementation, activating, full launch: <ul style="list-style-type: none"> • Design communication strategies, toolkits, messages, and templates that support roll out of the components of the provided service. • Design and roll out virtual training tools on the use of the on-line service platform, its functionality, and use, as well as on ways to read/interpret various reports. • Deploy the platform to the targeted users following the training. 	Within 4 weeks of contract signing	<p>Note: Payments are made on a monthly basis as per utilization.</p> <p>Timelines are tentative and a project plan will be defined and agreed within 1 week of contract signing.</p>
2. Organizational monthly meetings to discuss ongoing engagement strategies and utilization	Within 12 weeks of contract signing, to be provided on a monthly basis	
3. Quarterly Business Review	Within 3 months of the official launch, every quarter	
4. Provide a final overview of the project including a report with recommendations at the end of the contracting agreement with UNDP		

5. Institutional Arrangement

The project will be supervised and managed by the UNDP Staff Counsellor under the leadership of Chief People Performance, BMS/OHR. The Staff Counsellor will be responsible for direct supervision of the Vendor, including seeking approval and acceptance of outputs as well as evaluating performance. Workplans on the respective deliverables will be agreed upon with the respective designated project manager based on the Organization's needs within the scope of the contract.

As part of the institutional arrangements, the vendor is expected to have regular planning meetings to determine possible upcoming needs. The scope for these meetings will be agreed as during initial project management discussions. The overall workplan for the project will be agreed upon with the Chief of People Performance, BMS/OHR and the subsequent overall project management and coordination will be conducted under the supervision of the Staff Counsellor, BMS/OHR. The Vendor is expected to liaise with the UNDP Well-being team and other relevant stakeholders in BMS/OHR during the course of performing the work. Monthly reporting with quarterly reports to present results/outputs to the unit/organization.

6. Duration of the Work

- The expected duration of the work is 12 months from the date of signing the contract.
- The target date of commencement of the work is January 2023.
- Final outputs should be submitted upon completion of the 11th month of providing the service for UNDP review, comments, approval/acceptance.
- The possibility of extension is subject to UNDP needs, satisfactory contract performance and availability of budget.

7. Duty Station

All services are to be provided by the Vendor **remotely**, no traveling is required. The vendor's duty station for the purposes of this contract is New York, USA. The vendor will, however, not be required to be present in the duty station on a regular basis or report regularly in the duty station during the period of the implementation of this service.

In the case of in-person meetings or sessions, the vendor is responsible for full cost of all travel, accommodation to/from the venue during the full period(s) for all individuals associated with the vendor, including any consultants, psychologists, client programme support teams or managers hired through the vendor.

Payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between UNDP and the vendor, prior to travel and will be reimbursed in line with UNDP Travel Policy. UNDP will not accept travel costs exceeding those of an economy class ticket. Should company personnel wish to travel in a higher class they must do so using their own resources. Under no circumstances will UNDP's reimbursement of living expenses exceed UNDP's DSA rates for each duty station (country) for the period of each assessment and as per UNDP DSA policy, reduced DSA rates will apply for provided meals and accommodations.

8. Qualifications of the Successful Vendor

- Education: The key personnel should be fully qualified with relevant a minimum of Bachelor's degree in psychology, social work, counselling, medical field or a related field.
- Licensed with a relevant regulatory body.
- Experience: extensive care coaching experience in the field of well-being of minimum 5 years with supervised individual clinical work.
- Experience in evidence-based therapeutic methodologies, including CBT, solution-focused therapy, and mind-body interventions for mental well-being.
- Language: Fluency in written and spoken English is required. Ability to support services in the other UN official languages would be an asset.
- Personnel providing the direct services should have experience in multi-cultural and international contexts. It is critical that all personnel are sensitive to culture, gender, and other diversity perspectives of respondents from different countries and with diverse backgrounds. Other required special skills are empathy, listening, communication, connecting with people non-judgmental approach, ability to maintain confidentiality and understanding of human behavior.
- It is expected that the vendor in consultation with the UNDP staff counsellor will acquaint and train its personnel both on the UNDP and international development context.

9. Scope of Bid Price and Schedule of Payments

- a) The contract price is a utilization-based price regardless of extension of the herein specific duration of 12 months for up to 200 UNDP employees with supervisory responsibilities. Vendor should provide proposals in batches of 200 participants up to 1,000.

- b) **Payments are made per user via monthly payments per user based on the utilization rate.**

A detailed cost breakdown of the deliverables should be submitted, in a **separate file, as part of the Financial Proposal, in a separate and password protected file, in line with the templates provided.**

10. Schedule of Payments

The vendor is expected to submit a workplan based on the contract to the designated project manager for approval prior to project initiation. Payment will be made upon utilization per user as per the agreed deliverables as approved by UNDP and upon submission of invoices in line with the pricing schedule of the contract.

11. Guidelines for proposals

The interested vendor should provide a full and clear description of how the scope of services listed above will be implemented per each expected deliverable/output. This should include the following as a minimum:

1. Description of relevant experience with emphasis on delivery of well-being coaching services, including organizational capability/resources, key personnel expertise, overview of roles and responsibilities and the organization's years of experience that align with the requirements listed in this TOR. CVs if attached, should establish competence and demonstrate qualifications in areas listed in this TOR.
2. Description of industry best practice methodologies that are deployed by the vendor to support well-being of employees within organizations, as well as design and implementation of a variety of regular online measurement, monitoring and action planning tools as articulated in the TOR.
3. Sample detailed project plan that articulates the key activities, timelines, roles and responsibilities, resources etc. that the vendor could leverage to support successful roll out of the coaching support services for UNDP leaders. This should include clarity on the quality assurance procedures that will be deployed to support delivery of quality outputs as per the UNDP's requirements.
4. List of 2 (two) projects/contracts (both completed and on-going, both domestic and international) over the last 3 years which are related or similar in nature to the requirements of the RFP. This should include a description of contract scope, contract duration, detailed description of the services rendered and contract value.
5. 2 (two) samples of employee well-being services and assessments delivered in the last 3 years (indicating description of contract scope, metrics measured, contract duration, detailed description of the services rendered, contract value, contact references).
6. Description of the employee well-being technology solutions delivered (indicating cyber security certifications, data reporting, languages supported, hosting, integration abilities, SSO, mobile applications and accessibility).

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[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. Expertise and Experience of the firm

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, contract 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.

C. Qualifications of Key Personnel

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.

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

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

- Financial proposals must be all inclusive and must be expressed with a breakdown of costs. The term ‘all inclusive’ implies that all costs (professional fees, communications, utilities, consumables, insurance, travel, etc.) that could possibly be incurred by the Service Provider are already factored into the final amounts submitted in the proposal.
- Travel related expenses, if applicable, must include tickets, lodging and terminal expenses. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the consultant wish to travel on a higher class he/she should do so using their own resource
- Payment will be made upon submission of final deliverables and a certificate of payment request, indicating outputs delivered to be verified and cleared for payment by the Project Management Team.

(This form should be submitted as a separate file)

Table 1. Cost Breakdown per Deliverable*

Deliverables	Price in USD (Lump Sum, All Inclusive)	% (percentage)
1. Implementation, activating, full launch: <ul style="list-style-type: none"> Design communication strategies, toolkits, messages, and templates that support roll out of the components of the provided service. Design and roll out virtual training tools on the use of the on-line service platform, its functionality, and use, as well as on ways to read/interpret various reports. Deploy the platform to the targeted users following the training. 		
2. Organizational monthly meetings to discuss ongoing engagement strategies and utilization		
3. Quarterly Business Review		
4. Provide a final overview of the project including a report with recommendations at the end of the contracting agreement with UNDP		
Total all-inclusive offer		

Table 2: Cost Breakdown by Cost Component: (Please propose as needed)

Description of Activity	Position	Unit of Measure	Unit price/rate	Quantity/No days	Total cost
I. Personnel Services					
a. Consultant 1		Day			
b. Consultant 2.....		Day			
II. Other Related Costs (please specify)					
Total all-inclusive offer					

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

[Designation]

[Date]