CALL FOR ROSTER – Roster no. 27   **Date: 9 June 2023**

Subject: Call for Roster for High-level Instructional Designers for creative Web-Based E-learning Solutions

1. The United Nations System Staff College (UNSSC) hereby solicits your proposals for the above subject, in accordance with this document and annexes attached hereto. The evaluation of received proposals is ongoing. There is no deadline for the submission of proposals. The UNSSC reserves the right to stop accepting submissions to this roster at its discretion.

2. This Call for Roster consists of this document and the following annexes:

   Annex A: Terms of Reference
   Annex B: Terms and Conditions to Submit a Proposal
   Annex C: Evaluation Criteria

3. Your proposal must include information in sufficient scope and detail to allow the Staff College to consider whether the proposer has the necessary capability, experience, knowledge, expertise and the required capacity to perform the work specified satisfactorily.

4. The UNSSC reserves the right to request from vendors additional information regarding their commercial activities, history and resources.

5. Your technical and financial proposal must be submitted via email to **procurement@unssc.org**

6. **Please note that the Staff College has VAT exemption status and can provide documentation for the same. Hence, your pricing should take this status into account and be presented net of VAT.**

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ANNEX A –Terms of Reference

I. Background

The United Nations System Staff College was created by the General Assembly to serve as a distinct, system-wide knowledge-management and learning institution. The goal of the Staff College is to provide strategic leadership, strengthen interagency collaboration, increase operational effectiveness, encourage cooperation with stakeholders, and develop a more cohesive management culture within the UN System.

In particular, the Staff College is mandated to focus on sustainable development, peace and security, and the internal management of the UN System. The Staff College aims to tackle global challenges at their root by strengthening the institutional and management capacities of the UN System.

II. UNSSC Distance and E-Learning Services

The UNSSC is working to increase its programmes' outreach and impact to:

- meet the greater diversity of learner needs within the UN;
- increase flexibility of learning provision;
- enhance the capacity for integrating study with work and leisure through work-based and home-based learning;
- develop approaches to promote knowledge sharing.

The UNSSC has decided to invest more resources in the development of a number of cutting-edge e-learning products which allow better access to knowledge at a system-wide level. In this regard a MOODLE-based Learning Management System (LMS), has been set up in addition to the current e-learning toolkits available on UNSSC website. The Staff College's e-learning content is produced in compliance with industry standards to ensure courses can be easily imported into the requesting organization's Learning Management System (LMS).

UNSSC Formats for Course Material
Given the technical challenges of a global deployment, UNSSC desires the ability to deploy the learning product in multiple deployment formats ranging from LMS, web, LAN/WAN, podcast, mobile devices, stand-alone digital formats and printed learning guide versions.

Self-paced modules and activities should be SCORM and HTML5-compliant. Development in Articulate Storyline and RISE 360 is widely used at UNSSC. Developer source files should be provided to UNSSC at the completion of project.

III. Deliverables

The Instructional Designers will be responsible for the development of scripts and storyboards, from content provided by UNSSC, using adult learning principles and instructional design methodology to ensure high retention of the content taught. These include but are not limited to:

1. Analyze content provided by UNSSC for the creation of self-paced learning modules that will integrate the use of appropriate media (graphics, text, animation/screen development, gamification, and audio) to optimize learning.
2. Conduct LNAs using different methods, tools and instruments, successfully analyse the results and together with the respective UNSSC team make effective decisions on the subsequent interventions
3. Re-write content into clear and understandable scripts that work smoothly into the elearning design:
    a. State learning objectives that use active behavioural verbs, based on bloom taxonomy of educational objectives, for the learner.
    b. Work with SMEs as requested or needed.
    c. Identify the key ideas, what the ideas include and discuss with UNSSC staff where ideas require additional explanation, examples, scenarios, etc.
    d. Identify crucial content for each idea and use minimum content necessary to help learner learn the idea/concept.
    e. Cut unnecessary detail and keep the pacing brisk. Make basic information optional.
    f. Pay attention to and avoid confusing words/concepts and simplify it as much as possible.
    g. Provide introductory statements, transitional statements, and summary statements as needed to ensure a coherent flow across pages.
    h. Use active voice, second person (you), present tense, and conversational tone when appropriate in script writing.
    i. Keep language simple, concise and consistent.
    j. Check for and avoid references that learners with English as a second language would have difficulty in understanding.
4. Develop storyboards for the instructional content that external vendor can author/program into self-paced elearning courses using Articulate Storyline as an authoring tool. These may include wireframes with notes to developer on how to treat specific element and interaction.
    a. Utilize a broad range of interactive, creative and intuitive instructional methods as appropriate including but not limited to simulations, gamification, interactive activities, quizzes and assessments.
    b. Use challenging interactions that involve the learner intellectually.
    c. Apply game-based/scenario-based methodologies by creating goal-based scenarios, applying branching and creating simulations using web 2.0 technologies and other authoring tool.
    d. Break information into small chunks with one main idea per chunk.
    e. Use an appropriate sequence to make new information easier to understand.
    f. Provide verbatim audio script text on the page, where audio is used.
    g. Provide learners with information in the fewest steps and shortest time possible.
    h. Use graphic illustrations, where possible, to teach complex concepts.

       i.   Use royalty-free graphics and photographs and/or source images on UN Multimedia website to add visual interest.

       j.   When needed, create script and storyboards for 360 degree immersive learning experience, interactive video-based learning.

5. Develop module-level assessments that test every terminal learning objective.
6. Meet with UNSSC Project team to clarify objectives and finalize deliverables and work plan for overall project.
7. Meet with respective UNSSC staff to review specific course content, objectives, work plan and timeline.
8. Obtain feedback and clearance, and integrate feedback into scripts and storyboards.
9. Collaborate with UNSSC and development vendor at the authoring stage to ensure development vendor understand the storyboards and testing of the Alpha and Beta versions.

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Note: Articulate Storyline (in particular RISE 360) will be used to author the storyboards into self-paced elearning.

ANNEX B – Terms and conditions to submit a proposal

Submission of Proposal
Proposals must be submitted in English and shall be expressed in the form described in the table below:

PRE-REQUISITE	For individual applicants	Please provide **a P11 form** (UN CV form) clearly identifying the experiences that demonstrate expertise in instructional design. https://www.unssc.org/sites/default/files/p11un.doc
	For companies	Please provide a **company profile** clearly identifying the experiences that demonstrate expertise in instructional design. Please **introduce your development team members**, including CVs.
TECHNICAL PROPOSAL		Please provide links to at least 3 learning products which can demonstrate your ability in performing the required services. The examples should show • ability to use newest technology and authoring software • demonstrate creativity, and • give an overview of different graphic design approaches used (classic style photographs, comics, films etc.)
		3. Please provide **related references** in support of the quality of your work (max. 5)
FINANCIAL PROPOSAL		Please provide **a cost estimate (in USD)** for the development of a storyboard and script used to develop an interactive, scenario-based and/or gamified Module/Course with a total seat-time for the learner of one hour. **_Please send your financial offer in a separate file._** Please specify the validity of your financial offer.

Proposers must provide all information required under this Call for Roster and clearly and concisely respond to all points set out in this document. Any proposal which does not fully and comprehensively address this Call for Roster may be rejected without evaluation. However, unnecessarily elaborate brochures and other presentations beyond those sufficient to present complete and effective proposals, are not encouraged.

Following submission of the proposals and final evaluation, the College will have the right to retain unsuccessful proposals. It is the proposer's responsibility to identify any information of a confidential or proprietary nature contained in its proposal, so that it may be handled accordingly.

No Commitment

This Call for Roster does not commit the UNSSC to consider any proposal, to award a contract or to pay any costs incurred in the preparation or submission of proposals, or any costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods.

This document contains no contractual proposal or offer of any kind; any proposal submitted will be regarded as an offer by the proposer and not as an acceptance by the proposer of any proposal or offer by the UNSSC. No contractual relationship will exist except pursuant to a written contract document signed by the authorized official of the Staff College and by an authorized officer of the successful proposer(s).

Criteria for inclusion in the Roster

All proposals will be evaluated in accordance with the evaluation criteria specified in Annex C. The successful vendors (individual or companies) will be included in a roster, which will enter into force on the date of reception of UNSSC letter of acknowledgement.

Inclusion in the roster is limited for three years. Vendors are allowed to modify aspects of their proposal during the period of validity of the roster, such modifications may be evaluated according to the original evaluation criteria set up for inclusion in the roster. The UNSSC reserves the right to extend the duration of the roster.

Conditions of contract

Each specific engagement will be the subject of an individual or separate contract according to the UN Rules and Regulations. Each contract shall be subject to the United Nations Standard Terms and Conditions (UNGCC) for the provision of services can be consulted here:

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/general_condition_services.pdf

Any reservation or comments concerning the content of the UNGCC under the terms and conditions of this Call for Roster must be included in the proposal. The absence of any reservation or comments will be considered by the UNSSC as acceptance of all the terms stated in the applicable UNGCC. Such terms include the regulation of the intellectual property rights, including but not limited to patents, copyrights, and trademarks, which are the result, directly or indirectly of the services provided to the UNSSC by the Vendor specified in this document, including its annexes.

ANNEX C - Evaluation Criteria

In the selection process, the UNSSC will evaluate proposals in accordance with the following criteria. Proposals must score a minimum of 60 points out of 100 to be accepted in this Call for Roster.

PRE-REQUISITE	Excellent speaking and writing skills in English
TECHNICAL PROPOSAL (max 100 points)	Level of creativity in interaction with content and engagement of the user (20% of total score)
	Diversity and quality of graphic design and use of appropriate visuals (graphics, photos, videos, animations, etc.) (20% of total score)
	Previous experience in instructional design and quality of references presented (20% of total score)
FINANCIAL PROPOSAL	*For the purpose of the inclusion in the roster, UNSSC will considered technical proposals only. Financial proposals will be taken into consideration at the time of each specific contractual engagement.*