

RFI UNSSC/2026/01 - Development of a Proprietary 360-Degree Assessment and AI Analytics Platform

#	Question	Response
1	How does UNSSC currently store and manage historical 360-degree assessment data from external providers?	Our participants' reports are sent by our external providers directly to our participants. However, we do have access to the reports from our providers' platforms. We can also see the raters' lists and who has already submitted feedback. This access helps with the monitoring of the exercise, although it is currently carried out by the provider itself. Also, for our own internal records, we at times request for the raw data if we need to conduct internal studies
2	Will historical data, including assessments, reports, benchmarks, and qualitative feedback, need to be migrated into the new platform, and if so, in what format, volume, and quality?	No - the data we currently have with our external providers will not have to be migrated
3	Who will be the data owner and governance authority for the platform and its outputs (e.g. centralized team vs distributed across programmes)?	UNSSC's Assessment and Coaching Team (3 people for now)
4	Are there specific constraints on processing qualitative feedback and other personal data under GDPR, UN policies, or internal data governance rules?	Suppliers shall be fully compliant with the relevant data protection policies and shall have in place appropriate organizational, administrative, physical and technical safeguards and procedures implemented to protect the security of personal data, including against or from unauthorized or accidental access, damage, loss or other risks presented by data processing.
5	Should AI models operate only on fully anonymized datasets, or may they access identifiable data under controlled conditions?	fully anonymized datasets
6	What is the expected annual volume of assessments and the anticipated peak usage scenarios?	unclear for now because of the unstable political and financial UN landscape - it would normally be around 800 reports/year
7	What is UNSSC's preferred deployment model for the platform: UNSSC-managed cloud account, vendor-managed cloud, hybrid, or on-premises?	UNSSC-managed cloud account: azure environment. more details might follow
8	Are there any approved or preferred cloud providers, hosting regions, or data residency / sovereignty requirements for participant data, qualitative feedback, AI outputs, backups, and logs?	west europe region preference on azure
9	Would UNSSC accept a cloud-native architecture based on managed platform services, provided the solution remains portable and is delivered with full source code, documentation, and handover?	to be discussed
10	Should production environments be provisioned directly under UNSSC ownership from the outset, or can the supplier host development and early production environments before handover?	test environment on developer and production on UNSSC
11	What environments are expected as a minimum (e.g. development, test, UAT, production), and who is expected to maintain them?	UAT, production (uat dev, prov unssc)
12	Who is expected to own and operate infrastructure components after go-live, including hosting, networking, identity, certificates, backups, patching, monitoring, disaster recovery, and security controls?	UNSSC is expected to maintain infrastructure
13	Should the platform support multi-tenant architecture or logical isolation across different UN agencies or client programmes?	to be discussed
14	Are there specific UN or UNSSC cybersecurity standards, control frameworks, or security review processes that the platform must comply with in addition to GDPR?	UN standards and guidelines, iso 27001
15	What are the expected requirements for encryption, key management, audit logging, vulnerability management, penetration testing, and security monitoring?	iso 27001
16	What LMS and CRM platforms are currently in use, and what are their integration capabilities and constraints (e.g. APIs, batch, near real-time)?	LMS: Moodle Workplace - there is a flexible API framework which can assist in performing completion or grade updates.
17	Should integrations with LMS/CRM and the transfer of assessment results or AI-derived insights be event-driven, near real-time, scheduled batch-based, or configurable by use case?	No integration with the LMS or CRM is expected. The platform shall be a standalone one.
18	Are there existing API standards, identity standards, middleware tools, or integration gateways that must be used?	No
19	What level of advanced analytics is expected from the platform: descriptive, predictive, and/or prescriptive?	We expect the 360 degree assessment platform is generating a report. Descriptive and prescriptive analytics should be made on those generated reports.
20	Should the platform support custom dashboards and differentiated views for distinct stakeholder groups such as coaches, administrators, managers, and clients?	Different stakeholders should have different levels of access
21	What level of AI explainability and transparency is expected for generated insights, categorizations, and recommendations?	We are asking bidders to advise on the AI-levels based on their experience, and be enough explainable and transparent.
22	Should AI outputs be fully automated, or should they require human validation as part of the workflow?	Option for human validation is preferred.
23	Are external API-based AI services permitted, and if so, are there preferred providers or restrictions regarding data retention, prompt handling, model training, and processing location?	Microsoft services are preferred. AI component is envisaged to be proprietary in view of confidentiality data. eg Azure Foundry - Europe Region.
24	Are there preferred AI models, providers, or restrictions regarding open-source versus commercial LLMs?	No
25	Are there internal policies or requirements regarding AI ethics, bias mitigation, auditability, and model governance?	To be defined
26	In which languages should NLP capabilities be supported initially?	English only for now
27	Will UNSSC provide labeled datasets, historical feedback, or benchmark data to support AI training, tuning, or validation?	Previous data cannot be shared.
28	How frequently should AI models be retrained, reviewed, or updated?	We would request you to recommend the best frequency.
29	How should acceptable quality thresholds be defined for NLP-based categorization, summarization, recommendations, and bias/fraud detection?	To be defined
30	Is there interest in incorporating Generative AI capabilities for coaching support or conversational feedback?	not now
31	Does UNSSC have an existing DevOps or Platform Engineering toolchain that the supplier is expected to use, and if so, which tools are in scope (e.g. source code repositories, CI/CD, artifact repositories, infrastructure-as-code, secrets management, monitoring, and service management)?	UNSSC does not have an inhouse development team.

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32	Will UNSSC provide access to its existing engineering toolchain and environments, or is the supplier expected to provide and manage these during delivery?	UNSSC does not have an inhouse development team.
33	Are there preferred or mandated tools for source control, branching strategy, code review, CI/CD pipelines, quality gates, test automation, security scanning, and release management?	No
34	Are there specific requirements for observability and operational engineering, including logging, metrics, tracing, alerting, incident management, and runbooks?	No
35	Will UNSSC provide collaboration and project delivery tools for engineering work (e.g. backlog management, documentation, architecture repositories, service desk), or should these be supplied by the vendor?	Developer provides the development/staging environment. after UAT the system is moved to UNSSC azure environment
36	Are AI-assisted software development tools permitted in the project delivery process, and if so, are there restrictions related to code privacy, data residency, training usage, or approved vendors?	Tools are allowed as long as the no data is shared in publicly stored environments
37	If AI development tools are permitted, will UNSSC provide the required licenses and subscriptions, or is the vendor expected to provide them as part of delivery?	during testing phase developer pay after moving to production UNSSC pay
38	Are there specific restrictions on using AI-assisted coding, test generation, documentation generation, or DevOps automation for the development and operation of the platform?	No
39	Do you anticipate that external learners will predominantly be first-time users of 360-degree assessments, or should the platform be designed to accommodate varying levels of familiarity? This would inform onboarding, guidance mechanisms, and in-product explanations	both
40	Should administrators or coaches have the ability to contextualise, annotate, or override AI-generated insights within reports, in order to preserve a human-centred, developmental approach?	This is an interesting option actually
41	Could you please clarify whether specific accessibility standards (e.g. WCAG compliance level, assistive technology compatibility) are expected for the platform, considering the global and diverse user base of UNSSC external learners and raters?	WCAG 2.2 AA
42	Are there existing UNSSC brand guidelines (e.g. visual identity, tone, typography, colour usage) that the platform UI is expected to comply with, and will these be provided during the implementation phase?	UNSSC-branded interface
43	Should the platform be designed to support white-labelling or visual adaptation when used with different UN agencies or external clients, or is a single, consistent UNSSC-branded interface expected?	UNSSC-branded interface
44	Could you clarify whether UNSSC expects a standardized core competency framework to be used across all assessments, or if each assessment will be fully customizable per program?	Assessments should be fully customizable per program
45	Should the platform support behaviorally anchored rating scales (BARS) or simpler Likert-type scales?	Likert-type scales
46	Are you expecting an integrated report with the assessment provided by all the rater groups?	yes.
47	How the weighting mechanism across rater groups is expected to function? Should default weights be provided or configurable per assessment/competency?	not necessarily
48	Should the platform integrate with the executive coaching process?	not necessary, but it would be nice if we could enrol the coaches in the 360 platform so they receive the reports directly and they get to decide when the reports are sent to the coachees/participants
49	Are there expected features to support coaches directly within the platform?	see above
50	Should the system generate structured individual development plans based on assessment results?	it would be ideal, something that can be integrated into the executive coaching would be helpful
51	To scope our proposal precisely, we would seek clarification on: Scale & volume: Expected number of concurrent users, assessees per year, and average raters per assessee — this drives infrastructure architecture decisions.	Users are divided between internal and external. Internal users will be those that operate the platform to design, create, administer and deliver 360 assessments to our audience. These will be around 2-3 people for now. External users are our audience of participants, whose expected numbers vary greatly as UNSSC sells its learning programmes to the UN system itself. This year our numbers are low due to the challenging financial landscape, but it usually is around 800 participants/year, not including raters selected by each participant.
52	AI benchmark data: The Coaching Recommendation Engine requires historical labeled data to compare against high-performer benchmarks. Does UNSSC hold an existing dataset, or would the model need to be bootstrapped from new data?	We are not asking for AI-assisted coaching
53	Languages: How many languages, and which ones? RTL languages (Arabic, Hebrew) carry additional UI development effort and must be scoped explicitly.	English only for now
54	Hosting & data residency: Should the platform run on UNSSC-managed cloud infrastructure? Any requirements for data to remain within EU jurisdiction (relevant for GDPR compliance)?	yes, on UNSSC Azure environment. A Platform as a Service (PaaS) option may be kept under consideration.
55	Current platform & preferences: Which external 360-degree platform(s) are currently in use, and are there specific features, report formats, or user experience elements from those tools that should be preserved or improved upon in the new platform? This helps ensure continuity for existing users and avoids replicating known pain points.	We cannot disclose this information
56	SSO protocol: Which identity provider is in use (e.g., Azure AD, Okta, Google Workspace)? This is needed to configure and test SSO integration against the correct system.	The platform should support connections through OpenID, used by both Microsoft and Google. SAML could also be nice-to-have /SE
57	Post-handover SLA: Expected uptime targets and incident response times after the platform is live and managed in-house.	Considering the priority product, we expect incidents to be managed inhouse.
58	What are the key success metrics for this platform (e.g., adoption, report quality, cost reduction)?	User-friendly for participants, scalable, robust reporting and cost-efficiency.
59	What is the expected launch date of the solution?	We are in a too early stage at this moment.

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60	Do you see the project as a multiphased or single-phased activity? What is the expected MVP versus the full-featured vision? Which features are must-haves for Phase 1 versus the future roadmap?	We are in a too early stage at this moment. Ideally to start with a first product to then evaluate possible developments later with the usage.
61	Will the platform be used across multiple UN agencies simultaneously, and should each agency have isolated environments (multi-tenancy)?	Platform is for now meant for UNSSC. Participants will be from several UN agencies and Partners
62	What are the key user journeys the platform should support?	As an example, our journey starts with the employee picking up to 18 raters (although the overall no. of raters depends on the type of 360), then their manager providing feedback, as well as a minimum of 3 peers, 3 direct reports, 3 "others" and 3 "external stakeholders". Then three weeks of data collection, ending with the report being issued to an assigned coach first, who will send the report to the participant. The participant will receive a debrief session with the coach.
63	Are there existing user experience/user interface guidelines or design systems to follow?	No, just those already provided by our current external 360 provider.
64	How many different screen/web page types do you expect the solution to have (approximate number: 10, 20, 30, etc.)?	about 15
65	Should the user experience be optimized for mobile devices or desktop-first?	Optimization for mobile devices is desirable, however we'd rather start with desktop first.
66	Which languages must be supported initially?	English only for now
67	What is the list of key reports the platform should provide?	To be defined
68	What are the key business processes expected to be driven by AI/ML?	Not applicable at the moment
69	In what format(s) is internal UN data currently available for AI/ML training? How are they accessible?	to be discussed. AI training might not be needed
70	What external systems need integration? LMS (which one?) CRM (which one?) Identity provider (for SSO)? Any others?	See answer to question n. 17. SSO is Microsoft Azure
71	What is the number of expected concurrent users? Assessments per year?	unclear for now because of the unstable financial UN landscape - in normal years, we would normally deliver 360 to some 600-800 people, with an average of 15-18 raters each
72	Is there a preferred hosting model: Cloud (AWS/Azure/GCP) or UN internal infrastructure?	Cloud-based, managed by UNSSC
73	Preferred format for documentation and training (workshops, videos, manuals)?	one-two initial workshops, followed by manual - further discussion on the best means is possible