



REQUEST FOR PROPOSAL

RFP_Roster_18

Subject: Development and delivering of tailored training sessions on “Communication and/or media” (on line and/or face to face).

1. The United Nations System Staff College (UNSSC) hereby solicits your proposal for the above subject, in accordance with this document and annexes attached hereto.
2. This request for Proposal (RFP) 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 UNSSC to consider whether the proposer has the necessary capability, experience, knowledge, expertise and the required capacity to perform the work specified satisfactorily.
4. Your technical and financial proposal must be submitted via email to procurement@unssc.org before 31 March 2021 at 23:59 (UTC + 1).
5. **You are kindly requested to acknowledge receipt of this RFP.**



ANNEX A – Terms of Reference

Background:

Based in Turin, Italy, the UN System Staff College (UNSSC) has been running courses and delivering learning initiatives to United Nations (UN) personnel for more than a decade, reaching on average 7,000 beneficiaries across the globe every year. Through its programmes and services, the UNSSC aims to support United Nations organizations and their staff to develop the skills and competencies needed to meet the global challenges faced by the UN.

In the recent years, UNSSC teams have helped UN officials through various on-line and face-to-face programmes to develop their communication skills and enhance their knowledge of different external communication aspects. Amongst them, media communication, campaigns coordination and social media.

Participants attending communication courses have a broad range of backgrounds, professional levels and expertise. They represent different nationalities and serve in different duty stations across the globe. Their target audience includes a wide spectrum of actors, from programme beneficiaries to other development partners, including donors, governments and academia.

In 2016, UNSSC plans to run approximately 20 training activities (both face-to face and on-line) including communication modules.

A tentative list of activities including communication sessions is provided below:

- Public speaking session for United Nations Emerging Leaders programme (UNELE face to face workshop)
- Media Coaching (general session on communication and individualized media coaching) (United Nations Country Team – UNCT- leadership skills course)
- Fundamentals of public communications in the UN system (online tutored course)
- Writing effective press releases (online tutored clinic / workshop)
- Designing communication campaigns (online tutored clinic / workshop)
- Social media for UN professionals (online tutored course)
- Communication as One – United Nations Standard Operating Procedures - SOPs (face to face workshop)
- Orientation Programme for Junior Professional Officers (JPOs)

For more information on the workshops / courses/ programmes, please visit: www.unssc.org

Expected Deliverables:

Against this background, the UNSSC needs to identify a pool of top level consultants who can assist in delivering communication sessions to boost the participants' performance in their daily assignments.

Consultants are expected to be able to deliver sessions (both face-to-face and/or on-line¹) in the following areas:

- a. Empowering approaches to media interviews (media coaching through interview simulation and review)
- b. Public speaking (content management, body language, voice)
- c. Writing for the media
- d. Reputation management
- e. Crisis communication
- f. Organising / coordinating a communication campaign
- g. Social media
- h. Others related to communication

Design and development of sessions in the above-mentioned areas include:

1. Develop new material in consultation with the relevant UNSSC course coordinator and following specific requirements (content component, audience, organisation-specific context). Materials must be developed from a range of existing UN resources and interviews with key UN officials (including UNSSC course coordinators as required);
2. Undertake a comprehensive revision and adaptation of existing materials, to meet specific requirements of participants, when applicable;
3. Recommend background reading articles (usually sent to participants 4 to 6 weeks prior to face to face sessions);
4. Design, deploy and analyse learning needs assessment questionnaires, to customize the sessions along the profile and background of the participants;

Required skills:

- Demonstrated expertise in preparing learning materials, delivery training and providing coaching on communications and media issues, both in a classroom setting and through synchronous and asynchronous online sessions, preferably within the context of the United Nations system;
- Demonstrated extensive and in-depth understanding of the UN system including inter agency common programming at the country level;
- Familiarity with training and capacity development initiatives for UN staff;
- Excellent writing skills and the ability to draft and organize complex documents drawing from a wide range of existing resources;
- Extensive experience in working in a multicultural environment;
- Experience in delivering trainings in a multicultural environment.

Language:

The sessions are delivered in English. Ability to deliver in other UN languages (specifically Spanish and French) will be an advantage.

1 □ UNSSC runs on-line sessions through web-based tools such as Webex, Skype or Adobe Connect.

**Work Assignment:**

The successful candidates (individuals and/or companies) will be included in a roster, which will enter in force on the date of reception of UNSSC letter of acknowledgement and remain effective for a one year period, subject to extension upon successful evaluation after delivery and the agreement of both parties.

Each specific engagement will be the subject of an individual or separate contract and will follow the schedule of events proposed by the UNSSC teams.

Location and supervision:

The consultant will deliver the trainings in different locations across the globe according to the UNSSC calendar of events. In particular: in Turin, Italy, in New York, and in other major strategic UN locations, such as but not restricted to Nairobi, Addis Ababa, Geneva, Vienna, Bangkok, Beirut and Santiago de Chile. No travel will be involved when delivering training and services in the context of online tutored programmes.

The consultant will report to the UNSSC course coordinator or team leader of each specific training activity. The consultant may also be required to interact with other members of the UNSSC or other UN organisations on issues related to specific deliverables of the assignment.

ANNEX B – Terms and conditions to submit a proposal

Submission of Proposals

Proposals must be submitted in English and shall be comprised of:

1. DULY COMPLETED, UPDATED AND SIGNED CV / P11 or COMPANY PROFILE	<p>For individual consultants: please provide a comprehensive CV or a P11 form (http://www.unssc.org/home/sites/unssc.org/files/p11un.doc)</p> <p>For companies: please provide company profile</p>
2. TECHNICAL PROPOSAL	<p>Please provide a brief concept note for the following sample activities:</p> <ul style="list-style-type: none"> • Public speaking session for Emerging leaders (UNELE face to face workshop) • Media Coaching (general session on communication and individualized media coaching) (UNCT leadership skills course) • Fundamentals of public communications in the UN system (online tutored course) • Writing effective press releases (online tutored clinic / workshop) • Designing communication campaigns (online tutored clinic / workshop) • Social media for UN professionals (online tutored course) • Communication as One – United Nations Standard Operating Procedures (face to face workshop) • Orientation Programme for Junior Professional Officers <p>Concept note must include</p> <ul style="list-style-type: none"> • Methodology • Workflow • Expected learning results
3. FINANCIAL PROPOSAL	<p>Please provide a table (or 2 if you are applying for both the on line and face to face session delivery) using the 2 models of matrix below. Financial proposals must be submitted <u>in a separate document</u>.</p>

- Please indicate cost in USD
- please do not include travel costs
- PLEASE PREPARE SEPARATE TABLE FOR **ON LINE OR FACE TO FACE SESSIONS**



ON LINE					
Name of consultant	Organization	Area of expertise (please tick if applicable)	Fee for design and development of synchronous and asynchronous material and activities:	Fee for delivery of a webinar and tutoring through forums (half/day)	Other costs (licensing, etc) if applicable
		<input type="checkbox"/> Media coaching			
		<input type="checkbox"/> Public speaking			
		<input type="checkbox"/> Writing for the media			
		<input type="checkbox"/> Reputation management			
		<input type="checkbox"/> Crisis communication			
		<input type="checkbox"/> Running Communication campaigns			
		<input type="checkbox"/> Social media			

FACE TO FACE					
Name of consultant	Organization	Area of expertise (please tick if applicable)	Fee for Design & Development of 1 session	Fee for Delivery of 1 session (half/day)	Other associated costs (rental of equipment etc) if applicable
		<input type="checkbox"/> Media coaching			
		<input type="checkbox"/> Public speaking			
		<input type="checkbox"/> Writing for the media			
		<input type="checkbox"/> Reputation management			
		<input type="checkbox"/> Crisis communication			
		<input type="checkbox"/> Running Communication campaigns			
		<input type="checkbox"/> Social media			

Proposers must provide all information required under this RFP and clearly and concisely respond to all points set out in this RFP. Any proposal which does not fully and comprehensively address this RFP may be rejected. 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 UNSSC 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 RFP does not commit 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.

The UNSSC reserves the right to reject any or all proposals received in response to this RFP and to negotiate with any of the proposers or other firms in any manner deemed to be in the best interest of the organization.

This RFP 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 UNSSC and by an authorized officer of the successful proposer(s).

Criteria for Evaluation

All proposals will be evaluated in accordance with the provisions of the UN Financial Regulations and Rules and established procedures of the UNSSC, and the evaluation criteria specified in Annex C.

Payment Terms

The UN Financial Regulations and Rules preclude advance payments or payment by letters of credit. Such provisions in a proposal will be prejudicial to its evaluation by the UNSSC. The normal terms of payment by the UNSSC are 30 (thirty) days (or similarly discounted payment terms if offered by proposers) upon satisfactory performance of services, acceptance thereof by the UNSSC and certification by the UNSSC of the contractor's invoice. Proposers must therefore clearly specify in their proposals the payment terms being offered.

Validity of Proposals

All Proposals shall remain valid and open for acceptance for a period of at least 30 days from the designated closing date indicated for receipt of proposals in this RFP. Proposers must confirm in their proposal that it will remain valid for this period. Once a proposal has been accepted during this period, the prices quoted in the proposal must remain unchanged for the entire period of the resulting contract unless otherwise specified in this RFP or unless the UNSSC agrees otherwise in writing.

Rejection of Proposals

The UNSSC reserves the right to reject any proposals that, inter alia:

- i. are received after the deadline stipulated in the RFP;
- ii. are not properly marked or addressed as required in the RFP;
- iii. are unsolicited;
- iv. contain an alternate proposal; or
- vii. are otherwise not in compliance with the RFP.

Ethical Standards

All UN vendors shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.



Copyright

The UNSSC shall be entitled to all property rights, including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the Organization by the vendor.

At the request of the United Nations, the vendor shall assist in securing such property rights and transferring them to the Organization in compliance with the requirements of the applicable law.

By submitting an offer to this request of proposal the vendor accepts the copyright conditions set in the paragraph above.

ANNEX C - Evaluation Criteria

The offers will be evaluated on the basis of the evaluation criteria set in the 2 tables below:

OPTION FACE TO FACE

TECHNICAL PROPOSAL (evaluated through the brief note presented)	Understanding of Communication issues in relation to the UN work	20% of total score
	Suitability of the workflow proposed	20% of total score
	Suitability of the methodology proposed	20% of total score
	TOTAL TECHNICAL PROPOSAL	60% of total score
FINANCIAL PROPOSAL		40% of total score

OPTION ON LINE

TECHNICAL PROPOSAL (evaluated through the brief note presented)	Understanding of Communication issues in relation to the UN work	20% of total score
	Suitability of the workflow proposed	20% of total score
	Suitability of the methodology proposed and learning technologies used for delivery	20% of total score
	TOTAL TECHNICAL PROPOSAL	60% of total score
FINANCIAL PROPOSAL		40% of total score