

CALL FOR ROSTER
RFP_Roster_35



Subject: Call for ROSTER – Roster of Developers for the delivery of AI assisted learning

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. Proposals must be submitted to the UNSSC before **31 May 2021 at 23:59 UTC**.
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 UNSSC 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 in some jurisdictions and can provide documentation for the same. Hence, your pricing should take this status into account and be presented net of VAT.**



ANNEX A: Terms of Reference

1. BACKGROUND INFORMATION

The **UN System Staff College (UNSSC)**, based in Turin, Italy, has designed, developed, delivered and evaluated learning courses, programmes and initiatives dedicated to United Nations (UN) personnel for over a decade. 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.

The course participants are staff in UN organizations. They have a broad range of backgrounds, professional levels and expertise. They are also of a wide range of nationalities and cultural backgrounds, and serve in different duty stations across the globe.

The **Knowledge Centre for Sustainable Development** is an integral part of the United Nations System Staff College tasked to provide support to the UN system in implementing the 2030 Agenda for Sustainable Development through learning, training and knowledge management. It supports, in collaboration with relevant UN and non-UN institutions, the policy and operational work of the UN through the development of learning tools, platforms of interaction and executive programmes around the five dimensions of sustainable development—people, prosperity, planet, partnership, and peace.

The UNSSC – KCSO is seeking education developers and software providers with experience and insight into the design of AI assisted adaptive learning in any of the following areas:

- Development or utilisation of AI assisted learning platforms, to build adaptive pathways and modules;
- Development or utilisation of AI assisted gamification and/or scenario-building tools;
- Development or utilisation of AI assisted peer-to-peer knowledge exchange tools or platforms.

2. DELIVERABLES

The responsibilities of the developer or software provider may include the following deliverables. However, each specific engagement with rostered entities shall be the subject of a separate contract. Therefore, the list below is purely indicative and is not a contractual offer.

2.1 Online adaptive learning pathways, assisted by AI:

- Regularly engage in consultations (via email or by Skype/Zoom/phone) with UNSSC regarding individual module design and development;
- Work with the UNSSC team to design and develop AI assisted pathways using adaptive learning technology, including:
 - Developing learning objectives based on UNSSC's requirements
 - Developing interactive learning modules in a variety of formats, including text, audio, video, quizzes, scenarios, etc.
 - Developing questions (i.e. probes) to evaluate the learner's understanding of topics covered within each module Designing, incorporating and training the AI to provide meaningful feedback, analytics and automatically adjust the participant's learning path based on their understanding.
- Based on resources and source material provided or recommended by UNSSC, identify additional learning opportunities, either through their adaptation or by recommending further resources, exercises or activities that support knowledge development;
- Consult with subject matter experts identified by UNSSC, if needed, in order to incorporate relevant UN documents, guidelines, resources, knowledge, context and case studies into the online modules;



- Provide licensing rights to UNSSC and its learners to use the delivery platform and/or authoring tool for learning and training activities;
- Provide UNSSC with the developed learning modules in a format that allows them to be embedded into other learning management systems (LMS) using common eLearning formats (e.g. SCORM), if and when required.
- Provide UNSSC with all authored content in its original format to allow for editing and updating at a later date. For example, edited videos would be provided in their final and raw states.

2.2 Gamified activities and scenarios, assisted by AI

- Regularly engage in consultations (via email or by Skype/Zoom/phone) with UNSSC regarding the design and development of AI assisted gamified activities or scenarios;
- Work with the UNSSC team to design and develop AI-assisted gamified activities or scenarios, including:
 - Collaborative scripting and storyboarding, based on UNSSC's requirements
 - Development of AI-assisted gamified activities or scenarios, including its visuals, characters, text, audio, and video elements;
 - Recording and editing of live footage or audio, if required;
 - Designing, incorporating and training AI capabilities in relation to the gamified tool or scenario to automatically adjust the learner's experience, based on their interactions.
- Identify relevant visuals, audio, video and other resources that may be required for the development of the gamified activities or scenarios;
- Consult with subject matter experts identified by UNSSC, if required, in order to incorporate relevant UN documents, guidelines, resources, knowledge, context and case studies into the gamified activities or scenarios;
- Provide licensing rights to UNSSC and its learners to use the delivery platform and/or authoring tool (where applicable) for learning and training activities;
- Provide UNSSC with the developed gamified activities and scenarios in a format that allows them to be embedded into other Learning Management Systems (LMS), using common eLearning formats (e.g. SCORM), if and when required;
- In cases where an existing AI assisted gamification tool has been used, provide UNSSC with the rights to use and embed such a tool into its learning platforms (e.g. as an LTI plugin), and adjust/modify the tool to match UNSSC's requirements.
- Provide UNSSC with all authored content in its original format to allow for editing and updating at a later date. For example, edited videos would be provided in their final and raw states.

2.3 Peer-to-peer knowledge exchange tools or platforms, assisted by AI

- Engage in consultations (via email or by Skype/Zoom/phone) with UNSSC regarding the design and development of peer-to-peer knowledge exchange tools or platforms;
- Work with the UNSSC team to design and develop the peer-to-peer knowledge exchange tools or platforms, including:
 - Development of the peer-to-peer knowledge exchange tool or platform, including its visual appearance, structure and inclusion of resources (e.g. documents, audio-visual material, embedded content);
 - Designing, incorporating and training AI capabilities in relation to the knowledge exchange tools or platforms to encourage enhanced dialogue and knowledge exchange among the users.
- Consult with subject matter experts identified by UNSSC, if required, in order to incorporate relevant UN documents, guidelines, resources, knowledge, context and case studies into the peer-to-peer knowledge exchange tool or platform;
- Provide licensing rights to UNSSC and its learners to use the AI assisted platform for learning and training activities;



- Provide UNSSC with the rights to use and embed such tool or platform into its learning platforms (e.g. as an LTI plugin), and adjust/modify the tool/platform to match UNSSC's requirements.
- Provide UNSSC with all authored content in its original format to allow for editing and updating at a later date. For example, edited videos would be provided in their final and raw states.

3. REQUIREMENTS AND SKILLS

Developers or software providers should possess the following qualifications:

1. Proven experience in developing AI-assisted learning experiences, gamified activities, scenarios, or peer-to-peer knowledge exchange tools/platforms;
2. Experience applying adult learning methodologies and employing AI technology to enhance the learning experience for participants is strongly desired;
3. Native or near native fluency in English is required;
4. The ability to work in other UN languages is an asset.

ANNEX B – Terms and Conditions to submit a proposal

SUBMISSION OF PROPOSALS

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

PRE-REQUISITE	<u>Individual Applicants</u>	<p>1) Please provide a comprehensive CV or a P11 form (UN CV form) clearly identifying experience in designing, developing or utilising AI-assisted learning experiences, gamified activities, scenarios, or peer-to-peer knowledge exchange tools or platforms. The P11 form can be found at (http://www.unssc.org/home/sites/unssc.org/files/p11un.doc).</p> <p>2) Please provide a motivation letter.</p>
	<u>Companies</u>	<p>1) Please provide a company profile clearly identifying experience in designing, developing or utilising AI-assisted learning modules, gamified activities, scenarios, or peer-to-peer knowledge exchange tools or platforms, as well as the number of staff trained to develop AI-assisted learning products.</p> <p>2) Please provide a motivation letter.</p>
TECHNICAL PROPOSAL	<u>All Applicants</u>	<p>1) Please indicate the specific topic(s) selected from the list under Section 2. Deliverables above that you are proposing being rostered for (minimum one)</p>
		<p>2) Please provide a list of completed learning projects/products based on AI-assisted methodologies (at least three)</p>
		<p>3) Please provide a brief description of your methodology, its benefits and expected outcomes of using AI-assisted learning tools</p>
FINANCIAL PROPOSAL	<u>All Applicants</u>	<p>Please provide an indicative financial proposal, with the breakdown covering the following categories, as related to the topics chosen from Section 2:</p> <ul style="list-style-type: none"> • One hour of adaptive learning content • A 30 minutes gamified activity or scenario • One hour of moderator's support for a peer-to-peer AI-assisted learning (summarizing, clustering, etc.) • Fees for 100 unique users for 12 months. <p>Financial proposal should be expressed in USD, excluding VAT. PLEASE SPECIFY THE VALIDITY OF YOUR FINANCIAL OFFER.</p>

Proposers must provide all information required under this RFP and clearly and concisely respond to all points set out herein. 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 Staff 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 RFP 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 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 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 candidates (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 not limited in time. However, individual and companies who wish to modify their initial financial proposal, must re-submit their offer which will be evaluated according to the original evaluation criteria set up for inclusion in the Roster.

Each specific engagement will be the subject of an individual or separate contract according to the UN Rules and Regulations.



ANNEX C – Evaluation Criteria

Criteria for inclusion in the Roster are described in the table below.

PRE-REQUISITE	Fluency in English (written and spoken)	
TECHNICAL PROPOSAL	Experience in developing AI assisted learning modules, gamified activities, scenarios, or peer-to-peer knowledge exchange tools or platforms	40%
	Experience with adult learning methodologies and employing AI technology for enhanced learning outcomes	20%
FINANCIAL PROPOSAL	40%	