



REQUEST FOR PROPOSAL

(RFP_2019_18)

Subject: Development of interactive 360 degree immersive learning experience

1. The United Nations System Staff College (UNSSC) Knowledge Centre for Sustainable Development hereby solicits your proposal for the above subject, in accordance with this document and annexes attached hereto. Proposals must be received by the UNSSC no later than **13 January 2020**.

2. This request for proposal (RFP) consists of this document and the following annexes:

Annex A: Terms of Reference

Annex B: Technical Requirements

Annex C: Terms and Conditions to Submit a Proposal

Annex D: Evaluation Criteria

3. Your proposal must include sufficient information in terms of scope and detail to allow the Staff College to consider whether the bidder 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.

5. Please note that the Staff College has VAT exemption status and can provide documentation for same. Hence, your pricing should indicate both the net amount and, separately, the applicable VAT amount.

6. You are kindly requested to acknowledge receipt of this RFP.

ANNEX A – TERMS OF REFERENCE

1. Background

The United Nations System Staff College (UNSSC)

The United Nations System Staff College (hereinafter 'UNSSC') was created by the General Assembly to serve distinct, system-wide knowledge management and learning institution. More specifically, the UNSSC designs learning and knowledge-sharing initiatives, delivers courses and develops tools and services to assist UN organisations and their staff in strengthening their capacity to meet the global challenges faced by the UN.

2. Project Rationale

The world leaders are mobilizing their efforts for a Decade of Action for the 2030 Agenda for Sustainable Development. These efforts focus on actions, solutions, and collaborations that can close the gap between the aspirations of the SDGs and current trajectories. Within this context, UNSSC commits to support the acceleration of implementation of the 2030 Agenda through learning, training, and knowledge management through technology-enhanced learning innovation that can bring sustainable development learning to scale.

In line with this, UNSSC is therefore looking for a developer of an interactive 360-degree immersive learning experience. The developer must have the capabilities in developing the technical requirements set forth in this request for proposal (RFP).

3. Deliverables

Under the **supervision of the Head of Office of the UNSSC Knowledge Centre for Sustainable Development**, the selected vendor shall:

- **Develop a fully functioning interactive 360-degree immersive learning experience** built using the general and technical specifications listed in **Annex B**. The development of the immersive learning experience includes building a story that incorporates substantive concepts and elements on sustainable development
- **Develop a graphic design package** for the product which can be used to promote on various platforms, which include but not limited to banner images, icons, navigation icons, etc.
- **Provide hosting for the interactive 360-degree immersive learning experience** for easy access
- **Test the the interactive 360-degree immersive learning experience** and adjust it as necessary
- Rent, when needed by UNSSC, **standalone or tethered VR headsets**, including maintenance
- **Provide training to UNSSC staff** on using the immersive learning product in courses and workshops

4. Timeframe

UNSSC envisions three phases of the project, with different timelines. The deliverables mentioned in Annex B shall be finalized in different phases as follows:

Phases	Scope	Deadline
I	6-8 minute immersive interactive learning experience through a minimum viable product Training to UNSSC Staff	19 February 2020

II	Improvement of Phase I product through broadening the immersive learning experience through 360 drone, helmet, or vehicle devices that improve users an immersive experience	13 March 2020
III	Improvement of Phase II product through additional user interactions that support the achievement of learning objective	17 April 2020

The vendor should, therefore, be available to work on the development immediately after the contract award.

ANNEX B – GENERAL AND TECHNICAL REQUIREMENTS

Please discuss the following requirements in the proposal:

General requirements of the selected vendor

- At least 1 year of experience in developing interactive immersive learning experiences using the latest technology;
- Availability to travel to North-Rhine-Westphalia Germany to visit the location sites and take 360-degree photos and videos
- Availability to work with participating stakeholders or actors to build 360-degree photos and videos, including the interactive components that promote learning

Technical Requirements of the interactive 360-degree immersive learning experience

- Video and virtual reality capabilities
- Guarantee online access through allowing for adaptive distribution for device agnostic optimization and smooth playback from any device.
- Include technology updates to ensure forward compatibility
- Include interactive elements within the virtual experience, including triggers, positional media, hotspots, and waypoints
- Include the ability to add content to the experience over time
- Include option to translate into other UN languages other than English
- Offline-ready immersive learning experience product

User experience

The interactive 360-degree immersive learning experience must be developed with the highest standards related to user experience. Target audience of the learning experience include UN staff, government representatives, experts and leaders from universities, think tanks, civil society organizations, and the private sector who are working on topics related to sustainable development.

Performance

Adopt a strategy of progressive enhancement that considers the different phases of the project as well as the different needs of learning event, workshop, training, and course that the interactive 360-degree immersive learning experience will support, including but not limited to, limited internet access, geographical locations of the United Nations offices, and device performance. Techniques can include regular performance audits during the development; optimisation of loading speed and data consumption; contextual approach to content layout and design.

ANNEX C – TERMS AND CONDITIONS TO SUBMIT A PROPOSAL

I. Submission of Proposals

The UNSSC (hereinafter UNSSC) and the vendor (hereinafter VENDOR) shall be guided by these terms and conditions in the submission of proposals.

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

<p>1. COMPLETED, UPDATED AND SIGNED CV / P11 or COMPANY PROFILE</p>	<p>For individual consultants: provide a comprehensive CV or a P11 form identifying the experiences related to the development of interactive 360-degree immersive learning experience and, if possible, relevant work related to the UN context (http://www.unssc.org/sites/unssc.org/files/p11un.doc)</p> <p>For companies: please provide a company profile identifying the experiences directly related to the development of interactive 360-degree immersive learning experience.</p>
<p>2. TECHNICAL REQUIREMENTS</p>	<p>Please provide proof of immersive learning experiences related to learning. This can include descriptions and outcomes of relevant projects and, if possible, of projects that are completed in the context of adult learning, international organisation space, and sustainable development</p> <p>Please list the key staff that will be involved in the project and describe their experience in the development of immersive learning experience.</p> <p>Please provide links to your website portfolio which demonstrates similar features listed in Annex B. You may include any award you may have received for immersive learning experiences.</p>
<p>3. FINANCIAL PROPOSAL</p>	<p>Your financial offer must be expressed in USD and shall include the following elements:</p> <ul style="list-style-type: none"> - Fees for the development of a fully functioning interactive 360-degree immersive learning experience, including hosting and testing; - Daily cost of renting 20 headsets, including maintenance <p>You should indicate both the net amount and, separately, the applicable VAT amount.</p> <p><u>Please do not include travel costs.</u> Travels costs will be reimbursed separately based on UN Travel Policy.</p>

Vendors 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 discouraged.

Following the 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 vendors 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 vendor and not as an acceptance by the vendor 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 vendor(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 D.

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 vendors) upon satisfactory performance of services, acceptance thereof by the UNSSC and certification by the UNSSC of the contractor's invoice. Vendors 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. Vendors 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

Except as is otherwise expressly provided in writing in the Contract, the United Nations shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the United Nations under

the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the United Nations.

To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the United Nations does not and shall not claim any ownership interest thereto, and the Contractor grants to the United Nations a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

At the request of the United Nations, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the United Nations in compliance with the requirements of the applicable law and of the Contract.

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

ANNEX D – EVALUATION CRITERIA

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

TECHNICAL PROPOSAL	Experience of the vendor in developing an immersive learning experience 20% Experience of the proposed key staff/developers who will take on the project 10% Quality of previous immersive learning experience built (examples to be provided by the developer) 30%	60% of total score
FINANCIAL PROPOSAL		40% of total score