



**REQUEST FOR PROPOSAL
RFP_2017_15**

Subject: United Nations Peer Challenges Mobile Application

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 received by the UNSSC no later than **8 December 2017**.
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 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. **You are kindly requested to acknowledge receipt of this RFP.**



ANNEX A – Terms of reference

Background

The United Nations System Staff College (UNSSC) is a part of the UN system of organizations that strives to offer cutting-edge educational services to UN officials. UNSSC serves as a distinct, UN system-wide knowledge-management and learning institution. Its mission is to contribute to a more effective, results-oriented and agile United Nations through learning, training and knowledge dissemination. To this end, the UNSSC designs learning and knowledge sharing initiatives, delivers courses, and develops tools and services to assist UN organizations to strengthen their capability to meet the global challenges faced by the UN.

Introduction

“Peer Challenges” is a mobile learning platform where participants pose work challenges, seek responses from their peers and select the responses that best meet their needs. It is a peer learning platform, and will be used as a follow-up to the existing UNSSC regular learning programmes by bringing the theoretical learning to real problem-solving.

Theoretical framework

The Peer Challenges platform draws on elements of case-based learning, peer learning, and problem based learning (PBL) to deliver instructional experiences. We would like participants to practice the skills learned during their daily managerial functions.

Key users

The key users of the system can be categorized into three groups: facilitators (UNSSC team), participants, and subject matter experts. Facilitators include the UNSSC teams, who design, develop, deliver and evaluate learning programmes. The participants are UN professionals who have taken the UNSSC learning programmes and seek to apply their learning into practices. They are adult learners who work for the United Nations at diverse duty stations worldwide. Subject matter experts may be professors at partner academic institutions, consultants, and senior UN staff. They will offer their suggestions to the problems the participants pose.

Facilitators are responsible for:

- management of the course sequence and schedule
- select participant(s) to propose a challenge to the group
- select the media of a challenge
- post one challenge per period of time (e.g. one challenge per week or two weeks)
- enable/disable and define the response period of the challenges
- monitoring participation
- offering targeted feedback to participants on their work
- inviting experts for insight on specific topics
- designing learning evaluation measures

Participants will engage with the platform to:

- propose possible problems as challenges based on their current work in in text, audio, graphics, or video.
- propose responses to challenges they are assigned in text, audio, graphics or video format
- evaluate solutions received from their peers
- discuss challenges with peers, instructors, and experts

Subject matter Experts will engage with the platform to:

- select a challenge together with the UNSSC facilitation team
- review participants’ work and provide feedback in multimedia format

Proposed functional Design

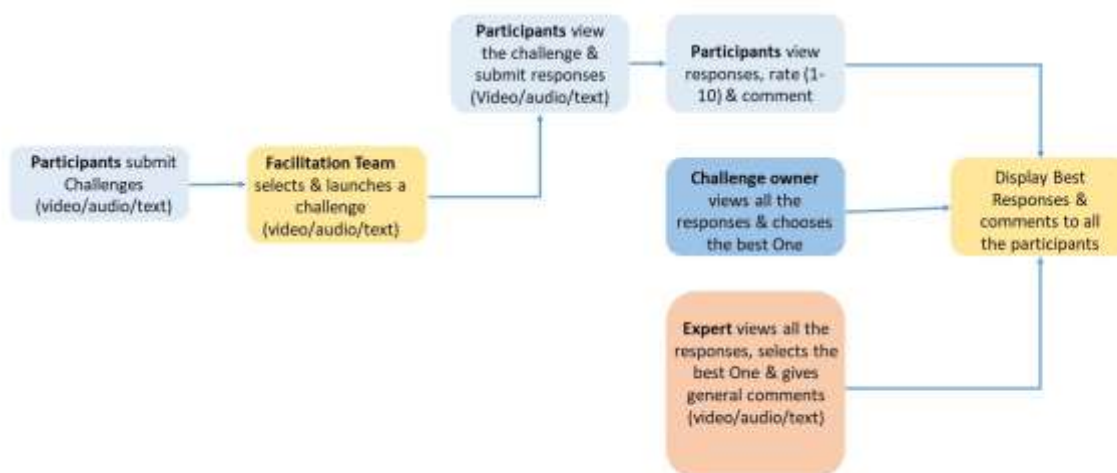
On a regular basis, participants will receive a short challenge which was posed by one of their peers, and reviewed by the UNSSC facilitation team. The challenge will take the format of video, graphics, text or audio.

Participants are expected to respond to the challenge by submitting a short video, audio or text from their computer or mobile device. Participants are then prompted to rate others' responses. For example, after submitting her own answer, one participant might be asked to rate 3 other participants' responses. This rating scale can range from 1 to 10, where 1 is seen as not-useful, and 10 seems to be a terrific solution to all facets of a problem. While these participants can each view and rate some responses, the poser of the challenge (owner) can view all the responses.

Once everybody has replied, or the time period for the challenge has elapsed, the owner will then select the response that he or she considers the most useful. The owner can then provide justifications of the selection in video, audio or text format. All responses are also always available to the facilitators and subject matter experts to view, comment on, and delete, if necessary.

Once the challenge is over, the subject matter expert will select the best response from his/her perspective, and provide justification for their selection. In the end, all of the solutions will become available to all the participants, while highlighting the participants' favourite, the owner's favourite, and the experts' favourite.

These activities can take place on a web browser or mobile device, with prompting via email. It is assumed that the facilitation team will have access to desktop or mobile browser. (see chart below)



Technology and other requirements

The technology developed to support this project must integrate with current UN solutions and support mobile learning (mlearning) of participants in areas with intermittent internet connections. We currently use the Moodle LMS and MySQL database. The website will be hosted on Windows Server (Windows 2008 R2 Enterprise with service pack 1 (64bit) with IIS 7.5.

Video storage can be done by Vimeo/YouTube/third-party video storage service, as long as content can be protected from being viewed and shared by outside users.



Please be aware that certain video services are not accessible to all the countries, and that participants may experience intermittent internet connections.

Other text or media can be stored locally. The overall system should continue to function even if links to specific media are broken.

We anticipate participants will interact with the software from web-based software and iOS/Android mobile devices.

Ideally the final software would be integrated with the Moodle (PHP-based) environment, including its user management and authentication functions, but allowances can be made for the pilot project, if the overall project looks like it can be ported to eventually live within the Moodle framework completely.

If proposed solutions require use of existing 3rd-party commercial components (charting, Adobe licensing, widgets, cloud storage, etc.), please include their cost and any ongoing fees as part of the proposal. The proposal does not need to include a plan for information technology systems such as backups or disaster recovery, but we will need to have access to a source-code repository and any necessary build or deployment scripts and instructions for use. Code should be written and documented to a level where an English-speaking programmer could be expected to understand and make simple changes easily.

Respondents must indicate a timeline for the delivery of the product, and their ability for ongoing customization or support for the product after the delivery date.

Pilot Project

We propose to try this approach on approximately 60 learners over 3-months, as a follow-up to their experience with the UNSSC's UN System Executive Management Programme.

The expected timeline to launch the mobile/web application will be mid-January to beginning of February.



ANNEX B – Terms and conditions to submit a proposal

Submission of Proposals

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

TECHNICAL PROPOSAL	Qualifications	For <u>consultants</u> , please submit your CV; For <u>companies</u> , please provide the CVs of the project team.
	Proven experience in similar projects	Please provide proof of previous similar projects, such as a portfolio including mobile app development samples.
	Proposed technology solution	Please submit a technology solution of the application that can address the learning needs and scenarios presented above.
	Timeline	Please indicate a proposed timeline for the development of the application (see above for pilot launching date)
FINANCIAL PROPOSAL		Please provide an all-inclusive lump sum offer in EURO

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 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).



ANNEX C - Evaluation Criteria

The contract will be awarded to the consultant or company who/which scores the highest in the overall evaluation based on the scoring points indicated below.

Categories and weights	Criteria	Maximum n. points
Consultant or company qualifications (30%)	Experience in mobile application development	70
	Experience in Instructional design	70
	Research in peer learning and mobile learning	60
(Qualifications total)		200
Technical proposal (70%)	Suitability of the technology solution to meet the learning needs and scenarios	200
	Connectivity to Moodle	100
	Clean, clear, self-explanatory and esthetic user interface design	40
	Clean and easy interface for facilitation team (non-technical) to perform administrative tasks (such as managing users, opening/closing challenges, and display of winner solutions etc.)	40
	Ability to meet pilot deadline	40
	Mobile application maintenance plan	40
	Potential to add features in the future	40
	(Technical proposal total)	
Technical evaluation total		700
Financial proposal Total		300
Overall Total		1000