



**REQUEST FOR PROPOSAL  
RFP\_Roster\_21**

**Subject: Call for ROSTER – Online moderators – online activities on sustainable development**

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 **31 August 2021**.
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](mailto:procurement@unssc.org)
6. **Please note that the Staff College has VAT exemption status and can provide documentation for same. Hence, your pricing should take this status into account and be presented net of VAT.**
7. **You are kindly requested to acknowledge receipt of this RFP.**



## ANNEX A – Terms of reference

### Background information

The **UN System Staff College (UNSSC)**, Based in Turin, Italy, has run courses and delivered learning initiatives to United Nations (UN) personnel for over a decade, reaching on average 7,000 participants 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.

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

The UNSSC Knowledge Centre for Sustainable Development was established by the **United Nations System Staff College (UNSSC)** in 2016 in Bonn, Germany. Its mission is to respond to the comprehensive learning, training, and knowledge management needs of UN staff and partners in the context of the 2030 Agenda for Sustainable Development as well as the Paris Agreement under the United Nations Framework Convention on Climate Change. Together they form the most comprehensive blueprint to date for eliminating extreme poverty, reducing inequality, and protecting the planet. Along with the Addis Ababa Action Agenda and the Sendai Framework for Disaster Risk Reduction, they constitute an integral plan of action for people, planet, and prosperity which requires all countries and stakeholders to act in concert.

The sustainable development agenda demands new approaches to knowledge and skills development for all actors. Development progress requires holistic thinking, moving beyond separate mandates and structures and exploring linkages between different thematic issues. The Agenda 2030 requires an issues-based modus operandi, fostering new partnerships to identify key problems and opportunities, leveraging diverse means of implementation, and facilitating joint action to ensure progress and maximize results. Life-long learning must therefore be seen as a key component of personal as well as organizational development. The UNSSC Knowledge Centre is committed to facilitating catalytic learning across the UN system and beyond in support of sustainable development results.

The Knowledge Centre for Sustainable Development works with a wide range of partners and provides learning initiatives for knowledge sharing and capacity building to UN Staff and partners currently primarily in the following content areas, amongst others:

- a) Foundational Course on the 2030 Agenda (online)
- b) Human Rights-based approach to Development Programming
- c) Results-Based Management
- d) Building Partnerships for Development Effectiveness
- e) Leveraging Big Data for Sustainable Development
- f) SDG 12 – Responsible Consumption and Production (online)
- g) Communicating as One on Sustainable Development

The Knowledge Centre for Sustainable Development is also responsible for two annual special learning events:

- The UN Reflection Series; and
- The UN Summer Academy

For more information about UNSSC offerings on the workshops / courses/ programmes, please visit: [www.unssc.org](http://www.unssc.org).



The **Knowledge Centre for Sustainable Development** offers online, face-to-face and blended (online and face-to-face) courses on a variety of topics for UN staff. The online courses often include instructor-led live webinars, self-paced activities, and online discussion forums facilitated by instructors.

### **Deliverables**

Online session moderators will manage participants' online activities including discussion forums, live chats and homework submissions. The goal is to encourage participation and discussion online, and therefore enhance participants' learning outcomes. Moderators can work remotely, as long as they can ensure timely responses to students.

Moderators' responsibilities are to, but not limited to:

1. raise reflection questions to participants based on instructors' teaching content
2. monitor learning platform, and respond to participants' postings in a timely fashion
3. coordinate with instructors, and manage online activities
4. make summary of online discussions and queries, and debrief instructors
5. manage gradebook by tracking participants' online participations, and
6. respond to participants' query emails within 12 hours (participants are located all over the world)

### **Requirements and Skills**

1. Master's degree or enrolment in doctoral studies in Development Studies, Law, Political Science, Economics, Political Economy or related topics is required.
2. Excellent written and spoken English. Ability to communicate in writing in Spanish and/or French is an asset.
3. Rich experience in teaching or managing online classes is highly desirable.
4. Excellent technological skills are required.
5. Online course moderation experience is highly desirable.

**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:

<b>PRE-REQUISITE</b>	<u>For individual applicants</u>	<i>Please provide a <b>comprehensive CV or a P11 form</b> (UN CV form) clearly identifying the experiences that demonstrate expertise in community management and moderation of online activities. The P11 form can be found at (<a href="http://www.unssc.org/sites/unssc.org/files/p11un.doc">http://www.unssc.org/sites/unssc.org/files/p11un.doc</a>). Please provide a <b>motivation letter highlighting your knowledge of sustainable development and your experience in managing and moderating online courses</b></i>
	<u>For companies</u>	<i>please provide <b>company profile</b> clearly identifying the experiences that demonstrate expertise in community management and moderation of online activities. Please provide a <b>motivation letter highlighting your knowledge of sustainable development and your experience in managing and moderating online courses</b></i>
<b>TECHNICAL PROPOSAL</b>		<i>1. Please provide a <b>list of online activities supported</b></i>
		<i>2. Please provide <b>related references</b> in support of the quality of your work (max. 10)</i>
		<i>3. Please provide a <b>brief description of your methodology</b> in managing on line communities and interaction in online courses</i>
<b>FINANCIAL PROPOSAL</b>		<i>Please provide a <b>fee per hour</b> Please provide a <b>maximum fee per day</b></i>

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).

### 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.

<b>PRE-REQUISITE</b>	Excellent writing skills Knowledge of sustainable development-related topics
<b>TECHNICAL PROPOSAL (max. 100 points)</b>	Suitability of methodology proposed (min 20 points <b>max 40 points</b> )
	Experience in moderation of online activities (min 10 points <b>max 20 points</b> )
	Experience in management of online communities (min 10 points <b>max 20 points</b> )
	Quality of references presented (min 3 references) (min 10 points <b>max 20 points</b> )
<b>FINANCIAL PROPOSAL</b>	<i>For the purpose of the inclusion in the roster, UNSSC will considered technical proposals only. Financial proposals will be taken into consideration at the time of each specific contractual engagement.</i>