



ANNEX A

TERMS OF REFERENCE (TOR)

**RFP/2018/1053
REQUEST FOR THE PROVISION OF ARABIC
DISTANCE LANGUAGE LEARNING SOLUTIONS
for UNHCR**



1 Introduction

1.1 Who we are

UNHCR:

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). Today, UNHCR is one of the world's principal humanitarian agencies, its staff of more than 10,700 personnel helping more than 36 million people in more than 128 countries. Staff members work in a diversity of locations and conditions including in our Geneva and Copenhagen based Headquarters (HQ), Budapest-based Global Services Center (GSC) and several field locations. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1.2 Overview and Objectives of this RFP

The objective of this Request for Proposal (RFP) is to enable UNHCR's Global Learning Centre (GLC) to select and contract one distance language learning solutions provider for Arabic language.

1.3 Scope of this RFP

The Global Learning Centre (GLC) of UNHCR is seeking (a) service provider(s) to offer distance language learning solutions for Arabic language **from Basic A1 to minimum pre-intermediate B1 level** or above of the Common European Framework of References for Languages (CEFR)¹

The service provider is expected to use up-to-date distance language learning methodology, cutting-edge technology, user-friendly and interactive structure. The distance learning solutions courses must be available worldwide and 24/7/365.

Distribution of licenses is scheduled for May 2018.

The estimated number of licenses required per year is 120.

2. The Project

2.1 Background Information

UNHCR

UNHCR has around 12,000 staff² of 154 nationalities who are stationed in more than 128 countries.

To work and communicate successfully and efficiently with colleagues throughout the organisation and thus to be able to serve the mandate of UNHCR effectively, it is in the interest of the organisation that all staff members regardless of their grade be able to use two or more languages for work purposes, which also facilitates the process of postings as well. This generates the demand for a sophisticated and efficient approach to offer language training for the staff.

Distance language learning solutions can meet the needs for a sophisticated and efficient approach to offer language training for staff. It is especially important to provide the distance learning opportunity in locations where staff members do not have access to face-to-face language learning.

¹ The language levels referred to in this document are based on the Common European Framework of Reference for Languages (CEFR): http://www.coe.int/t/dg4/linguistic/cadre1_en.asp and <https://www.eui.eu/Documents/ServicesAdmin/LanguageCentre/CEF.pdf>

² Including affiliated workforce.



2.2 Project objective

The project objective is to offer distance language learning solutions available for staff members so that more staff members can improve their Arabic language knowledge and skills across the organisation. Distance language learning solutions can effectively complement traditional methods of language teaching and learning. These solutions can provide a standard quality of language learning for all users regardless of their geographical location.

2.3 Target users

Target users are staff members in HQ and field locations. Colleagues working in remote locations in deep field offices may face issues with slow or intermittent internet connectivity.

Our target language learners:

- Staff who do not have access to classroom language teaching because of their remote location
- Staff who do not have access to classroom language teaching because of conflicts of timetable and levels or there are no classes offered in their target/preferred language
- Staff who want to do self-study and improve or brush up their knowledge independently and individually
- Staff who want to complement their classroom language learning and use technology to further develop their language knowledge and skills

3 Requirements

3.1 Essential requirements:

Product/service requirements:

- Provide quality distance language learning solutions in Arabic language
- Align course levels with the CEFR (Common European Framework of References³)
- Offer multi-level language courses from Basic level A1 to minimum Pre-intermediate level B1 or above (CEFR) for Arabic language
- Provide user-friendly interface support in English
- Provide customer service support for individual learners in English
- Enable progress and result tracking (time spent on course, percentage of course completion and other status data)
- Provide educational and communication materials (training content, website, quotes, books, photographs, videos, etc.) integrating the dimension of diversity and perspectives of both women and men, mainstream gender equality, culture diversity, use language and images that will be gender-sensitive and depict women and men and without discrimination, and may also challenge stereotypes about roles and capabilities
- Assign designated Focal Point to manage the provider's resources and activities in close collaboration with the UNHCR project manager

Methodology requirements:

- Offer instructional design strategies that conform to a self-paced approach to learning
- Offer options with respect to instructional design that would suit different learning styles

³ http://www.coe.int/t/dg4/linguistic/cadre1_en.asp and <https://www.eui.eu/Documents/ServicesAdmin/LanguageCentre/CEF.pdf>



- Provide rationale for instructional design methodology and approach to language teaching and learning
- Include clear learner outcomes and objectives for each course and module
- Develop and improve the four basic skills (reading, listening, writing, speaking)
- Focus on communication exercises and everyday use of the language
- Offer a high level of learner's engagement and wide range of exercises
- Include review tests and final tests that include the option for self-testing and assessment feedback
- Provide user-friendly interface support in English
- Provide customer service support for individual learners in English

3.2 Desirable requirements:

- Offer language training with tutoring in the target language(s)
- Offer the possibility to do progress and result tracking and record the course history into UNHCR's⁴ learning management system (provide description on the integration method)
- Offer the possibility of transferring software licences at no cost from one student to another following the UNHCR's project manager's request
- Provide remote administrator access for UNHCR project manager and administrative staff to student-related data and import/export features as needed
- Offer product version which is also available with not reliable or slow internet connectivity
- Provide speech recognition or recording tool/capacity so that speaking performance is required to some extent
- Offer placement test that would allow learners to start at the right level
- Offer mobile learning version
- Accreditation (ISO, EAQUALS, EDUQUA,⁵ etc.) or an on-going accreditation process by a certified accreditation body will be an asset.

4 The Expected Role of the provider

4.1 Prerequisite experience

Involvement in projects within the UN system or other similar International Organizations, non-profit, public, governmental organisations or private sector is considered to be an asset.

4.2 Project management

UNHCR will determine and agree on concrete timelines, project milestones and deadlines with the selected vendor.

The vendor is expected to provide

- a Focal Point to lead the provider resources and activities with close collaboration with the UNHCR Project Manager
- technical support for UNHCR Project Manager when required (technical integration, license distribution, trouble shooting, data access, reporting)
- assistance with monitoring user progress and result tracking as required

The Designated Focal Point is expected to:

⁴ The Learning Management Systems (LMS) hosted by Cornerstone OnDemand for UNHCR

⁵ ISO: <http://www.iso.org/iso/home.html>; EQUALS: <https://www.eaquals.org/>;

EDUQUA http://www.eduqua.ch/002alc_00_en.htm



- build a strong partnership with the UNHCR Project Manager,
- be the single point of contact during the entire duration of the Frame Agreement,
- be available over the phone, skype, webex and e-mail on ad-hoc basis throughout the duration of the frame agreement,
- monitor and report potential risks to the UNHCR at any time

5 Technical Proposal

This section provides the guidelines and the expected structure of the technical proposals. Please ensure this is respected.

Bidders are expected to take a holistic view of the service and NOT only respond to the lists of requirements.

The proposal should be categorized as follows:

- product/service description of essential requirements as per Sections 3.1 and 4 and optional requirements listed under section 3.2 of this ToR
- product description of desirable requirements
- technical features
- proposed solution
- deliverables
- proposed Focal Point personnel

5.1 References

Please provide minimum 4 recent client references in similar projects including client names and contact details. References with the non-profit, public or governmental organisations or private sector are welcome.

5.2 Company Profile

Please provide the following information on your company:

- a) Top five clients by similarity and size of development.

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded;
- If multi-location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;
- A description of knowledge, experience and familiarity with the international humanitarian and development system, awareness of constraints and challenges of learning in humanitarian and development organizations, understanding of relevant UN policies, practices and operating norms;

- b) Demonstration of capability to perform the project within the humanitarian and development sector



5.3 Proposed distance language learning solution

- Proposed Teaching methodology and structure
- Instructional design
- Client service and project support
- Progress tracking and licensing structure

As part of the technical proposal, bidders are required to provide access to product samples or a webpage link to product demos.

5.4 Proposed Focal Point: please describe the qualifications of the proposed focal point (see Section 4.2 above for requirements) and submit Curriculum Vitae (CV) for your proposed focal point [maximum 2 pages]

6 The Role of the Project Teams

6.1 The UNHCR Team

An internal team will be assigned to the project: its role will be to bring functional and/or technical knowledge of UNHCR business and processes to the service provider team throughout the implementation.

UNHCR Project Manager: Management, Leadership, Communications & Innovation Unit, Global Learning Centre (GLC) Budapest, Hungary

6.2 UNHCR responsibilities:

- Prepare internal information circulars with regards to the service selected within the respective organizations
- Select learners and approve final numbers and distribute licenses in cooperation with vendor if assistance is required
- Perform regular user progress and result tracking in collaboration with vendor if assistance is required
- In case tutoring is provided, request tutor replacement in case of reported unsatisfactory performance or non-compliance to UN working standards and code of conduct

6.3 Other distance language learning solutions providers

Respondents are also asked to bear in mind that UNHCR reserves the right to subject certain deliverables of the project to further RFP and selection processes.

6.4 Risk Management

The provider will assume a direct responsibility for risk management to the extent that project deliverables should not be imperilled. To this end, the provider will work with UNHCR project management to ensure that risk is at all times identified in a timely manner, and managed to ensure that the project is not adversely impacted. Appropriate documentation will be maintained for UNHCR project management.



7. Technical and Financial Evaluation

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

	Max. points obtainable
1. General organizational capability and financial stability	
1.1 Description of the company and the company's qualifications. Supporting documentation	5
1.2 Experience, number of similar projects, list of references, capacity	5
2. Proposed distance language learning solution.	
2.1 Teaching methodology and structure (four skills, CEFR levels)	15
2.2 Instructional design (interactivity, user friendliness)	10
2.3 Client service and project support	10
2.4 Progress tracking and licensing structure	15
Total %:	60

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

Some technical criteria will be subject to minimum passing scores; if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation.

The passing score of the Technical Evaluation is 30 out of 60 points.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.



The financial offer must cover all the services to be provided (price “all inclusive”).

The Financial Offer is to be submitted as per the Financial Offer (Annex B). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.