

**Annex A: Terms of Reference**  
**French and/or Spanish classes in the GSC**

## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>3</b>
1.1	Background.....	3
1.1.1	<i>Introduction</i> .....	3
1.2	Statement of Purpose & Objectives .....	3
1.2.1	<i>Purpose and objectives</i> .....	3
1.2.2	<i>Scope and focus</i> .....	3
<b>2</b>	<b>Requirements.....</b>	<b>4</b>
2.1	Project title, or core requirement .....	4
2.2	Other services, required for the performance of the key requirements.....	4
2.2.1	<i>Project management</i> .....	4
2.2.2	<i>Transportation</i> .....	5
2.3	Customer Responsibilities .....	5
2.3.1	<i>Project management</i> .....	5
2.3.2	<i>Equipment</i> .....	5
<b>3</b>	<b>Content of the Technical Offer.....</b>	<b>6</b>
3.1	Company Qualifications.....	6
3.2	Proposed Services .....	6
3.3	Personnel Qualifications.....	6
3.4	Vendor Registration Form .....	6
3.5	Applicable General Conditions .....	7
<b>4</b>	<b>Evaluation .....</b>	<b>7</b>
4.1	Technical Evaluation .....	7
4.2	Financial Evaluation.....	7
<b>5</b>	<b>Key Performance Indicators .....</b>	<b>8</b>
5.1	Performance Evaluation .....	8

# 1 Introduction

---

## 1.1 Background

---

### 1.1.1 Introduction

Since the establishment of the Global Service Centre (GLC) in Budapest in 2007, there has been a great interest among staff for language learning. Since 2009 the GLC has been organizing language courses in French, Spanish, Russian, Arabic and Hungarian.

In French and Spanish, in the last years we organized regular and exam preparation face-to-face courses in UNHCR's Global Service Centre (GSC) at various levels corresponding to the CEFR levels based on demand.

The objective of the trainings is to improve French and/or Spanish language skills of staff in GSC in order to improve communication with colleagues throughout the organisation and be able to provide better services for staff members. The focus of the trainings is to improve general language communication skills as well as to learn terminology and language that is specific to the work of UNHCR and eventually pass the DELF and/or DALF language examination for French and/or DELE/SIELE language examination for Spanish

---

## 1.2 Statement of Purpose & Objectives

---

### 1.2.1 Purpose and objectives

The objective of this Request for Proposal (RFP) is to enable UNHCR's Global Learning Centre (GLC) to continue with French and/or Spanish classes in the Global Service Center (GSC) between 01 September 2018 - 01 September 2021 with a possible extension for one plus one more year.

### 1.2.2 Scope and focus

The Global Learning Centre (GLC) of UNHCR is seeking (a) service provider(s) to offer face to face French and/or Spanish classes in the Global Service Centre.

Courses are open to all staff at GSC holding a contract lasting at least 3 months after the beginning of the academic year.

The minimum number of participants in a group would be 7, the maximum is 15.

## **2 Requirements**

### **2.1 Project title, or core requirement**

The vendor shall deliver French and/or Spanish language training for the employees and affiliated persons with the UNHCR Global Service Centre as detailed below.

Course:

- Deliver courses with a maximum class size of 15 participants in a group at the premises of UNHCR
- Deliver regular courses containing 60 teaching hours/term (two 15 weeks long terms, autumn and spring in an academic year) at different levels from A1-C1 of the CEFR
- Deliver DALF/DELF for (French) and DELE/SIELE (for Spanish) preparation course on demand
- Be flexible to meet the needs of UNHCR as the number and level of courses as well as the timetable are determined at the beginning of each academic year based on the applications.
- Be able to deliver classes in the morning 7.30-9.00, at lunch time 12.30-14.00, or in the afternoon 16.30-18.00 depending on the demand
- Conduct placement tests of applicants before the start of the academic year if requested
- Design course materials as appropriate and tailored to the group's needs
- Use up-to-date adult language learning methodology and technology for course design
- Report attendance to the GLC focal point monthly by submitting the attendance sheet
- Conduct end of semester competency based assessments and inform UNHCR about the results and submit a brief report on the course
- Keep contact with the focal point in the GLC to coordinate any issues arising

Delegated Teachers are expected to:

- be native speakers or have native proficiency level of Spanish and/or French and certified professionals with minimum five years of experience
- be capable of teaching with the necessary care and diligence, and in accordance with the highest professional standards.
- use communicative approach, up-to-date methodology and modern technology of language teaching
- understand the nature of working with international audience with diverse background and cultures
- have a good command of English on top of proficiency in Spanish and/or French

### **2.2 Other services, required for the performance of the key requirements**

#### **2.2.1 Project management**

GLC will determine and agree on concrete timelines, the exact number of groups with the selected vendor.

The vendor is expected to provide a Focal Point to lead the resources and activities in close collaboration with GLC focal point.

The Designated Focal Point is expected to:

- build a strong partnership with the GLC focal point
- be the point of contact for any matters related to the course management, class organizations, teacher allocations, billing etc.
- be available over the phone, skype, webex and e-mail on ad-hoc basis
- monitor and report potential risks to the UNHCR at any time
- be fluent in English

Please describe the qualifications of the proposed focal point and submit Curriculum Vitae (CV) for your proposed focal point [maximum 2 pages]

### **2.2.2 Transportation**

- Any transportation fees to/from the classes are to be borne by the service provider

---

## **2.3 Customer Responsibilities**

---

### **2.3.1 Project management**

- The program will be coordinated by the language focal point in the GLC.
- Registration process and end of the year course evaluation is handled by the GLC.

### **2.3.2 Equipment**

- UNHCR provides the necessary rooms and technical equipment as present at the UNHCR offices both in BSC1 (1137 Budapest, Ipoly utca 5/b.) and BSC2 buildings (Budapest 1138, Duna Tower Office Building Népfürdő utca 22.) and as needed for the delivery of the courses.
- Conference rooms with necessary equipment (whiteboard, flipchart, projector and PC) will be made available to the service provider for the duration of the class.
- Interactive whiteboard is available in one of the conference rooms.
- Videoconferencing system is available in most of the conference rooms where language classes are held.

## 3 Content of the Technical Offer

### 3.1 Company Qualifications

- A description of your company with evidence of your company's capacity to perform the services required, including:
  - Company profile, registration certificate and last audit reports
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates
- Four or more references with contact information

### 3.2 Proposed Services

- Detailed description of the teaching methodology used
- Submission of a course plan for the first 10 sessions (one session lasting 90 mins) of a 60 hour (30 sessions) French and/or Spanish B2 level course including:
  - session objectives
  - topics delivered
  - delivery methods (material and equipment)
  - activities proposed
  - assessment methods
  - skill building (reading, speaking, writing, listening)

The course plan should not exceed 10 pages.

### 3.3 Personnel Qualifications

- CV of the delegated teachers' team composed of at least four teachers
  - native speakers or with native proficiency in French and/or Spanish with relevant educational background
  - experienced with previous major clients, UN or international organisations or companies of similar scope
  - good command of English on top of French or Spanish
- CV of the proposed focal point
  - good command in English with proven project and client management experience
  - experience working with UN, international organisations or companies of similar scope

The vendor guarantees that the delegated teacher team will be the one delivering the face to face classes in UNHCR.

### 3.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex C).

### 3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) and including it in your submitted Technical Proposal.

## 4 Evaluation

### 4.1 Technical Evaluation

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score.

General organizational capability and financial stability	1.1 Description of the company and the company's qualifications. Supporting documentation.	5
	1.2 Experience in providing similar services to relevant clients, particularly other UN or international organizations	10
Proposed Services	2.1 Teaching methodology	10
	2.2 Quality of the proposed course plan	15
Proposed Personnel	3.1 Qualifications and experience of proposed teachers	20
	3.2 Qualifications and experience of proposed Focal Point	10
<b>Total</b>		<b>70</b>

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 35 out of 70 points.

### 4.2 Financial Evaluation

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.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

## **5 Key Performance Indicators**

---

### ***5.1 Performance Evaluation***

---

UNHCR expects to monitor the performance of the selected supplier.

- Completed and signed attendance sheet to be submitted at the end of each month
- Report at the end of each 60 hours course
- Evaluation completed by the students at the end of each 60 hours course