

UNHCR REQUEST FOR PROPOSAL: 2021-RFP-015

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
Test Hosting, Test Management, and Proctoring Services

CLOSING DATE AND TIME: **05/10/2021 – 23:59 hrs CEST**

Please find below the Q&A document for our RFP number 2021-RFP-015.

All other terms and conditions remain unchanged.



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#	Questions	Answers
1	DFAM has estimated 1000 tests in 2022. Is this a conservative estimate or minimum commitment? (Typically pricing & feasibility would be based on these minimum thresholds of volumes.). Is there an estimate available for 2023, 2024 or will this be a one-time testing requirement only?	The estimation is based on historical data, and the services would be required continuously. As mentioned in the Request for Proposal, UNHCR may award the Frame Agreement with an initial duration of 3 (three) years, potentially extendable for a further period of 2 (two) years (1+1).
2	Currently, tests are triggered mainly on an ad hoc basis linked to shortlists for each vacancy. However, DFAM plans to organize periodic group functional test sittings, which will involve large numbers of candidates at various locations worldwide simultaneously undertaking tests on specific dates. a. Are these event-based tests? i.e. high no. of tests (like entrance tests) happening on a single day or will this be staggered over the course of a year with a pre-agreed minimum and maximum threshold for no. of candidates per day b. Is it expected these tests will be administered in-person as an “Event” at a specific site with a UN proctor OR is the expectation that they will also be monitored via remote proctoring by the vendor?	a. The batch testing is conducted 2-3 times a year and is usually scheduled for several days to allow the applicants to sit the test at any time convenient for them within the given test dates. There is no threshold on the number of applicants; previously, the number ranged between 60-150 test-takers for a batch. b. The tests, including remote proctoring by the vendor, should be available online—no in-person tests.
3	The platform is a Chrome/browser-based system. However, what are the Security levels expected from this Browser based system? In order to accomplish Browser management, we need to allow a software download.	It is allowed to require downloading an extension/plugin (e.g., Google Chrome extension); however, it should not be complicated downloads and/or installations.
4	Are we expected to build content from scratch across each of the subjects mentioned? Are Content outlines available? Or availability of any historical tests? Are samples available for previously used content across each subject?	It can be both created from scratch or built on already existing library.
5	What types/formats of Files are expected to be uploaded by the candidate?	The mandatory formats (but not limited to) are MS Excel, Word, ppt, and pdf.
6	To avoid any ambiguity – what exactly is meant by Photograph metadata? Will this be possible across Desktop machines and the kind of remote locations these tests will be accessed from?	Photograph metadata is information available on the photo (date created, location). The test should be accessible from all (remote) locations and devices (computer, laptop).

7	<p>How is UNHCR expecting to grade open-ended questions? Will these be automated? Or is UNHCR also expecting manual markers on the job?</p> <p>a. If yes to the above, Should Datamatics add manual markers/assessors to our proposal as well and how many such markers are required?</p>	<p>UNHCR will be responsible for marking open-ended questions and informing test takers of results of exams involving manually-graded questions.</p> <p>However, please provide cost estimation for manual marking of open-ended questions by two markers as an additional service ("Any other fees" section of the Financial Proposal)? In this case, the markers are required to be experts in the respective functions. Having such automatic or manual grading by the vendor is of interest.</p>
8	<p>Will there be a SPOC appointed to review the incident report for each candidate? Will this SPOC be able to take any actions/calls for any major violations?</p>	<p>Yes, a focal point would be assigned for the mentioned matters.</p>
9	<p>Can we get an elaborate workflow chart to understand the Candidate's exact Journey from the UN portal to the testing vendor?</p>	<p>The platform will not be embedded into the UNHCR recruitment portal at this stage. The focal point(s) would administer the process from the shortlisting to testing.</p>
10	<p>Whether companies from Outside Switzerland can apply for this?</p>	<p>Yes, that is allowed.</p>
11	<p>Whether we need to come over there for meetings?</p>	<p>No, all the meetings will be held online/remotely.</p>
12	<p>Can we perform the tasks (related to RFP) outside Switzerland?</p>	<p>Yes, you can.</p>
13	<p>Can we submit the proposals via email?</p>	<p>Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.</p> <p>The eTenderBox can be accessed via the following URL: http://etenderbox.unhcr.org.</p> <p>Submitting bids in any other form will render them disqualified.</p>
14	<p>At what stage is it necessary to show a demo version of the product? Whether in the shortlist of bidders or already in the initial phase.</p> <p>Also, whether the demo version should contain tests on the mentioned topics from the documentation, or any test is enough.</p>	<p>The demo version should be part of the Technical Offer.</p>
15	<p>What is the expected number of users who will use the platform? We also need information on what is the number of administrators who will use the platform?</p>	<p>Minimum of 2 user groups and a minimum of 2 administrators per user group. The platform should have the possibility to create different user groups with varying levels of access limited at the group level.</p>
16	<p>Is the platform sold entirely for use or rented for a specified period of 3 years? In the period after 3 years, does that platform become the property of the client or not?</p>	<p>The platform is not sold; the vendor is expected to render services as specified in the ToRs for a specific duration.</p>

17	Are we as suppliers in charge of making tests for the 5 mentioned topics, or do you already have ready materials that will be further implemented on the platform?	It is specified in the ToR; the platform should have both options - vendor-provided questions and the possibility to upload the UNHCR (bespoke) questions.
18	What is the completion period of preparing the platform for use? That is, what period is required for the platform to be put into operation?	The platform should be already in use. The company should have at least three years of experience, as specified in the ToRs.
19	Which servers will host this platform? Are there any specific requirements on this topic?	The vendor's servers will host the platform; the hosting server should have adequate privacy and data protection measures in place.
20	Is it permitted that two or more companies to submit join offer as JV or Consortium in this procurement, if that JV or Consortium is not legal entity?	(a) If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, each such legal entity will confirm in their joint Proposal that: (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Proposal; and (ii) if they are awarded the Frame Agreement, the designated lead entity will enter into the Frame Agreement with UNHCR, who will be acting for and on behalf of all the member entities comprising the joint venture. (b) After the Proposal has been submitted to UNHCR, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNHCR. (c) If a joint venture's Proposal is the Proposal selected for award, UNHCR will award the Frame Agreement to the joint venture, in the name of its designated lead entity. The lead entity will sign the FA for and on behalf of all other member entities.
21	You requested from bidders that they must submit demo, is demo requested as part of our technical offer or you will request that bidders submit it if their offer will be selected as qualified?	The demo version should be part of the Technical Offer.
22	In RFP you don't mention period of implementation, and expected date of starting project and period in which all tasks must be finished. Could you please specify that period?	There is no implementation period; it should be an already operating platform.
23	Is it necessary to deliver a solution with a white label with its own subdomain and logo / brand?	No, it is not.
24	Do you need a database completely separate from our product, but which we still manage? Or can I be in the same database with our other users and products?	It can be the same database, however, with adequate privacy and data protection measures in place.

25	It was mentioned that there is a need to manage a browser that prevents candidates from accessing the Internet or other software. In this case, you need online proctoring. Is it necessary for it to be provided by the service provider, or you will have your own administrator for this point?	Online proctoring should be part of the service provided by the vendor.
26	Candidate authentication with multifactor authentication is mentioned. Will the student have to submit data such as passport data, etc. When registering and then pairing them with a student during the exam?	Yes, the student has to provide an ID/passport before starting the exam.
27	What data hosting requirements will be needed for this project – EU/USA regulatory requirements?	The data hosting requirements should be compliant with the General Data Protection Regulation (GDPR).
28	What volume of questions will be provided per test?	Currently, a senior-level test can include 4 questions with 6-10 sub questions. The entry-level tests have 45 multiple-choice questions per test.
29	What is the total number of exams in the library that need to be hosted on the platform (will it be 11) or will this change?	The TORs do not specify a quantitative minimum or maximum.
30	What is the general test duration?	In general, the tests take 2-3 hours.
31	How do you want to monitor customer satisfaction?	It is expected that the service provider has its customer satisfaction monitoring system (e.g., customer satisfaction survey at the end of the test).