



## REQUEST FOR EXPRESSION OF INTEREST

10 June 2024

### **REQUEST FOR EXPRESSION OF INTEREST (EOI) - HQ24NF236-EOI for Book Summary Service**

**Closing on 25.06.2024 at 12:00 hrs (RomeTime)**

#### **A. Background**

1. The United Nations World Food Programme hereinafter referred to as the "WFP", with its Headquarters located in Via C.G. Viola, 68/70, 00148 Rome, Italy is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies, and working with communities to improve nutrition and build resilience by assisting almost 100 million people in around 83 countries each year. About 17,000 people work for the organization, most of them in remote areas, directly serving the hungry poor.
2. The WFP Human Resources Division, Career Management Branch, supports WFP's staff of dedicated humanitarians by continuously improving its learning and capacity building platform. This team is part of the Human Resources Division, and its main activity is focused on providing professional learning services to WFP's core business Functions and Country Offices. These include support on capability assessments, consulting on learning strategy; development and delivery of learning initiatives; equipping the internal learning community with tools and guidance resources; managing WFP's global learning platform, Workday, as well as the management of external vendors for provision of learning services.  
One strategy is to augment the offering of learning content, both for functional skills and personal development, and to distribute them through the corporate learning platform. As such you are invited to submit a proposal for the delivery of **digital book summaries**. This service is hinged around integration with the corporate learning platform, size and variety of content offered, and ease of administration and reporting.
3. WFP invites eligible suppliers to express their interest in providing the requested digital book summary service.

#### **B. The purpose of this EOI**

4. The purpose of this request for EOI is to identify suppliers with verified technical and financial capacity to provide Book Summary service. Eligible suppliers will be invited to participate in the bidding process for the proposed tender.
5. Eligibility to participate in the proposed tender will be determined on the basis of demonstrated expertise in book summary service, including senior leadership consultation, peer-to-peer connections, networking, and the availability of comprehensive research tools.
6. The supplier should be able to provide Book Summary Service to be integrated with workday system through a long term agreement.
7. After the deadline for submission of responses has passed, WFP will evaluate responses received and will notify eligible participants of the outcome of the evaluation.

#### **C. How to prepare and submit your Expression of Interest**

8. In order to participate in the pre-qualification exercise, companies are required to provide the following:  
***The filled in EOI Response Form, which includes:***
  - Table 1. WFP Requirements
  - Table 2. Supplier Information.
  - Table 3. Supplier Financial Status;
  - Table 4. Supplier Relevant Experience.
  - Signatory by the authorized company representative and company stamp.
9. All supporting documentation listed above shall be prepared in accordance with the instructions provided and [HQ.tenders@wfp.org](mailto:HQ.tenders@wfp.org)
10. WFP will not consider incomplete or unsigned submissions. All responses and supporting documentation received will be treated as strictly confidential and will not be made available to the public.

Goods and Services Procurement

PGS\_5.3\_T\_1b



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11. This request for EOI does not constitute a solicitation. WFP reserves the right to change or cancel this procurement process or any of its requirements at any time during the process; any such action will be communicated to all participants.

12. Should you have any questions please do not hesitate to contact us at [HQ.tenders@wfp.org](mailto:HQ.tenders@wfp.org)

Yours sincerely,

11/6/2024

DocuSigned by:

*Alessio Pagliarini*

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Alessio PAGLIARINI

Oic Head Global Markets, SCDP The United

Nations World Food Programme

Rome, Italy



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### EOI RESPONSE FORM

TABLE I. WFP REQUIREMENTS

A. Company / Organization's competencies/ capacities			
	List of WFP requirements/evaluation criteria	Yes	Comments
1	Ideally, the book summary service will integrate content seamlessly with Workday, populating it with all the content elements which can be searched, browsed, and consumed within Workday without ever leaving that platform. If not, there should be a simple automated procedure to create a content element that has title, description, author, keywords, duration, the link to the content, and as much additional metadata as possible.	<input type="checkbox"/>	
2	The book summary service should communicate to Workday the action of the learner having opened the book summary, hence marking it 'completed' in the learner profile.	<input type="checkbox"/>	
3	Book summary content must be viewable in all current internet browsers (Chrome, Edge, Firefox, Safari).	<input type="checkbox"/>	
4	There should be no secondary sign-on to the book summary service. Learners should be able to move from Workday to the external service through SSO. WFP supports two authentication techniques, which are Active Directory Federation Services / SAML 2 and OpenId / OAuth / CAS / OpenID Connect. Authentication data will be encrypted through secure protocols.	<input type="checkbox"/>	
5	WFP has a strong field presence and some of its field offices are connected via satellite links.  The book summary pages and elements that make up the user interface design should be accessible even in low-bandwidth or high-latency connectivity scenarios while maintaining a good user experience.	<input type="checkbox"/>	
6		<input type="checkbox"/>	



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A. Company / Organization's competencies/ capacities			
	<p>The bidder will be responsible for troubleshooting and supporting WFP on any issue that relates to the technical and user experience between Workday and the book summary service.</p> <p>The support included in the service will troubleshoot standard and non-standard elements deployed for WFP, including issues that relate to integration with Workday (in whatever form it is delivered), authentication, content delivery, user experience, and book summary platform.</p>		
7	Ability to customize the learner interface to the book summary service with our own corporate branding and imaging. Ideally, a custom-built landing page can be delivered to WFP which contains not only WFP's branding and imaging but also a design to promote specific topics, content, channels, or recommendations.	<input type="checkbox"/>	
8	Ability to present the user interface elements (i.e., menus or navigation) in various languages. Please indicate which languages are available.	<input type="checkbox"/>	
9	Ability to preserve the user experience for users with disabilities. Describe the accessibility criteria that have been implemented in the book summary service. Ideally, accessibility is implemented for visual, hearing, mobility, and cognitive impairments in line with WCAG criteria for web content, which is perceivable, operable, understandable, and robust.	<input type="checkbox"/>	
10	<p>Learners should have access to a large library of book summaries (over 10,000 items) without any limitation in terms of elements in a time period or type of summaries.</p> <p>Specify the amount and types of content that the learners will have access to within the proposed book summary service.</p>	<input type="checkbox"/>	
11	Describe the topics which form the book summary service catalogue. Please provide a snapshot of the number of books currently available for each topic. WFP is interested in relevant business and career-oriented topics such as workplace skills, leadership, management, social skills, career management, and innovation.	<input type="checkbox"/>	
12	Learners have access to audio summaries as part of the book summaries available and these can be accessed from the same content page.	<input type="checkbox"/>	



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13	The proposed service includes the possibility of having curated channels on topics relevant to WFP. These can be designed together with WFP in the book summary platform.	<input type="checkbox"/>	
14	Specify if the proposed service includes 'intelligent' recommendations to guide learners to the most relevant content at the time of need. Ideally, recommendations are AI-based and there is an interface through which the user can express interests/needs and get relevant results.	<input type="checkbox"/>	
15	Book summaries and related content should be available in multiple languages. WFP considers mandatory the availability of content in English while highly desirable the availability of content in Spanish, French, and Arabic.	<input type="checkbox"/>	
16	Book summaries should be in a nice and easy-to-read format (both comprehensively and visually), but also allow learners to adjust elements like text size, colours, or brightness.	<input type="checkbox"/>	
17	Give an indication on the number of new summaries and related content that are added each month to the library. Indicate the modalities through which notifications of new content are distributed.	<input type="checkbox"/>	
18	Bidder should offer support to WFP for marketing their service as well as aligning it with our learning culture and priorities. Describe what marketing activities would be available in the proposed service.	<input type="checkbox"/>	
19	Specify and describe any additional content not already included in the previous requirements that would be available to WFP users.	<input type="checkbox"/>	
20	Learners must be able access, navigate, and play the book summaries on a mobile, or tablet devices (iOS, Android, Kindle).	<input type="checkbox"/>	
21	Possibility to access through web or app (SSO applicable to the app as well). Describe the app features if they differ from what the user would experience by accessing through web.	<input type="checkbox"/>	
22		<input type="checkbox"/>	



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A. Company / Organization's competencies/ capacities			
	Learners should be able to download book summaries while they are connected and later read the content offline on a Desktop PC or mobile device. Ideally, book summaries can be downloaded with little or no limitations in number of downloads, types of devices that can download the content, or duration of the content downloaded (expiry).		

**TABLE II. SUPPLIER INFORMATION**

B. Company / Organization's Background Information			
1	Legal Name of Company/Organization:		
2	Full address:		
3	E-mail address:		
4	Website address:		
4	Telephone:		Fax:
5	Contact person, title:		Tel./E-mail of contact person:
6	Registration with UNGM	Yes <input type="checkbox"/> No <input type="checkbox"/>	UNGM No.
7	Type of Business	<input type="checkbox"/> Corporate/ Limited <input type="checkbox"/> Partnership <input type="checkbox"/> Other (specify):	
8	Goods / Services:		
9	Company/Organization Business Registration Number:		Date of Registration:
10	Additional company/organization background information: [If applicable, insert not more than 100 words]		



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TABLE III. SUPPLIER FINANCIAL STATUS

C. Company / Organization's Financial Status	
Item	Value USD
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
<i>Maximum contract value in relation to which your Company can be engaged:</i>	
USD 0 – 30,000	<input type="checkbox"/>
USD 30,000 – 100,000	<input type="checkbox"/>
USD 100,000 – 500,000	<input type="checkbox"/>
above USD 500,000	<input type="checkbox"/>
Maximum "Bank Guarantee" amount available to the Company/Organization	
Last two years audited accounts or alternative assessed within WFP's discretion are attached to prove the information stated above	

TABLE IV. SUPPLIER RELEVANT EXPERIENCE

List at least 4 contracts in the last two years relevant to the supply of [Insert description of goods and/or services concerned].

D. Company / Organization's Relevant Experience				
Commenced (Month / Year)	Completed (Month / Year)	Type of Contract	Total Value (USD)	Client

Provide CVs of senior staff (no more than three) [if applicable].

TABLE V. SIGNATORY &amp; ORGANIZATION STAMP

E. Signatory	
Name of Company/Organization:	
Name of the authorized representative:	Signature:
Title:	Date: