



Date: February 20, 2018

REQUEST FOR QUOTATION

RFQ N° UNFPA/USA/RFQ/18/009 – Training Video Recording and Management Services

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

Long-term Agreement: Training Video Recording and Management Services

UNFPA requires the provision of a training video recording and management services which allow UNFPAs subject matter experts to easily record MOOC-type training videos for use in UNFPA's learning and training initiatives.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform in the country, or through an authorized representative.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

II – Service Requirements/Terms of Reference (ToR)

Objectives and scope of the Services

Background information

The Learning Team in the Talent Management Branch (Division of Human Resources, UNFPA) is looking for a Software-as-a-Service (SAS) solution for its training video recording and management.

UNFPA's learning and training initiatives are usually delivered in a blended format, and we have just started to leverage subject-matter expert (SME) videos for the transfer of knowledge, skills, and experience.

Videos should be recorded in a MOOC style containing both video of the expert trainer, as well as visual materials – usually PowerPoint presentations. Video is now an essential component of instruction in the modern learning environment. At UNFPA, critical requirements have evolved over the years to include live (synchronous) video, stored local playback, and networked streaming of recorded (asynchronous) digital video. In response to these emerging priorities, UNFPA has facilitated the acquisition and management of an array of solutions; however, the current collection of products lack integration and, in some cases, provide duplicate features and functionality. With a number of projects approaching and contracts expiring, the learning team has an opportunity to establish a comprehensive video strategy for the future.



Our vision is to incorporate the training videos in a learning management system (Oracle Taleo) and virtual classroom environment (Moodle) as part of blended learning programmes. Currently the focus is on orientation programmes for staff who are new in their job role (technical, operational, or managerial).

In order to facilitate the learning production for our small core learning team, the recording of training videos should be as easy as possible for the subject matter experts. Video experts in the learning team would then edit and upload the videos to the respective learning platform (LMS or Virtual Classroom), mixed in with other content.

We need to be able to incorporate quizzes directly into the videos with the ability to communicate quiz results automatically to the learning platforms (Oracle Taleo, Moodle). Users need to be able to search for content, including video content transcribed into English text depending on the language used in the video.

We currently expect the service to be used by about 90 SMEs and 10 Learning Team video managers simultaneously. In addition, we expect some of our courses to be able to run directly off the video management platform for better search functionality. This latter service would be used by about 400 simultaneous learners.

Objectives

1. Offer subject matter experts the ability to easily record training videos
2. Offer video managers the ability to edit, manage, and publish training videos - including their incorporation into existing learning programmes on Taleo or Moodle learning platforms
3. Offer learners the ability to easily search for content and access corresponding videos

Deliverables

Deliverable/ Services	Description
Software-as-a-Service	All service functionality should be accessible through the Internet in a web-based format without the need to download any software.
User Security	Different and secure password-protected access for learners, SMEs, and video managers
Systems Integration	Videos and quizzes should integrate with and be trackable for completion through Oracle Taleo and Moodle learning platforms
Client Support	Primarily to video managers and SMEs, nice-to-have for learners as well. Online knowledge-bases, trainings, and reference materials are desired for quick answers.
Video Transcribing	The option to have video content transcribed into English

Required Functionalities - In Scope

The following functionalities should be covered by the service.

- Recording training videos with a webcam (a laptop camera or mobile device) and a presentation document (e.g., website, other document or PowerPoint) at the same time;
- User-friendly for any subject matter expert;
- Ability to integrate multiple video contents of a presenter and of a computer screen as well as audio into one training video;



- Ability to manage video contents organized by folders of different subjects;
- Ability to export training video recordings into popular video player formats, including mp4 or mov;
- Running live presentation sessions (video plus computer screen presentations) to share e.g. on web-conferences;
- Scheduled, automated recording;
- Closed-captioning and subtitle features;
- Dynamic video playback possible on computer as well as mobile device;
- Ability to create quizzes (assessments) for each modules;
- Capturing results from quizzes and perform analysis on learner (s' activities (e.g., the number of users and accesses per course per month) on the video management system itself, in addition to integration with Oracle Taleo and Moodle launching and completion tracking (SCORM 1.2);
- Uploading simultaneously, including pre-existing video content (common formats);
- Automatic video transcoding;
- Possibility to brand user/learner interface;
- Video transcription service (English)
- Powerful video content search across library, especially if videos have been transcribed;
- Direction of learners to specific content folders.
- Reporting functionalities, including user access and completion analytics

Functionalities – Out of Scope

The following functionalities do not need to be covered by the service:

- Post-production video and audio editing for professional video editors

Vendor Qualifications

The vendor should be able to showcase successful client references from large international companies or organizations. Bidders must present at least three successful client references from large, international organizations.

Timing

We intend to start using the services right after signing of the Long Term Agreement.



Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	Dinna No
Email address of contact person:	no@unfpa.org

The deadline for submission of questions is **February 27, 2018**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

II. Content of quotations

Quotations should be submitted in a single e-mail whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

III. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail to the contact person indicated below no later than **March 6, 2018 at 13:00 Copenhagen time**¹.

Name of contact person at UNFPA:	Dinna No
Email address of contact person:	no@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/USA/RFQ/18/009**. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.

IV. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes. Only proposals that meet all of the requirements listed below will proceed to financial evaluation.

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>



Requirement	Yes	No
Recording training videos with a webcam (a laptop camera or mobile device) and a presentation document (e.g., website, other document or PowerPoint) at the same time;		
User-friendly for any subject matter expert;		
Ability to integrate multiple video contents of a presenter and of a computer screen as well as audio into one training video;		
Ability to manage video contents organized by folders of different subjects;		
Ability to export training video recordings into popular video player formats, including mp4 or mov;		
Running live presentation sessions (video plus computer screen presentations) to share e.g. on web-conferences;		
Scheduled, automated recording;		
Closed-captioning and subtitle features;		
Dynamic video playback possible on computer as well as mobile device;		
Ability to create quizzes (assessments) for each modules;		
Capturing results from quizzes and perform analysis on learners' activities (e.g., the number of users and accesses per course per month) on the video management system itself, in addition to integration with Oracle Taleo and Moodle launching and completion tracking;		
Uploading simultaneously, including pre-existing video content (common formats);		
Automatic video transcoding;		
Possibility to brand user/learner interface;		
Video transcription service (English)		
Powerful video content search across library, especially if videos have been transcribed;		
Direction of learners to specific content folders.		
Reporting functionalities, including user access and completion analytics		
Three successful client references from large, international organizations		

Financial evaluation will be conducted on the basis of the average annual price as shown in the Price Schedule Form.

V. Award Criteria

UNFPA shall award a Long Term Agreement with duration of 3 (three) years, with a possibility of a one year extension subject to satisfactory performance and competitiveness of prices, to the lowest-priced technically acceptable offer. Under the Long Term Agreement, UNFPA will issue Purchase Orders for specific requests. The rates quoted under this RFQ will be incorporated in the Long Term Agreement and are expected to remain fixed for its duration.

VI. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

VII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified on the Purchase Order



VIII. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

IX. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

X. RFQ Protest

Bidder(s) perceiving that they have been unjustly treated in connection with the solicitation or award of a contract may submit a complaint directly to the Chief, Procurement Services Branch at procurement@unfpa.org.

XI. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/USA/RFQ/18/009
Currency of quotation:	USD
Validity of quotation: <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes. All prices need to be quoted in US Dollar.
- The provided estimates for quantities are for evaluation purposes only, to allow all offers to be comparable to each other. These estimates are not to be construed as a purchase commitment by UNFPA, or as an estimate of quantities to be purchased under the LTA.

Item	Description	A. Up to 500 licenses	B. Up to 1000 licenses	C. Up to 2000 licenses	D. Up to 5000 licenses
1. License fees					
	Price per annual user license				
	<i>AVG 1: average annual price, based on 1,500 licenses, financial evaluation purposes only</i>	$=(A+B+C+D)/4*1,500$			
2. Service fees					
	Video transcription service (price per minute, please indicate volume discounts, if any)				
	<i>AVG 2: average annual price, transcription, based on 600 minutes a year</i>	$=\text{Average price per minute} * 600$			
	<i>Average annual price, financial evaluation purposes only</i>	$= \text{AVG 1} + \text{AVG 2}$			

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/USA/RFQ/18/009 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	



United Nations Population Fund
Procurement Services Branch
Marmorvej 51, 2100 Copenhagen, Denmark
E-mail: no@unfpa.org
Website: www.unfpa.org

**ANNEX I:
General Conditions of Contracts:
De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)