

Section II. Schedule of Requirements/Terms of Reference

Learning Digital Contents in eBook/audiobook format

A. Background

The United Nations Office for Project Services ([UNOPS](#)) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. UNOPS provides project management, procurement and infrastructure services to governments, donors and UN organizations worldwide. UNOPS is a global UN organisation with over 5,000 personnel spread across 80 countries. The official working languages of UNOPS are English, Spanish and French. UNOPS also administers personnel on behalf of its partner organisations.

B. Objective

UNOPS offers a holistic approach to learning including personal, professional and leadership development focused on a continuous learning model. In order to ensure adequate development of our existing or new-personnel, we need to source for different knowledge needs from top of the line content providers.

To meet those demands, the Learning team in the People and Change Group (PCG) aims to expand the provision of readily available digital learning content to be shared via UNOPS Learning Management System (Learning Zone).

In order to deliver world-class knowledge services to the UNOPS workforce, the objectives of this procurement are to make available to UNOPS personnel the access to high quality, relevant, current ebooks and/or audiobooks, readily available to deploy, covering a multitude of thematic areas.

The scope of the services under this RFP are defined as below:

LOT 1: Provision of Learning Digital Contents in eBook

LOT2: Provision of Learning Digital Contents in audiobooks

As a result of this solicitation exercise , UNOPS intends to establish one or more Long Term Agreement(LTA) for the initial period of three (3) years, with an option for renewal for a further two (2) years.

Requirement and Specifications for both Lots(Lot 1/Lot 2) is as below

1. The digital learning content must be available in ebook (Lot 1) and audiobook (Lot 2) format.
2. The portfolio needs to cover range of professional fields, such as:
 - Business Analysis and Strategy
 - Leadership and Management
 - Career Development & Human Resources
 - Communication
 - Professional Development
 - Personal development and productivity
 - Business Software tools

Capacity to offer content in any additional areas that are relevant to UNOPS operational context or work-force will be granted additional points.

3. The supplier needs to be able to provide the services via a subscription package, offering a large pre-packaged collection in the different subject range, and capable to update the collections regularly during the subscription period.
4. The subscription needs to be made available to all personnel. UNOPS is not interested in single-user access, but in unrestricted access to all personnel, with the consumption to be expected not to exceed 1200 unique users in a period of 12 months.

The technical proposal shall contain:

- An overview of the content that can be offered, including:
 - The full list of the covered thematic areas and respective subareas (e.g. Human Resources: Recruitment, Performance Management, etc);
 - One Sample titles of ebooks and/or audiobooks per key thematic areas;
 - Sample materials and temporary access to the library for further exploration.
- How the bidder will keep UNOPS up to date with changes in this title list;
- Description of the technical team and services provided to UNOPS, i.e. customer relationship (reporting capabilities, support for communication, etc);
- Percentage of resources offered in the following languages:
 - In English
 - In French
 - In Spanish

Branding and Integration:

UNOPS would like the option to add its logo to the elibrary, in addition to that customization, UNOPS personnel should be able to authenticate to the elibrary via their UNOPS account. Available options for integration can be discussed. At a minimum, UNOPS would be interested in being able to showcase the elibrary via an *HTML* iframe in our Learning Management System.