

## **Annex II**

**To Request for Proposals N° PCD/09/032**



## **Response Requirements**

**for the**

**Training Program to Improve Organizational and  
Individual Performance Within WIPO**

## **Response to the RFP Document**

**This annex summarizes the form and content of the information that the bidders shall provide in response to this RFP:**

- The response document must be submitted in English.
- The responses and description of the solutions shall be comprehensive and focused on the information that is requested in the RFP. Information of general interest, like data sheet, marketing driven brochures may be annexed at the end of the response document.
- Proposals must follow the section numbering and framework provided in the following sections. Bidders may, if they so wish, add sub-sections, and are free to write the content of the sections as they think best, as long as all the requested information is provided.
- Proposals submitted must deliver the whole Training Program.
- Each firm is free to submit alternatives to the proposed content framework though this should be done using the template provided (Appendix IV). In this case, alternatives should be supported by explanation and elaboration.

## **Appendixes**

- APPENDIX I: Template - Professional Experience
- APPENDIX II: Template - Recent Projects and References
- APPENDIX III: Template - Workshop Description
- APPENDIX IV: Template - Proposed Team

## Section 1) MAIN CONTACTS AND EXECUTIVE SUMMARY

### Section 1.1) Contacts Points of the Bidder

- a) This section must contain the following table filled in:

Date	
Company Name and Address	
Phone number Fax number	
Email address Website	
Authorized representative name	
Authorized representative signature	
Business contact person (name, phone number and email address)	
Technical contact person (name, phone number and email address)	

### Section 1.2) Executive Summary

- a) Please provide a summary of the key features of your proposal. This should highlight major features that differentiate your offer.

## **Section 2) GENERAL INFORMATION ABOUT BIDDER**

**This section deals with information about your company, your references, as well as any partnerships or alliances you have with other companies who may work for you as sub-contractors.**

**This section must contain:**

### **Section 2.1) Company background, qualifications and financial stability**

a) Please provide a summary of your professional experience in similar projects undertaken for other organizations. It must include, as applicable, your experience of undertaking such projects within the UN, its specialized agencies, national and/or regional intellectual property offices and other inter-governmental, governmental or non-governmental organizations. Please use the provided template (Appendix I) for the description of this sub section.

b) You should also provide information that will facilitate our evaluation of your firm's substantive reliability and financial and managerial capacity to provide the services. Please attach to your proposal your financial reports for the last 3 years.

### **Section 2.2) Recent Projects including References**

a) This should be a brief description of two to three recent projects that you have carried out successfully and are similar to the Training Program being planned by WIPO. The description shall include the project objectives, scope, the approach followed, the team size, the results and the implementation experience. It must also include client contact references (name, position phone number, email, etc. ) and an indication that WIPO can undertake an independent verification of the references. Thus, any waivers of non-disclosure or other confidentiality agreements must be obtained by you prior to citing the references in the bid to WIPO. Please use the provided template (Appendix II) for the description of each project of this sub section.

### **Section 2.3) Alliances with Other Companies**

a) Describe the type/level of partnership that your company has established with other companies who may be involved as local or distant sub-contractors in providing some of the services requested in the current RFP (if applicable). The description must include:

b) Name of the companies and when the alliance was formed.

- c) Detailed description of the type and extent of cooperation, with specific indication as to the role that each of the companies would play in relation to the services requested in this RFP.

### **Section 3) YOUR FIRM'S UNDERSTANDING OF THE REQUIREMENTS FOR SERVICES**

- a) This should be a summary, in your own words, to demonstrate the understanding of the challenge of the cultural change process ahead, the suitability of the proposed scope and approach of the Training Program, the constraints and key success factors of the Training Program, and the possible impact of the Training Program on the cultural change process;
- b) Include any assumptions, as well as comments on the definition of deliverables, support documentation and proposed time schedules as indicated in the *Terms of Reference* (Annex I) and other annexes, or as you may otherwise believe to be necessary.

### **Section 4) PROPOSED APPROACH AND METHODOLOGY FOR CARRYING OUT THE DELIVERABLES**

#### **Section 4.1) Work Shops**

- a) This must include a description of the training objectives and expected outcomes, the training content (by day), the training methodology (applied training approaches, techniques and tools) and activities, and the supporting training material (for the workshop itself and/or to help the participants to apply the newly learned skills in their jobs and to practice and review the content of the training from time to time). You should use the provided template (Appendix III) for the description of each workshop category.

#### **Section 4.2) Other Deliverables**

- b) Provide detailed information on how you would envisage to deliver the other services requested as indicated in the *Terms of Reference* (Annex I) under the chapter "Program Deliverables". In particular, explain which performance indicators you would use to measure the outcome of the training program, what are the success criteria and how you would collect the required information necessary to conduct the assessment. In addition, please attach to your proposal a sample of your workshop evaluation questionnaire covering the items as outlined under the *Terms of Reference* (Annex I, Deliverable Two).

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## Section 5) PROPOSED PROJECT COORDINATION STAFF AND TRAINER(S) WHO WILL BE INVOLVED IN EXECUTING THE CONTRACT

a) This section must include a description of the program coordination staff (fluent in English) and the trainers. The proposed team of trainers should be ideally bilingual English/French, minimum requirement would be fluent in English and good working knowledge of French) that you propose for the Training Program. You should use the provided template (Appendix IV) for the description of each proposed person to describe their experience, qualifications and linguistic skills. **The anticipated ambitious timeline for the training program would require sufficient training resources to permit concurrent execution of workshops in the fourth quarter of 2009, as indicated in the *Terms of Reference* (Annex I).**

Please be aware that prior to the final selection of the firm, WIPO may invite short-listed bidders to WIPO premises to present a 20-30 minute “Learning Oriented Demonstration” to the members of WIPO’s evaluation team to give insights to the capabilities and suitability of the firm. In this practical session, you should use tools, techniques and/or materials (e.g. sample copy) that would likely be used during the workshops later. It is also expected that the evaluation team has the opportunity to interview the proposed program coordination staff and trainers after the demonstration. **Please note that all expenses associated with a bidder’s participation in this practical session, including transport and accommodation costs, are to be borne by the bidder.**

## Section 6) PROPOSED ROLL-OUT PLAN

a) Based on your understanding of the Training Program, this section must include a roll-out plan for the program which illustrates the tentative execution of all workshops, trainer assignments and timeframes. Intermediate and final deliverables must be identified as appropriate.

## Section 7) PRE-REQUISITES

a) In this section identify clearly the pre-requisites that you will expect to be provided by WIPO, such as training rooms and equipment, administrative and support arrangements, and any other requirements that the bidding firm believes are critical to the successful execution of the Training Program.

## Section 8) CONTRACTUAL CONDITIONS

a) Confirm whether you would provide a single point of contact to WIPO (Account Manager, Project Manager) for this contract.

- b) Include an example of a typical “Contract” you propose to your clients for this type of project.
- c) Include your company’s terms and conditions that would apply to this contract.
- d) Please confirm your acceptance of the *WIPO’s Mandatory Conditions for the Purchase of Goods and Services* by putting your initials on each page of Annex III of this RFP, signing and returning it to WIPO with your proposal.
- e) Please confirm your acceptance of the *Officials-Not-to-Benefit and Third-Party Declaration* (Annex V) by signing, dating and returning it with your proposal.