

Annex I to Request for Proposals (RFP) No. PCD/08/017

TERMS OF REFERENCE (TOR) DESCRIPTION OF WIPO REQUIREMENTS

I. THE WORLD INTELLECTUAL PROPERTY ORGANIZATION

The World Intellectual Property Organization (WIPO) is an intergovernmental organization with headquarters in Geneva and liaison offices in Brussels, New York, Singapore and Washington. It is one of the 16 specialized agencies of the United Nations system. WIPO is responsible for the promotion of the protection of intellectual property throughout the world. The Organization has at present approximately 935 regular staff. In addition, there are approximately 250 temporary employees and consultants. The Organization is not subject to Swiss legislation.

II. THE HUMAN RESOURCES MANAGEMENT DEPARTMENT (HRMD)

The staff members of the Organization are its most important resource, and therefore WIPO is committed to continued investment in their development. The Human Resources Management Department (HRMD) of the World Intellectual Property Organization (WIPO) includes the Engagement and Development Section, which is in charge of developing training activities for WIPO staff members.

III. THE STAFF DEVELOPMENT SECTION

The objectives of the Engagement and Development Section are to strengthen the competency and efficiency of WIPO staff in management techniques, information technologies and languages and to enhance communication and dissemination of information among staff members.

The objective concerning languages is to increase the percentage of staff who master at least a second official language.

This goal requires that we facilitate and encourage language studies as much as possible. At present we offer annual courses in English, French, Spanish, Japanese and German through a contract with a private contractor, which are supplemented by specialized language courses (written and oral expression, intensive summer courses). Language courses in Arabic, Chinese and Russian are also proposed in collaboration with the Language Service of the United Nations in Geneva.

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The number of our language students varies between 200 and 250 per year. Out of 211 students in September 2007, 56 study English, 42 French, 55 Spanish, 34 German, 13 Japanese, 4 Russian, 6 Chinese and 1 Arabic. At present the classes are three hours a week, September to December and January to June, with approximately 90 hours per school year. Please note that, since 2002, some language courses have been organized in collaboration with other organizations such as ITU and IFRC, WTO and permanent missions, which represents an addition of approximately 100–120 students; for this purpose, 11 classrooms are needed.

IV. TECHNICAL REQUIREMENTS

Invited companies are required to prepare a proposal for language courses in English, French, Spanish, German and Japanese for WIPO staff members. If available, language courses in Arabic, Chinese and Russian should be provided in a separate proposal. Courses will begin in September 2008, taking into account the following:

Objectives

- a) To establish a language training program for the previously mentioned population, from a beginner level to fluency in preparation for the United Nations (UN) language proficiency examination;
- b) To provide an efficient and flexible language training program in response to students' needs with various possibilities, such as:
 - standard courses consisting of regular classes, from the beginner's level to preparation for the proficiency examination;
 - intensive courses, enabling students to rapidly gain sufficient knowledge of the language to be able to communicate, orally or in writing, in a professional environment;
 - a combination of the above two, with the option of following an intensive course to supplement the regular language classes with the aim of enabling students to skip a level;
 - specialized courses such as conversation, report writing, public speaking, etc.;
 - self-learning courses, on-line, or other aimed particularly to the staff who cannot attend regular courses (e-campus, email courses, phone conversation, etc).

c) To carry out an annual review of the language courses and teaching staff to ensure that the objectives are being fulfilled, and to make any necessary adjustments. To achieve this, a clear evaluation method should be proposed for each option. The teaching method and content of courses should be updated to ensure they meet the needs of the students. An evaluation report should be prepared at the end of every academic year. The Engagement and Development Section reserves the right to contract an independent evaluator at their discretion.

Requirements

a) Provide comfortable, spacious with natural light, sound-proof and technically well-equipped training rooms; indicate in your proposal the geographical location and number of proposed training rooms; if needed, WIPO is willing to share the classrooms with other international organizations.

b) Provide a language program divided into two terms, one from September to December and one from January to June, a total of 90 hours per school year;

c) Before each term, a meeting should be held with the Engagement and Development Section to agree on the program;

d) Classes should consist of groups of ten students (eight is a minimum and 12 the maximum). In certain cases, a class could be opened with a minimum of six students, subject to prior approval of the Engagement and Development Section;

e) Provide learning materials for students who have missed class, in order for them to catch up;

f) Provide the opportunity for students to take internationally recognized examinations at the end of each level;

g) Make optimal use of the latest advances in technology in teaching methods. Resources should be suggested, and, as far as possible, should be developed by the teachers themselves. An evaluation of needs, necessary resources and equipment should be carried out by the school retained and solutions proposed.

Administration of the language courses

a) Provide the administration and supervision of teaching staff, supplying an administrative structure and staff evaluation methods;

b) Deal with the recruitment and training of qualified teachers, as well as their salary per hour, training received every year and pedagogical supervision; should a teacher not meet WIPO's needs and requirements, the language school

selected should be ready to discuss the matter with WIPO and to propose a satisfactory solution to solve the problem which might, in some cases, mean a replacement of the teacher.

c) Deal with the maintenance of the language school, e.g. equipment, stocks of material such as video cassettes, audio tapes, books, magazines, etc.;

d) Take care of the administration of students which includes the following:

1. registrations forms
2. placement tests
3. regular updated class lists to be placed on the school website
4. management of absences and supply of learning materials for catch up
5. monitoring of student progress
6. exam results
7. certificates

The school should provide students with an FAQ (or internal regulations) at the beginning of each scholar year, giving them all the necessary information.

Please note that language books will be financed directly by the students.

Responsibility of WIPO

a) To prepare the information circulars regarding the language courses and proficiency examinations, and to provide information on language courses to all WIPO staff members;

b) To control and approve registrations forms, and transmit them to the school;

c) To supervise the smooth management of the language courses in collaboration with the school;

d) To deal with problems related to the language courses if the school is unsuccessful in solving them;

e) To analyze the evaluation questionnaires;

f) To administer the allocation of language allowances for successful candidates in the UN examination;

g) To manage the internal budget.