

RFP/2016/810

ANNEX A: Terms of Reference (ToR)

Provision of Psychometric assessment for External Recruitment of UNHCR

1. Introduction/Background

The External Recruitment Unit (ERU) of Talent Outreach and Acquisition Section (TOAS) of Division of Human Resources Management (DHRM) of the Office of the United Nations High Commissioner for Refugees (UNHCR) invites service providers to submit a firm proposal for the provision of psychometric assessment of external applicants.

The Unit is responsible for managing special recruitment programs such as the Entry-level Humanitarian Professional Program (EHP), the various Talent Pool profiles as well as all external recruitment initiatives. These include:

- Entry-level Humanitarian Professional Program (EHP) is a competitive point of entry into UNHCR for talented professionals interested in humanitarian work. Through recruitment and conversion interested participants join the program at the Professional level and are deployed to field locations.
- Talent Pool: This program targets mid-career professional for mainstream profiles that are in high demand in the organization, mostly driven by the day-to-day operational work, as well as emergency situations and in areas that the recruitment forecast indicates demand for the future.
- The Ad Hoc Recruitment (AHR) is targeting to both very specialized and senior positions, which require specific and targeted outreach and sourcing strategies.

2. Statement of Purpose & Objectives

The purpose of this Request for Proposal is to identify a service provider(s) that can conduct ability/aptitude tests and assess UNHCR's external applicants' skills and suitability for working with the Organization. These ability tests should assess candidates':

- Verbal skills – reading and understanding or deducting information
- Numerical skills – solving mathematical problems
- Abstract reasoning skills – solving visual and non-verbal problems by reasoning

The ability assessments will be ongoing throughout the year serving all the recruitment programs of ERU. The service provider is expected to assess all the aforementioned skills (verbal, numerical and abstract reasoning). If available, the assessments should be differentiated for two distinct levels: for entry-level professionals and for managerial level.

3. Requirements

The number of candidates to be tested is dependent on operational requirements and is subject to change. The service provider is required to assess candidates' ability levels online.

- Assessment to be provided based on ongoing/ad-hoc demand of ERU. Although the number of candidates to be tested is dependent on operational requirements and is subject to change, based on historical data the number of tests to be conducted for the year 2017 could be within the range of 4500-5000. One test comprises all three assessments – numerical verbal and abstract reasoning.
- As candidates are scattered around the world, all assessments (abstract, numerical and verbal reasoning) are to be done online.
- The assessment provider must prepare and submit a scoring record on individual candidate's test performance to UNHCR within maximum of three (3) working days upon completion of the testing.
- The ability assessment has to provide valid and reliable results and alignment with industry standard levels should be elaborated (if available, please provide certification(s) and evidence if the company is part of professional associations/boards).

4. Content of the Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

4.1 Company Qualification

A description of your company and the company's qualifications with evidence of your company's capacity to perform the services required, including:

- Company profile, registration certificate, year founded, and last audit reports , if any
- If a multi-location company, specification of the location of the company's headquarters, and the branches that will be involved in the project work with founding dates.
- Three or more successfully completed project descriptions, with reference contact information.
- Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

4.2 Proposed Services

Understanding of the requirements for services, proposed approach, solutions, methodology and outputs. Any comments or suggestions on this TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- Min. two sample assessments/questionnaires and examples of corresponding result reports, at least one of them in English must be provided to UNHCR for evaluation. You may either share the link or provide a pdf example.
- The assessment is required to be available online for the participants
- The selected provider is required to share the link of the online assessment with the participants, manage the whole process of assessment completion, and online / electronic production of individual reports in the required format containing a descriptive summary. (Please indicate whether your company can provide one-to-one feedback. Providing one-to-one feedback is an optional add-on, not a requirement)
- The personal reports are required to be made available online (with pdf as an option) and may be printed off for personal use
- Assessments and reports are required to be available in English. Ability to conduct tests and produce reports in other UN languages, in particular French, is considered as an asset. UN Languages are: English, French, Spanish, Arabic, Russian and Chinese.
- The reports can be issued to individual participants without the requirement for involvement of UNHCR or a licensed trainer/coach from the service provider
- Due to the anticipated high volume of tests during peak periods, the service provider should have in place a system that can administer 'bulk' enrolments. Each year, for its special recruitment initiative, UNHCR may enroll approximately 3000 candidates in a 2-3 weeks period
- Describe methodology of item/test design
- Provide sample test or access to online test/assessment to enable us to complete sample tests. Please provide min. two sample tests and reports
- Describe in detail the process and details of the assessments including timelines
- Describe the minimum standards and quality control mechanism you apply
- Describe the administration of the whole assessment process
- Describe, if any, the process of verification of authenticity of the candidates
- All documents for submission are required to be submitted in English. Exceptions: certification(s) and evidence if the company is part of professional associations/boards, additional sample Tests in other UN Languages

5. Quality Assurance:

You are required to demonstrate and describe the quality assurance plan and mechanism off your company/organization.

6. Project Management

The selected vendor(s) are expected to provide a focal point to manage the provider's resources and activities in close collaboration with the UNHCR project manager. The Focal point is expected to:

- build a strong partnership with the UNHCR project manager,
- be the single point of contact during the entire duration of the Frame Agreement,
- make sure agreed timelines are kept,
- be available over the phone or e-mail on ad-hoc basis throughout the duration of the frame agreement,
- monitor and report potential risks to the UNHCR project manager at any time.

7. Consideration:

The selected company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by the ERU and a solution agreed so that the ongoing project is not adversely affected.

8. Confidentiality

The selected provider is required to guarantee the confidential use of personal information of the participants and not to release it to a third party.