



ANNEX I

REQUEST FOR PROPOSAL

1. Proposal Minimum Requirements

1.1 Geneva Call is seeking a service provider to facilitate a written test as part of the recruitment process. The purpose of the test is to assess knowledge and technical skills, the applicant's ability in relation to the requirements of the position.

The service provider should be able to cover the following aspects:

- Coordinate with applicants for scheduling and planning of testing.
- Provide a secure and user-friendly online platform for test administration.
- Thorough scoring and analysis of test results, including detailed individual performance reports.
- Timely communication with candidates about their test results.
- Adherence to strict confidentiality and privacy measures in accordance with international standards.
- Flexibility to adapt to changing recruitment requirements and test formats.
- Conducting user training and Q&A sessions for candidates to ensure smooth testing.
- Provide specialized support services to candidates who require additional assistance or adjustments during the testing process.
- Comply with all relevant legal and regulatory frameworks related to hiring and testing processes.
- Regularly report on test administration metrics and performance to drive process improvements and efficiencies.
- Integrate innovative technology solutions to improve the overall testing experience for applicants.

Please ensure that your proposal comprehensively addresses each of the above requirements.

1.2 The Contract is required for an initial period of three (3) years with an option to renew for two (2) additional years at the sole discretion of the Geneva Call, subject to changes in operational requirements, availability of funds, and satisfactory performance of the service provider.

1.3 The commencement of full operational services is expected to take place from 1 February 2024.

1.4 The Contract shall be all-inclusive. The service provider shall be responsible for providing all the necessary personnel, supervision, material, consumables, supplies, and all necessary arrangements, to ensure the fulfilment of its obligations of the Contract for its entire duration. The service provider shall be fully responsible for the sustainment of all its personnel and ensuring that all the staff, material and supplies are in place by the date required.

1.5 System used by the service provider must:

- Be compliant with the data privacy regulations and standards.



- Be an efficient and seamless system to allow importation and extraction of information from the system provided and to generate reports with our own reporting tools.
- Have the SSO (single Sign On) authentication available as a plus.

1.6 The description of the services is as follows:

- Provide prompt, courteous, and efficient employment testing administrative services to ensure a seamless and user-friendly experience for all participating applicants.
- Maintain a dedicated team of professionals capable of executing test administration processes with precision and efficiency to ensure that all applicants are treated equally and consistently throughout the testing process.
- Adhere to all relevant legal requirements and industry best practices related to test administration to ensure full compliance with local regulations and ethical standards.
- Maintain comprehensive records and documentation of all test activities and ensure all data and test results are securely stored and readily accessible for review and audit purposes.
- Maintain a detailed log of all testing performed and associated communications that provides a comprehensive overview of the testing process for future reference and analysis.
- Ensure that all aspects of the test management process are managed internally, without subcontracting any component of the testing services, unless specifically approved in writing by Geneva Call.

2. Implementation Plan

2.1 During the implementation / “ramp-up” period the service provider is required to:

- Set-up required communication systems and network services to ensure a smooth transition.
- Agree on standard communication templates to be used by both parties.

3. General

3.1 Profiles.

The service provider will get a list of candidates and emails addresses to be able to administer the tests

3.2 **Customer Satisfaction.** A formal method to measure customer satisfaction of recruitment focal point will be agreed upon annually by the service provider and Geneva Call.

3.3 **Complaint Tracking and Resolution.** The service provider will respond within 24 hours to all complaints. The initial response will offer steps for resolution and an estimated timeframe for completion. Complaints will be investigated and explained in writing. The service provider will make a good faith effort to resolve disputes and misunderstandings in favour of Geneva Call’s test management. Final response to the HR Contact will explain the causes of the problem, and detail specific steps that have been taken or will be taken to prevent recurrence of the problem.

4 Processing

4.1 **Enhancements.** The service provider will provide prompt notice of, and access to, new technology enhancements at no charge to Geneva Call.



5. Personnel

5.1 **General.** The service provider shall provide all necessary personnel to deliver prompt, courteous, and efficient service.

5.2 The service provider is requested to provide sufficient staffing to support the efficient delivery of service to Geneva Call requests.

5.3 Upon request and in consultation with Geneva Call, the service provider will address any issue regarding the performance of individual staff.

5.4 Staff must also be fluent in English, and it is an advantage to have the following language capability: French, Arabic and Spanish.

5.5 The service provider must have a plan to provide trained backup for all staff assigned to Geneva Call in the event of illness, vacation, emergency, or any other absences.

6 Key Performance Indicators

6.1 **Test administration accuracy:** ensure that at least 98% of all recruitment tests administered are accurate and timely so that applicants can complete the tests smoothly.

6.2 **Compliance:** Keep abreast of any changes to testing regulations and standards and make the necessary changes promptly to ensure full compliance with regulatory obligations.

7. Third Party Performance Reviews and Audit

7.1 **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of service provider performance. Geneva Call may contract with independent third parties to audit the contract service levels. The service provider will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

7.2 **Audit Compliance:** Geneva Call requires the service provider to retain all recruitment related documents to ensure a comprehensive record for the specified retention period in accordance with standard data retention requirements. This facilitates efficient audit processes and ensures compliance with all necessary regulatory requirements.

8 The Contract

8.1 **Term of Agreement.** The Agreement resulting of this solicitation shall be for an initial period of three (3) years with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period.

8.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the service provider.

9 Disclaimer.

9.1 Geneva Call reserves the right to modify or adjust the above requirements or performance indicators as the needs of the recruitment process evolve. While the above



specifications serve as a basis for service delivery, Geneva Call may introduce additional criteria or adjust existing ones to improve the overall efficiency and effectiveness of the recruitment testing process.