



TERMS OF REFERENCE (TOR)

CONSULTANCY FIRM TO DESIGN AND DEVELOP AN E-LEARNING PLATFORM AT *icipe* FOR HOSTING A SERIES OF PROGRAMMES AND COURSES MEANT TO EDUCATE/SENSITIZE EMPLOYEES ON ORGANIZATIONAL POLICIES, STRENGTHEN CAPACITY WHILE ENHANCING THEIR CURRENT AND NEW EDUCATIONAL AND PROFESSIONAL SKILLS AND COMPETENCIES

1. BACKGROUND

The International Centre of Insect Physiology and Ecology (*icipe*) is an intergovernmental organisation headquartered in Nairobi, Kenya that carries out research and training in sustainable management of insects (arthropods) for improving comprehensive health and agricultural productivity in the tropics (www.icipe.org).

2. OBJECTIVE OF THE ASSIGNMENT

icipe is developing e-Learning and blended-learning programmes and courses for in-house use. The Centre would like to set up a Learning Management/e-Learning platform that will be used to strengthen capacity and grow both the current and new educational and professional skills and competencies for the various stakeholders.

A combination of internal and external developers will be used to carry out the sourcing and implementation of the project and they will work closely with academic and industry experts for the educational and technical developments required.

3. TARGET AUDIENCE

As a research institution, our immediate target audience is our staff and students i.e. all those directly or indirectly involved in research and support services providers. The campus also collaborates with other learning institutions within and outside the Country to carry out research. Therefore, the platform would be used by non-employees such as research students who engage directly or indirectly with the Centre.

The platform would be used for knowledge and information sharing. The course content will include policies, Standard Operating Procedures (SOPs), induction of employees, training opportunities on technical, soft skills as well as offering other relevant courses that enhance career development.

4. PLATFORM FEATURES AND EXPECTATIONS

a) State of the art platform

The platform should be feature-rich and able to stay up to date with the ever-changing Learning & Development landscape. Expected functionalities should include user registration, easy and

interactive navigation through the course lessons, ability to set and take up quizzes, set up timers for courses, display course progress, give certifications, and so on. Most features should be automated.

b) User Access and Mobile App Friendly

Easily accessible on desktop or mobile, 24/7. Users should be able to undertake trainings/courses on their own schedule and pace independent of device or operating system and with limited bandwidth. The platform should be web and mobile ready on both Android and Apple devices. Should be able to facilitate the learners to login to the learning system while on-the-go.

c) Ease of Integration

The platform should be able to integrate to existing systems though features like Single-sign-on (SSO). The integration should facilitate real-time communication between the platform and other enterprise level systems.

d) Content Compatibility

The platform should be flexible, easily customizable, able to easily upload existing training materials or build courses from scratch while remaining user-friendly. It should cater for various content formats such as word, excel, pdf, videos, animations, ppts and provide for the users to upload the various content formats easily onto the platform. The platform's ability to have visual content is paramount. The content capture and delivery will include:

- Word document, PDF, XML, PowerPoint presentations
- Video streaming to pure audio transcript
- Quizzes
- Surveys
- Completion Certificates

e) Reports and Analysis

The platform should provide for the auto-generation and auto-emailing of reports (daily, weekly, or monthly), and a dashboard for the various user levels including management for review.

The comprehensive analysis and reporting solution should:

- offer insights on the performance of the learners and ultimately the effectiveness of courses on offer
- support background monitoring for specific user levels
- gauging the learning trends of users and tracking compliance of the learners.

The reports can be categorized (but not limited to):

- **Course Reports**
- Scheduled (upcoming courses), Enrolment, Assessment
- **User Reports**
- Active Users, Login activities, User's progress, Performance Comparisons using various parameters
- **Organization Training**
- Complete course report by unit/theme/location or gender, Certification, Curriculum, policy etc
- **Custom Reports**
- Tailored to meet specific requirements/requests such as:
 - quick and easy access to quiz' analysis
 - Learner tracking, to check the amount of time spent on a particular lesson or the number of attempts made to pass a quiz
 - challenges faced on courses

- knowledge retention tool to conduct impromptu checks/pop-up quizzes

f) Security and Reliability

The platform security should be top notch assuring content confidentiality as well as protecting the users' personal data. It should also take into consideration encryption and adherence to ISO security standards and cater for integration into the existing Centre firewall.

High level reliable platform with minimal downtime, is required while taking into consideration disaster management and contingency planning.

The system should be able to allow both the administrators and the vendor to carry out frequent security measures including denial-of-service attack testing.

g) Future Scope

A state-of-the-art system that offers both synchronous and asynchronous learning, is compatible with Microsoft Office 365 and can accommodate additional/further process changes, with minimal upgrade time. A platform that can host virtual training sessions and/or integrate with other collaboration platforms like Microsoft Teams and Zoom.

h) Affordable Pricing / Licensing Structure

A platform from a renowned vendor able to provide a dedicated learning consultant, unlimited support, on-site training, customizable learner journeys, free upgrades and affordable subscription fees/licenses (if any).

5. PROJECT MANAGEMENT

To ensure smooth implementation of the project the vendor/consultant will perform the following tasks:

- Participate in an initial kick-off meeting to meet with the *icipe* project team, to discuss the project, validate critical objectives, agree on learning objectives, and to develop a project plan to guide the project through to completion.
- Continuous consultation and updates to the project team on progress of assignment
- Collaborate with *icipe* project team to manage content reviews.

6. KEY RESPONSIBILITIES

- System Development/Implementation
 - Conduct system Requirements for development or customization of the e-learning platform including LMS
 - Iterative incorporation of user feedback
- Technical course design/development
 - Source material and produce interactive content, mobile app, dashboard, communication, payment supports etc. to incorporate client requirement as per approved SRS
- Deliverables
 - System delivery
 - Knowledge transfer through workshop/training of assigned *icipe* audience
 - Delivery of the final version of the system along with all required licenses
 - Technical documentation and user manual

7. QUALIFICATIONS AND EXPERIENCE

- Post-graduate studies in a relevant field;
- At least four years of working experience developing and implementing e-Learning programs and curriculum, including web-based and computer-based trainings;
- Minimum three years of experience with standard e-Learning development tools like Articulate, Captivate, Dreamweaver, Flash, Photoshop, some knowledge of HTML and JavaScript;
- Strong knowledge of emerging e-Learning theories, concepts, and standards;
- Experience with Platteau/Success Factors or similar Learning Management Systems as well with multi-user virtual environments and collaborative learning;
- Knowledge and experience using media for engagement of online audiences;
- Experience working with external clients and managing partnerships;
- Excellent computer skills: MS Word, PowerPoint, Excel and Publisher etc;
- Strong attention to detail in all tasks, creativity and result-orientation;
- Excellent organizational skills: the ability to manage, track and follow-up on various efforts and projects;
- Excellent written and verbal communications skills, interpersonal skills and cultural sensitivity;
- Flexible work attitude: the ability to work under pressure within short timelines without compromising quality.

8. FINANCIAL PROPOSAL

- Total discounted quote for the assignment clearly broken down, including all the chargeable taxes.
- Proposed Terms of payment

9. TIME FRAME FOR THE WORK

The work will be conducted within a timeframe of approximately 4 months between April 2021 and July 2021 (detailed timeline to be established with the vendor/consultant, and other members of the e-Learning) Task Force.

10. APPLICATION REQUIREMENTS

If you wish to apply, please provide us with the following:

- A covering letter demonstrating how you meet the criteria set out in the Person Specification above, and how you propose to organise the work outlined above
- A copy of your Curriculum Vitae
- Written testimonials from similar organizations
- Names and contact details for three referees.