**E-LEARNING DEVELOPMENT REQUEST FOR PROPOSAL**

**HOUSING LAND AND PROPERTY (HLP) ONLINE TRAINING MODULE**

Project number: SDFM 2215

Norwegian Refugee Council (NRC) is an independent rights-based humanitarian organization working to protect the rights of displaced and vulnerable persons during crisis. NRC recently established operations in 5 States in Sudan; North Darfur, West Darfur, South Kordofan, Gedaref, Khartoum in line with the humanitarian response plan. Across the 5 area offices, strategic programme priorities are focusing on Education, Livelihoods and Food Security, Camp Management, Shelter and Information, Counselling and Legal assistance (ICLA). The ICLA programme provides services to displacement affected populations to enable them to claim and exercise their rights and contribute towards attaining durable solutions through various thematic areas including; legal identity documentation, employment laws and procedures and housing, land and property rights (HLP).

**BACKGROUND**

The enforcement of HLP rights requires an enabling environment that will allow targeted populations to successfully claim and exercise their rights. This requires duty bearers such as governments, related authorities, UN/INGO staff and local NGO/CBO staff to have technical knowledge on basic HLP and collaborative dispute resolution concepts.

The project will develop an online training module with brief courses on housing, land and property rights as well as collaborative dispute resolution that will be available to all actors. Content of the course will be tailored from NRC training packages on Housing, Land and Property rights. The Housing Land and Property training module aims to ensure that targeted stakeholders have a foundational understanding of key topics on Housing land and property rights.

The training course as a whole is composed of 4 chapters each with a number of modules that are compulsory. In total there are 8 modules available to learners. The chapters are listed below, and further details are in the attached annex.

1. Basic concepts on Housing Land and Property
2. Introduction to Housing Land and Property rights
3. Housing, Land and Property and Displacement
4. Addressing HLP disputes

**OBJECTIVES**

The aim of this request for proposals is to identify and contract a professional eLearning material provider that can undertake the design and development of the four eLearning course modules as detailed above. NRC is looking for a bidder who can:

* Develop e-Learning modules that will be incorporated into the Humanitarian Leadership Academy’s (HLA) Kaya platform which is based on Totara open-source technology or on Microsoft Community Training Platform. Should be SCORM compliant.
* Allow partners and system users to better access the system.

**TARGET GROUP**

The target group for the e-Learning module will be staff from both international, national and local NGOs, as well as from UN agencies and from the donor community as well as national professionals or duty bearers working on Housing, land and property rights.

All targeted individuals will have access to the selected learning platform and tools necessary to take the eLearning, however there might be groups with varying degree of digital literacy and language skills, and network accessibility.

**SCOPE**

The HLP training course will be finalised by NRC and prepared for conversion.

**Each eLearning module should be an interactive learning experience and will include:**

* Instructional text
* Option for audio sound
* **Graphic figures including animation**
* Links to background reading document (based on existing NRC documents)
* Links to videos (based on existing videos)
* Links to documents necessary to complete assignments and to conduct further reading
* Assessment modules including
* Multiple choice
* Short answer
* Matching

The project involves transforming HLP training content to an engaging and interactive learning experience that employs adult learning principles. The Provider is expected to liaise with NRC focal points on content and branding.

The modules developed under this project should lend itself well to translation into other languages (for example, images will not contain text) and will be easily adaptable for future contextualisation.

After piloting an English version, the final content will be translated into Arabic however this particular contract does not require translation services. Translation and adaptation would come under a second phase contract. Please inform us if your company is able to manage translation and language adaptation of the trainings it develops.

The final eLearning course must be compatible with the Microsoft Community Training Platform. It is important to note that SCORM format is not supported by the platform. Detailed specifications are listed in the next section.

**SPECIFICATIONS**

|  |  |
| --- | --- |
| **Area** | **Description** |
| **Format** | The series will be either hosted on Kaya, an open source Learning Management System based on Totara with Scorm 1.2 and 2004 capabilities, or on Microsoft Community Training PlatformBelow is a list of the Microsoft Community Training Platform compatible formats:* Video lessons: MP4, 3GP, 3G2, 3GP2, AVI, MEPG, MPG, WMV, VOB, MKV, FLV, DV, TS, ASF, M4V, MOV
* Other formats: PDF, PPT, PPTX, DOCX
* Hyperlinks: Paste link in the upload lesson dialogue box.

<https://docs.microsoftcommunitytraining.com/docs> |
| **Duration** | Each module should not require more than approximately 20-45 minutes of interactive eLearning for the participants, excluding background reading and assignments. The approximate time frame depends on the volume of content for each module. |
| **Structure** | The course will need to follow the structure of the learning management system and follows the training curriculum. The navigation would entail basic single narrator and/or a linear progression course. For example, the learner watches each page in order from start to finish with some branching, when appropriate depending on the content.  |
| **Graphic Design Complexity and Skill Required** | Intermediate level graphic design to match corporate branding, utilizing stock photos, icons and some custom graphics. Requires some formal training and experience in graphic art/design. |

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**DELIVERABLES**

|  |  |
| --- | --- |
| **Development Phase** | **Deliverables** |
| **Design** | * **Visual moodboard.** The Provider will develop a visual moodboard that conveys the design sense that will be used throughout the eLearning course. In accordance with guidelines from the NRC Brand book, the visual moodboard will contain font styles, colour schemes, and sample images and iconography.
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| **Development** | * **Storyboards.** A module storyboard will be developed and sent for approval before moving forward with actual module development.
* **Alpha and beta versions.** The Provider will use the approved Storyboard along with new and existing graphic collaterals to develop a multimedia-based online course.
* **Expert review, user testing, and quality assurance (QA).** The Provider is expected to provide quality assurance (QA) on the HLP training. NRC will test the HLP training in the country offices. The results and feedback from these pilots will be fed back to the Provider. The Provider must implement the edits and changes NRC requests.
* **Gold (final) version**. The Provider will implement the feedback and produce a Gold version of the eLearning course.
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| **Pilot and final product** | * **On hand content support.** At the onset of the Implementation phase, the Provider will provide required content support, including any additional content revision for adjustments.
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| **Handover** | * **Handover.** At the end of the contract, the Provider is expected to submit copies of all relevant files used in the design and development of the eLearning course. This will include the storyboards, updated course transcripts, editable raw files, Gold version, and other pertinent documentation.
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**DESIRED OUTCOME**

Targeted audience will have completed an interactive and engaging learning experience. Through this experience they will have incorporated their new learning in order to complete the required assignments at the end of each module.

**COSTS**

As an independent humanitarian organisation, NRC always strives to minimize the administration costs in our work protecting the most vulnerable. NRC values highly an offer based on humanitarian discount. The contract will be awarded to the most economically advantageous tender based on price-quality ratio, as evaluated against the award criteria listed below.

**AWARD CRITERIA**

* + Price-quality assessment
	+ Proven experience with publishing interactive eLearning materials for adults in organisations with cultural diversity, varying levels of digital proficiency, language barriers and with Internet access and bandwidth challenges
	+ Availability of dedicated qualified consultant and development team with proven experience from developing and publishing similar eLearning materials
	+ Availability of positive client references from development and publishing of eLearning modules in culturally diverse organisations
	+ Use of authoring software which allows NRC to update and revise the eLearning modules continuously
	+ Ability to develop and publish the eLearning modules within the set timeframe
	+ Ability to communicate in oral and written English
	+ Proven ability to comply with NRC’s values and code of conduct

**SOURCE FILES AND INTELLECTUAL PROPERTY RIGHTS:**

NRC requires that the selected Service Provider deliver final source files and transfer copyright to NRC upon project completion or contract termination. By responding to this proposal, the Service Provider acknowledges that if selected, the provider will agree to release source files and make no ownership claim to the final work product.

**APPLICATION PROCEDURE**

All interested service providers are requested to provide;

1. Recommended project process and timeline
2. Cost overview
3. The project focal point (consultant) and team set up and availability
4. List of client references with similar projects
5. List eLearning authoring tools in use

**HOUSING LAND AND PROPERTY (HLP) TRAINING MODULE OUTLINE**

**ICLA CC, Sudan**

**MODALITY: Online**

Aim: To provide guidance to humanitarian actors implementing response and recovery projects on how to address HLP issues and promote collaborative dispute resolution

**TRAINING MODULE HOUSING, LAND AND PROPERTY**

**Session 1 : Basic concepts on Housing Land and Property**

Part 1: HLP terminology

**Session Objective**

At the end of the session participants will be able to;

* Define key concepts in the area of HLP
* Participants will have a better understanding of HLP terminology

**Session 2: Introduction to Housing Land and Property Rights**

1. Part 1 explains why humanitarian organisations should consider including HLP issues in their programmes.

**Session Objectives**

At the end of the session, participants will be able to;

* Understand why HLP issues should be considered in all phases of displacement
* Analyse the relevance of HLP in humanitarian response

**Session 3: Housing, Land and Property and Displacement**

The session focuses on HLP during displacement.

1. Part 1 focuses on HLP as a driver of displacement
2. Part 2: focuses on HLP as a consequence of displacement
3. Part 3 focused on HLP challenges during and post displacement

**Session Objectives**

At the end of the session participants will be able to;

* Identify HLP issues and concerns for consideration in humanitarian responses
* Develop strategies to address these issues in a sustainable manner
* Identify tools for a robust HLP response during and post displacement

**Session 4 : Addressing HLP disputes**

The session focuses on HLP disputes, resolution mechanisms and approaches. It is divided into three parts:

1. Part 1 Identification of HLP disputes
2. Part 2 Stakeholder mapping and the Circle of conflict
3. Part 3 Formal and Informal dispute resolution mechanisms

**Session Objectives**

At the end of the session participants will be able to;

* Categorise HLP disputes
* Identify key players in the perpetuation of HLP disputes
* Identify mechanisms for the resolution of HLP disputes
1. **Bidding Form**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

1. **Bidder’s general business details**
2. **General information**

|  |  |
| --- | --- |
| **Company name:** |  |
| **Any other trading names of company:** |  |
| **Registered name of company (if different):** |  |
| **Nature of primary business/trade:** |  |
| **Primary contact name:** |  |
| **Job title:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Registered Address:** |  |
| **Business licence number:** |  |
| **Country of registration** |  |
| **Registration date:** |  |
| **Expiry date:** |  |
| **Legal status of company (eg. partnership, private limited company, etc.)** |  |

1. **Owners/Managers**

Please fill in the below table with the full names and the year of birth of the company’s owner(s) and manager(s)\*:

|  |  |
| --- | --- |
| **Full name** | **Year of birth** |
|  |  |
|  |  |
|  |  |
|  |  |

 *\* Please note this information is necessary in order to conduct the vetting procedure referred to in clause 25 of the Invitation to Bid-General Terms and Conditions.*

1. **Employees**

Please list the employees who would be involved with NRC in the event of contract award:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee name** | **Job title** | **Role on NRC project** | **Phone** | **Email** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Company bank account details:**

|  |  |  |
| --- | --- | --- |
| Beneficiary name: |    |  |
| Beneficiary account no.: |   |  |
| Beneficiary Bank: |   |  |
| Bank branch: |   |  |
| SWIFT: |   |   |
| IBAN: |  |  |
| Bank address: |   |   |

1. **References**

Please provide details of at least 3 client references whom NRC may contact, preferably from NGOs and UN agencies, for similar related works:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client/company name** | **Contact person** | **Phone** | **Email** | **Contract details ( location, size, value, etc)** |
| 1. |   |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Equipment**

Please provide details of any relevant equipment owned by the company that would potentially be used for carrying out of the Base Line Survey. (do not mention rented items):

|  |  |
| --- | --- |
| **Type of equipment/ vehicles** | **Quantity** |
| 1 |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| … |  |

1. **Bid Validity**

Please confirm the validity of your bid below (in calendar days):

|  |
| --- |
|  |

1. **Confirmation of Bidder’s compliance**

We, the Bidder, hereby certify that our tender is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to Bid. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

The following documents are included in our **Bid**: **(please indicate which documents are included by ticking the boxes below).**

|  |  |
| --- | --- |
| **Documents** | **included** |
| Section 4: Technical proposal & Pricing Proposal; completed, signed and stamped | ☐ |
| Section 5: Bidding form; completed, signed and stamped | ☐ |
| Section 6: Service Provision Schedule; completed, signed and stamped | ☐ |
| Section 7: Company Profile and Previous Experience; completed, signed and stamped, including publicly available works or studies commissioned earlier. | ☐ |
| Section 8: Supplier’s ethical standards declaration; completed, signed, and stamped | ☐ |
| Certificate of Registration/ Incorporation | ☐ |
| Tax registration certificate | ☐ |
| Financial Offer (Excel) detailing the budget (in USD or NGN) | ☐ |
| Copies of Curriculum Vitae and Motivational Letter | ☐ |
| Recommendation letters from previous organizations served OR 2 organizational references who can verify the quality of the consultant’s work and/or publicly available works or studies commissioned earlier | ☐ |
| Sample of similar assessment performed | ☐ |

We understand that NRC is not bound to accept the lowest, or indeed any bid, received.

We agree that NRC may verify the information provided in this form itself or through a third party as it may deem necessary.

**We confirm that NRC may in its consideration of our offer, and subsequently, rely on the statements made herein.**

|  |  |
| --- | --- |
| Name of Signatory:  | Tel N°: |
| Title of Signatory: | Name of Company: |
| Signature & stamp: | Date of Signing: |
| Address: |