

TERMS OF REFERENCE FOR THE DEVELOPMENT OF E-LEARNING PLATFORM FOR RALGA

1. Introduction

Since Rwanda adopted the decentralization policy in 2000, local government elections are conducted every five years. They took place respectively in 2001, 2006, 2011, 2016 and, recently, in October – November 2021.

Local elections allow citizens to elect local leaders to represent them. Those elected leaders come from different backgrounds. Either new or not, they need to be inducted or to be refreshed to get familiar with local government context and guiding instruments. Above all, it is important to recognize that, their role of serving the public and taking decisions on behalf of the entire local community is crucial and highly demanding. Moreover, it calls for a well-educated and informed citizenry to ensure effective citizen participation in local governance and development.

The elected leaders are assisted by the appointed technical staff at different levels, from the City of Kigali down to the Cell. The environment being dynamic, with new policies, programs and laws being adopted, with new technologies and emerging challenges, they all need to be trained to remain relevant and innovative in their responsibilities.

Emerging challenges such the COVID19 pandemic call for stringent preventive measures, particularly on limitation of social gatherings. Also, the scarcity of financial resources and new technologies of information compel the practitioners to leverage the digital infrastructure. In spite of all the challenges and opportunities, we all need continuous learning, in time and over time, and the content should always be available and accessible and, up to date.

2. Background

RALGA is a membership organization, bringing together the City of Kigali and all the Districts. It was established in 2002 and officially registered in 2003 as a non-governmental organization. Besides the statutory members, all the sub districts administrative entities (sectors, Cells and Villages) benefit from its services.

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RALGA has a to build the capacity of its members, to advocate for them and to represent them. In a way or another, this triple mandate is intertwined. Representation requires credible information, advocacy requires research and documentation and capacity building is forward looking to anticipate change and to stay relevant.

In the current arena, capacity building is key, and training is critical to delivery. That is why, RALGA puts more emphasis on tailor made trainings, both demand and supply driven, to help its members to deliver on their mandate. Thus, the content is aligned with the needs and the context.

RALGA's standard training /induction materials include induction manuals/modules in various domains, e-learning materials and other applied materials to the 20th Century Technologies which may help a large group to have access on updated knowledge and information.

The e-learning platform is also an alternative solution for RALGA, which may help build and enhance local government capacities in continuous manner. Local Government Staff and Local Leaders shall use it to continually learn on their own while serving their respective entities.

3. Why e-learning platform

RALGA wants to go with the web-based training mode for the following two main reasons:

- a. The E-learning (also called web-based training) is everywhere you go at any time. Its instruction is delivered over the internet or a corporate Intranet to browser-equipped learners. Contrary to traditional learning methods, e-learning allows students, employees in training and casual learners to participate in an organized learning experience regardless of their physical location.
- b. E-learning methods and technology are important both for the professional development of employees in the workforce. The need for employees to keep pace with an increasingly rapid evolution of technology has only grown. This situation strongly necessitates new workforce training and education as well as new methods of delivering it that allow increased adaptability in the rapidly changing environment.

4. Technical Specifications of the platform

The platform can be delivered through a combination of static methods, such as learning portals, hyperlinked pages, screen cam tutorials, streaming audio/video and live Web broadcasts; and interactive methods, such as threaded discussions, chats and desktop video conferencing.

The platform shall be able to enable more multi-directional communication using increasingly interactive tools. By the platform, learners and employees shall have a greater freedom in choosing how they receive and respond to e-learning content, and any number of peers can be involved. There are three main features that RALGA needs to stick on:

- a. The platform should be mobile-user friendly. The use of mobile smartphones is growing. Phones can be used to send out training prompts, reminders or congratulations on training achievements.
- b. The experience should implement social features. By using social media, or a platform that emulates social media's basic features, learners are given a platform to respond to training efforts or general updates and communicate with their peers and employers.
- c. The platform should utilize a variety of different mediums to suit diverse learning styles, including quizzes, infographics, podcasts, demonstrations and narrative-based training.
- d. It should cater for various content formats such as word, excel, pdf, videos, animations, power point 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. 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.

5. Objective of the assignment

- ❖ Conduct a situational analysis of the existing RALGA's e-learning installations;
- ❖ Design, develop and install a web-based e-learning platform. The platform should be flexible, easily customizable, user friendly, able to upload existing training materials or build courses from scratch while remaining user-friendly.
- ❖ Present the installation timeline for both systems, taking into consideration a web-based training requirements;
- ❖ Run installation tests with RALGA users;
- ❖ Provide induction session to all RALGA staff and other key users (to be identified and approved by RALGA) on the operationalization and functioning of the e-learning platform.

6. Deliverables

- a. Inception report highlighting, among others, the methodology to be used, situation analysis report on the existing e-learning platform at RALGA with the identified gaps/ challenges and technology used;
- b. Designed, developed and operational e-learning platform using web-based training model;
- c. A final version of the software with the source code;
- d. Migrate the online software to RALGA's designated web server
- e. Delivered user's manual and training materials

7. Methodology

Although the methodology is a discretionary proposal from the competing consultant, the basics will include and are not limited to gathering information through interviews and focus group discussions with key RALGA staff and other key people who may inspire on the structure of the required e-learning platform. The consultant shall present to RALGA the potential key informant for approval.

8. Duration of the assignment

This assignment is expected to be accomplished within a period of 30 days.

9. Source of funding

This assignment shall be funded through RALGA own budget.

10. Procurement method

The procurement method to be used shall be the competitive bidding.

11. Requirements for the consultants

The consultant must have:

[Education]

- ❖ At least a Bachelor's degree in Software Development, Web Design, Software Engineering, Systems Engineering, Computer Systems, Soft graphics and visualization.

[Professional experience]

- ❖ At least 3 years of experience in delivering similar assignments
- ❖ At least two certificates of good completion for similar assignments

[Skills]

- ❖ Excellent self-management and time-management skills,
- ❖ Ability to attend to detail and meet deadlines;
- ❖ Good command of written and spoken English or French.

12. The technical offer

The local consultant will submit a technical proposal including:

- ❖ His/her overall understanding of the assignment;
- ❖ Indicative methodology and work plan to guide the assignment;
- ❖ Comprehensive CV detailing professional experience and qualifications, focusing on qualifications and experience applicable to this task;
- ❖ Proofs of good completion of similar consultancies and assignments with (at least 2 certificates of good completion).

13. The financial offer

A financial proposal shall be based on a clear work breakdown structure. All due taxes must be considered in the price quotation.

The financial quotation must clearly outline the price for the core consultant fee to be separated from other reimbursable expenses to be charged by the consultant (transport, communication, etc).

N.B: the currency of the price quotation is Rwandan Francs.

14. Evaluation criteria and selection methodology

- ❖ Academic relevancies/qualifications and required professional experience **(30points);**
- ❖ Relevance of the proposed methodology including methods and tools **(40points);**
- ❖ Relevant certificates of completion of similar assignments issued by recognized institutions. Marks shall be awarded in accordance with the number of certificates provided, and a minimum of two relevant certificates is required **(30 points).**

Total points (100%)

15. Selection methodology:

The minimum technical score required is **70%**.

N.B: The selection method to be used shall be Quality and Cost-based Selection (QCBS).

16. Application procedures and deadlines

➤ Application procedures

The local consultant fulfilling the above requirements shall address to RALGA Secretary General the technical and financial proposals and submit them to RALGA offices, in Masaka Sector, Kicukiro District, and P.O. Box 7249 Kigali – Rwanda.

The offer must comprise of two copies (original copy and its copy). The offers shall be well sealed in one big envelope composed of the following:

- A technical proposal with a submission letter signed in a separate envelope;
- A financial proposal in a separate and sealed envelope.

➤ **Deadlines**

The deadline for submission of technical and financial proposals is 18 March 2022 at 10:00 a.m. The opening of the technical proposals will take place thereafter at 10:30 am at RALGA.

Done at Kigali, on 4 March 2022


NGENDAHIMANA Ladislas
Secretary General

