
Request for Proposal

Develop and establish an E-learning Management System

REF no: MRC-AD/MIS/2020/151

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REQUEST FOR PROPOSAL (RFP)

This RFP sets out the process by which a party, who offers a Proposal in response to this RFP, will be identified for potential award of the Contract.

Please review the document and submit your Proposal via e-mail or post in accordance with the deadlines set forth below:

The coverage should clearly identify the Sender and Receiver (see below)

Please note that no pricing information must appear on this page.

Attention: **Fathimath Himya / Secretary General**

Maldivian Red Crescent

2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives

Information Session: **31st October 2020, 14:00hrs via Zoom** (Interested parties kindly email to info@redcrescent.org.mv before 30th October 2020, 21:00hrs to register for the session)

Only those who attend the information session will be eligible to submit the proposal.

Proposal submission deadline: **Before 14:00 (Maldivian Time) on 04th November 2020**

Expected date of delivery: **Submission of work progress within 30 days of awarding the contract**
Final delivery within 2 months.

Any Proposals received after the deadline will be rejected

1. DEFINITIONS

Throughout this Request for Proposal, unless inconsistent with the subject matter or context

- “MRC”** means the Maldivian Red Crescent, National Headquarters, represented by Secretary General’s delegated representative.
- “RFP”** means Request for Proposal package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by MRC.
- “Services”** means all services and deliverables to be provided by the contractor as described in this RFP.
- “Proposal”** means an offer submitted by a Company/Individual in response to this RFP which includes all of the documentation necessary to satisfy the submission requirements of the RFP.
- “Contract”** means any written contract between the Maldivian Red Crescent and the Contractor, or any Purchase Order issued by the MRC to the Contractor, with respect to any Services contemplated by this RFP
- “Works”** means the permanent works to be executed for the completion of the Project.

2. BACKGROUND INFORMATION

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement — which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Branches and Units spanned all over Maldives. To date it has established 10 Branches and 20 Units. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Maldivian Red Crescent conducts various training programmes for our volunteers, members and for key stakeholders to help them develop capacity in various areas. Our key areas include (1) Health and Inclusion; under which we conduct trainings on First Aid and Epidemic Control for Volunteers and Psychosocial Support, (2) Disaster Risk Management; under which we conduct trainings related to preparing for emergency response and disaster mitigation. During COVID19 response Maldivian Red Crescent conducted various training remotely to people across country. With the current situation MRC is interested to establish an e-learning platform to provide opportunity and encourage our volunteers, members, and staffs to learn at their own pace using the internet technology.

Maldivian Red Crescent is seeking to develop and establish an e-learning platform/ learning management system (LMS) that can be used for short trainings courses. Interested vendors are invited to submit their bids for e-learning system development as instructed in this document. Please ensure that all bids comply with the instructions, failure to comply with the instructions may result in disqualification of bid.

2.1 OBJECTIVE

The main purpose is to develop and establish an e-learning platform/ learning management system (LMS) that can create a robust learning experience that feels like a classroom experience, offering the traditional classroom characteristics (like instructor-student interaction, Q&As, discussion, games, collaborative projects, quizzes, etc.) but either online or through a device (e.g. a laptop, desktop, tablet or mobile). be used for short trainings courses for the capacity building of volunteers/members/staffs of Maldivian Red Crescent.

3. ITEM CONDITIONS / SPECIFICATIONS

Attached Annex 1

4. QUOTATION

All quotations should have the following:

4.1 PRICE

All price quoted should be in MVR, & price must be inclusive of all taxes and any other cost applicable until the product are received to MRC.

IMPORTANT:

FINANCIAL OFFERS

The Financial Offer will NOT be the only one determinant for selection of a Contractor by the MRC. The lowest Financial Offer will not necessarily be selected, and MRC reserves the right to reject any or all Proposals.

In submitting a Proposal the Parties acknowledges and agrees that the MRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the party as a result of or arising out of submitting a Proposal, or due to the MRC's acceptance or non-acceptance of its Proposal.

5. PROPOSAL SUBMISSION

5.1 SUBMISSION OVERVIEW

5.1.1 The MRC has formulated the procedures set out in the following provisions in this section to ensure that it receives Proposals through an open, competitive process, and that parties receive fair treatment in the solicitation, receipt and evaluation of their Proposals. The MRC may reject the Proposal of any Company/Individual who fails to comply with any of such procedures.

5.1.2 Proposals should address the proposal content requirements as outlined herein, must be well ordered, detailed and comprehensive. The MRC retains the right to disqualify any incomplete Proposals; clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the MRC's ability to conduct a thorough evaluation.

5.1.3 The Proposal shall be submitted in English.

5.1.4 The Proposal document becomes the property of the MRC and will not be returned. The MRC is not liable for any oral information provided to or from any Company/Individual. The MRC reserves the right, in its sole and absolute discretion, to change the dates or deadlines or to reject any or all of the Proposals or to change the limits and scope or to cancel this Proposal call, without incurring any cost or liability. The MRC further reserves the right, in its sole and absolute discretion, to waive any irregularities in any Proposal, to negotiate modification of any Proposal, to request clarification and additional information on any Proposal. The MRC may, in its sole and absolute discretion, independently verify any information in any Proposals. The MRC reserves the right to disqualify any Proposal containing any potentially false or misleading information.

5.1.5 Confirm in this section that the Proposal meets all requirements of the RFP and that the contractor will abide by the Code of Conduct. If there is a need to highlight scope clarifications based on the interpretation of the RFP document, all limitations on the extent of work that could be inferred must be identified in this section of the Proposal. If exceptions or scope clarifications are not provided in this section, then the MRC will consider that the scope of works are met in its entirety, and all costs to meet the terms of reference is included, regardless of the text in the body of the Proposal.

5.2 PROPOSAL CONTENT

- 5.2.1 **Title Page:** Showing Project Title, closing date and time, Company/Individual name, the address, telephone and fax numbers of the firm, and a contact person who will act as the party's representative for post-submission communications.
- 5.2.2 **Letter of Introduction:** Introducing the Company/Individual and signed by the person(s) authorized to sign on behalf of and to bind the Company/Individual to statements made in response to this RFP. This should contain the same signature as the person signing the submission forms.
- 5.2.3 **Table of Contents:** Include page numbers, identifying all included materials.
- 5.2.4 **Executive Summary:** Summary of the key features of the Proposal.
- 5.2.5 **Company/Individual Profile and Details:** Overview of the **Company/Individual** firm(s), its history, and its future plans. To permit the party to be evaluated fully as a viable and sound enterprise; include **all the information** stated in 5, 6 and as mentioned below;
- Proposal must be submitted with company registration, portfolio of the company/CV of the individuals (qualification, experiences, composition of the team)
 - Proposal must contain a technical proposal which should include the following
 - Work quality – Usability and testing
 - Development process - explain the process you will follow to build the LMS, including major milestones and evaluation
 - Timeline – schedule of deliverables in a Gantt chart (proposed timeline should not exceed 2 months duration)
 - Schedule of deliverables
 - Maintenance and support - address any important technology information and specifications used in your solution (languages, platform, etc.)
 - Training and Style Guide: Must train our staff to use site tools and provide a style guide
 - Proposal must contain a financial proposal with a detailed budget (breakdown, item description, unit price in MVR, technical specification, etc.)

5.3 PROPOSAL DOCUMENTATION AND DELIVERY

- 5.3.1 Parties must submit hard copies of the Proposals in sealed envelopes to 2nd Floor, **Plot number 11493, Hithigasmagu, Hulhumale', Maldives** by 04th November 2020, 14:00hrs. The proposal should be addressed to;

Fathimath Himya / Secretary General

Maldivian Red Crescent

2nd Floor, Plot number 11493, Hithigasmagu, Hulhumale', Maldives

Annex 1

ITEM CONDITIONS / SPECIFICATIONS

Functionality of e-learning platform

- Content Management System (CMS)
- Profile settings and personal information
- Courses and their status (in progress, completed, active, inactive, generating certificates etc.)
- Calendar
- Courses management and tracking
- User account management with authorization level privileges
- User profile visibility
- User records import
- Users grouping
- Statistics and reports
- User notifications

Users fulfil simple and complex tasks in an interactive environment of e-learning platforms:

- Searching and selecting courses
- Commenting and discussing
- Enrolling and submitting works
- Mobile Learning: Engage with learners anywhere, anytime

Interactivity should be understandable and useful. For instance, learners can navigate to a page they are looking for in minutes. Right under the search results, must be able to find a featured course with a breakdown of its topics and instructors.

Admin dashboard

Admin dashboards should come with the functionality for organizing, managing, monitoring and reporting about course activities. Able to add various types of courses in various format with evaluations to test their leaning

Learning materials

The learning platform should support various learning materials including videos, podcasts, online presentations and any other interactive materials.

MRC personnel should be able to upload and share various multimedia files and assets from old-school PDFs to richer content.

Think about files size limits, their compatibility with mobiles and accessibility option to give or restrict access depending on the user role.

Automated evaluation

The automation of the correction and the recording of the data.

The automatic correction must allow to evaluate a test in real time, providing learners results instantly. In addition, the software marks the correct and incorrect answers, so that learners have all the information they need to analyze their mistakes and learn from them.

The daily work done on the platform must be recorded by the program, stores the ratings obtained by learner' day by day in the course, calculating the averages and final grades. Must be able to auto generate certificates based on their evaluation score

Should be able to generate reports in PDF or CSV, alongside exhaustive learners tracking

Integrations

Seamlessly integrate our learners, training and qualification data with third party applications.

Scorm & xAPI

Must support the latest industry-standard in content interoperability.

- LMS must works with SCORM/ xAPI/ cmi5

Single Sign-On (SSO)

Must Support for LDAP and Active directory.

Security

Work over a secure communication channel. Enforce strong passwords. Add watermarks on our videos/contents.

API

An extensive Rest-API to communicate with our learning portal and get the data.

Web standards

Built on top of the most modern stable versions of 2019 or 2020 web standard and technologies.