

Request for Proposal

Date: 16 August 2024

Hiring of an agency to develop the e-learning module on Disaster Resilient Infrastructure (DRI) Lexicon to be hosted on the DRI Connect platform

1. Background

The Coalition for Disaster Resilient Infrastructure (CDRI) is a multi-stakeholder global partnership of national governments, UN agencies and programmes, multilateral development banks and financing mechanisms, the private sector, and academic and knowledge institutions that aims to promote the resilience of new and existing infrastructure systems to climate and disaster risks in support of sustainable development. The vision, mission, goal, and objectives of CDRI are explicitly linked to the post-2015 development agendas. CDRI promotes its Disaster Resilient Infrastructure (DRI) mandate through knowledge exchange and bolstering technical capacities among member countries and partners through the following key Strategic Priorities:

- Advocacy and Partnerships
- Research, Knowledge Management and Capacity Building
- Program Support and Technical Assistance

In line with the strategic priorities around Research, Knowledge Management, and Capacity Development, CDRI launched the DRI Lexicon in April 2022 to foster a shared conceptual understanding of infrastructure-related terms and phrases. It provides a set of globally applicable references to concepts and phrases that can provide a better understanding of the domain, act as a guide to research and understanding, and aid in infrastructure-related decision-making of governments, academia, and financial institutions, among others.

The Lexicon has been developed through a co-creation approach. Over a period of 10 months, a panel of subject matter experts identified from the government, the private and non-profit sectors, and academia representing different geographies and varied disciplines including engineering and architecture, spatial planning, finance, social sciences and knowledge management engaged with the CDRI Secretariat to develop the definitions of priority terms relevant for DRI. The Lexicon has benefitted from the strategic guidance and inputs by the project's Advisory Committee (consisting of representatives from member organizations of the Coalition) and feedback received during the Global Consultation (from professionals and practitioners across the world).

This Request for Proposal (RFP) is published to onboard an agency to develop the e-learning module on DRI lexicon with the objective to enhance the understanding of policymakers, practitioners and academicians globally on infrastructure related terms and phrases.

2. Scope of Work

The successful agency shall be required to perform the following activities:

- Design and Development of e-learning modules on DRI Lexicon based on content provided by CDRI - The developed e-learning module should be compatible/integrate well with the Joomla-based Learning Management System (LMS) within CDRI's digital

knowledge exchange, learning and co-creation platform, DRI Connect. The module should be compatible and responsive to industry standard browsing environments as well as mobile devices (Android/iOS/Windows).

- The design and content will be developed in collaboration with CDRI. CDRI will own the developed content and will have exclusive Intellectual Property Rights.
- Provision of support in deployment of the e-Learning module
- New Technologies e.g. Adaptive Streaming, SVG, HTML5 animation, etc. to be implemented in content development which will help in reducing the bandwidth and size of files without compromising on quality
- Compliance with the guidelines issued by CDRI's capacity development team.

3. Content Development Methodology

The e-Learning modules must be accessible to users across CDRI's Member Countries¹.

Various steps involved in the content development for e-Lessons are as under:

Step-I: Raw Content will be provided by the CDRI to the agency.

Step-II: Agency will hold a discussion with the CDRI's capacity development to finalise e-module layout indicating table of contents, number of screens, e-Learning Lesson duration, dominant learning style, length of video and Level of user Interactivity etc. Inputs will be provided by DRI connect team to ensure that the content design is compatible with the inbuilt LMS of the DRI connect platform and the proposed layout can be integrated with the existing LMS templates for e-learning modules.

Step-III: Submission of **Storyboard** by the agency. It should comprise Screen-wise content, video content and other features details, in visual format (PowerPoint presentation etc.) and also in text format for making corrections, if any.

Step-IV: After approval of the Storyboard, Alpha (Draft) version of the module with sample voiceovers (to enable the SMEs to select the appropriate one) will be developed and delivered by the agency. Thereafter the Beta version of the e-learning module (equivalent to pen drive version of the e-learning module) will have to be submitted. This version will be checked for quality by CDRI's capacity development team. This version will be subjected to dry-run and feedback will be collected from a sample of users and will be approved by CDRI.

Step-V: After approval of the Beta version, CDRI's **LMS Test version** will have to be developed and delivered by the agency. This LMS version will be checked CDRI's capacity development team for its portability, technical quality and compatibility with LMS in DRI connect. The improvements required if any, have to be carried out by the agency.

Step-VI: After incorporating the required improvements (which may be in any area e.g. design, contents, presentation and technical etc.) observed by CDRI's capacity development team, if any, the **final version** [pen drive version, CDRI's LMS version final

¹ <https://cdri.world/members>

approved CSD – including input contents, story board (both PPT / word and PDF versions) and source code] will have to be delivered by the agency to CDRI's capacity development team for uploading of error free LMS version on DRI connect portal.

4. Key competencies and skills

- Deep understanding of learning theories, instructional design models (e.g., ADDIE, SAM), and the ability to design content that meets specific learning objectives.
- Proficiency in creating interactive, multimedia-rich content including videos, animations, simulations, quizzes, and assessments.
- Ability to develop content compatible with various e-learning platforms (LMS, mobile devices), including knowledge of SCORM, xAPI, and HTML5.
- Access to or collaboration with subject matter experts (SMEs) to ensure content accuracy and relevance.
- Strong UX design skills to create intuitive and user-friendly interfaces that enhance learner engagement and ease of use. Effective project management skills, including the ability to meet deadlines, manage resources, and coordinate with stakeholders.
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- Ability to customize content to meet specific needs, including branding, language localization, and cultural relevance
- Expertise in creating formative and summative assessments to evaluate learner progress and effectiveness of the e-learning content.
- Strong skills in visual design, including the use of graphics, typography, and layout to create visually appealing content.
- Strong communication skills and the ability to work collaboratively with clients to understand their needs and provide regular updates
- Rigorous quality assurance processes to review content for accuracy, consistency, and technical functionality.

5. Deliverables

1. Submission of Finalised e-module layout
2. Submission of draft story board
3. Submission of finalised story board
4. Submission of Alpha Version of e-learning module
5. Submission of Beta Version of e-learning module
6. Submission of LMS Test version
7. Submission of Final version of e-learning module

6. Time Period

S. No.	Tasks (linked with deliverables)	Duration (46 days)
1	Inception Meeting with the CDRI team and sharing the finalized e-module layout	7 days
2	Submission of draft Storyboard	10 days
3	Submission of Finalised Storyboard	5 days
4	Submission of Alpha Version	7 days
5	Developing beta Version	7 days
6	Developing LMS Test Version	5 days
7	Developing and Submission of Final version	5 days

7. Qualification Criteria for Applicants

- Minimum **five years** of experience in e-learning content development for international clients with proven ability to develop content compatible with industry-standard e-learning platforms (e.g., SCORM, xAPI, LMS compatibility), and experience with mobile-friendly content development.
- Submission of a portfolio demonstrating previous e-learning projects, including examples of multimedia content, interactivity, assessments, and learning management system (LMS) integration.
- Demonstrated expertise in instructional design, including understanding of adult learning principles, use of various instructional design models (e.g., ADDIE, SAM), and ability to create engaging and pedagogically sound content.
- Ability to provide post-delivery support and maintenance services, including troubleshooting, updates, and content revisions.
- Submission of team profiles, including qualifications, experience, and roles of key personnel who will be involved in the project.
- Provide references from at least three previous clients, preferably for similar projects, along with contact information.
- Submission of last 3 years' financial statements.

8. Submission

Please share proposals in **two separate PDF files**:

a) **Technical Proposal** (Open PDF file) that includes the following:

i. **Agency Profile**: Outlining relevant experience (attach portfolio as advised above) and expertise that demonstrates alignment to the key objectives, scope of work, key competencies, and the overarching focus of developing e-learning module.

ii. **Technical Approach & Workplan**: A detailed description of the proposed approach

and workplan for the outlined deliverables based on scope of work.

iii. **Timeline:** An estimated timeline for outlined deliverables based on scope of work.

b) **Financial Proposal (Password-Protected PDF File):** A detailed cost estimate for the proposed work. Agencies shall quote an all-inclusive lump sum price. This proposal must cover all aspects mentioned in the scope of work. All payments shall be subject to tax deduction at source per the tax laws of India.

Note: The Financial Proposal PDF should be **password protected**. The password for FINANCIAL PROPOSAL **MUST NOT BE SHARED** ALONG WITH PROPOSAL. The password for the financial proposal will be requested separately.

9. Evaluation

- i. The consultant will be selected following a Quality Cum Cost Basis (QCBS) of selection.
- ii. Proposals shall be evaluated as follows: Evaluation Criteria for Technical Bid 100 points:

S. No.	Technical Evaluation Criteria	Maximum Marks
1	Agency qualification (In line with content development for e-learning)	20
2	Professional Work experience (clients for whom the agency has delivered similar projects) Each project will carry 04 marks	20
3	Profile of Project Team	10
4	Technical approach and workplan for developing e-learning module	40
5	Experience of working with International Organization(s)	10

Rating Multiplier for Methodology, Approach	
Level of Responsiveness	Rating
Irrelevant	0%
Poor	25%
Satisfactory	50%
Good	75%
Excellent	100%

- iii. The agency scoring more than 70% in the technical evaluation shall be considered for financial evaluation. 75% weightage will be awarded for the Technical Proposal and 25% weightage will be awarded for the Financial Proposal. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points.
- iv. The consultant's Financial Scores (Fn) are normalized as per the formula below:

$$Fn = Fmin/Fb * 100$$
 (rounded off to 4 decimal places) Where,
 Fn = Normalized commercial score for the consultant under consideration

Fb = Absolute financial quote for the consultant under consideration
Fmin = Minimum absolute financial quote

Formula for final evaluation:
Composite Score (S) = $T_s * 0.75 + F_n * 0.25$

- v. The agency with the highest Composite Score (S) would be considered for the award of the contract and will be called for negotiations if required.

10. Terms of payment

This contract will have the following payment schedule (Payments will be made upon satisfactory completion of the tasks and approval by competent authorities based on the deliverables).

Deliverables	Payment Schedule
1	15%
2, 3 & 4	50%
5 & 6	20%
7	15 %

11. Standards of quality

Information and data created according to the Scope of Work should follow internationally accepted standards and practices.

12. Reporting Structure

The Agency will report to the Director (RKM&CD) and Senior Specialist, CD, and provide regular updates on progress, challenges, and key decisions.

13. Other Terms & Conditions

- i. The proposals should be valid for 90 days after the final submission date.
- ii. CDRI reserves the right to cancel this Request for proposal before or after the receipt of proposals or after opening the proposal and call for fresh proposals. CDRI also has the right to reject any proposal without assigning any reason.
- iii. Proposals incomplete in any respect will not be considered.
- iv. Please note that the consulting agency must clearly disclose the contractual and payment terms in its proposal.

The organizations are requested to submit their proposal through email to tender.projects@cdri.world by 23:59 hrs (IST) on 02 September 2024. Responses received after the stipulated time or not in accordance will be summarily rejected.

Please ensure that your proposal is sent **ONLY** to ABOVE MENTIONED **email ID** before the closing date & time. Proposals sent/copied to any other email ID (other than above) OR received after the bid closing date & time (mentioned above) will not be entertained.
