

Request for Proposal

Date: 30 October 2024

Hiring an agency to develop the e-learning module on Resilient Health Infrastructure (RHI)

1. About CDRI

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

CDRI aims to support governments for promoting resilience of critical infrastructure sectors such as energy, telecommunication, transport, health, in contexts like SIDS, urban, and mountains. CDRI also aims to promote resilience through cross cutting themes on resilience finance, gender-equity-disability-social inclusion.

2. About CDRI Resilient Health Infrastructure Programme

Health sector is a sectoral priority for CDRI. The Coalition is designing a global programme on Resilient Health Infrastructure (RHI) to support the national governments and key actors in developing local capacity and long-term roadmap for building RHI. The RHI programme will also include - (i) risk and resilience assessment of health infrastructure, (ii) technical assistance for resilience of health infrastructure, (iii) development of training modules for capacity building on RHI, and (iv) Community of practice on RHI. All these interventions will support the development of the long-term roadmap for RHI.

As a part of this programme, CDRI in collaboration with the World Health Organization (WHO) India has piloted Resilient Health Infrastructure (RHI) initiative in Sikkim with an aim to develop a policy roadmap for resilience of health infrastructure. The pilot project included capacity building initiatives, risk and resilience assessments, and technical assistance. This initiative helped strengthen the Sikkim government's understanding of the impact of disaster risks on health infrastructure systems and improved their capacity for building resilience.

Drawing lessons from the stakeholder consultation and the capacity building workshops conducted in Sikkim, CDRI in collaboration with WHO – India is developing an e-learning module on *Introduction to Resilient Health Infrastructure*. The e-learning primer course on RHI is intended to sensitize both the health and infrastructure professionals to adopt systems perspectives for assessment of risks and vulnerabilities; and help in planning towards disaster preparedness and resilience in health infrastructure.

3. Objective:

Through this Request for Proposal (RFP) CDRI aims to hire an agency to develop a self-paced e-learning module titled '**Introduction to Resilient health infrastructure**'. The e-learning module will be an integrated course with lectures, animations, quizzes, texts, and about 2–3-hour duration. The module is planned to be hosted on CDRI's DRI Connect platform as well as WHO Learning Platform.

4. The salient features of the e-learning module:

The salient features of e-learning modules are listed as

Essential features:

1. Align with international standards of DRI Connect and WHO Learning Platform/others and global best practices.
2. Integrated e-learning: interactive, integrated course with lectures, recorded PPTs, infographics, animations, quizzes, tests/evaluations with hint of answers. Suitable for self-paced learning.
3. Duration: 2-3 hours, with a set of sub-topics of 5-20 minutes.
4. Audio language: Original English, with future provision for translation to UN Languages and Hindi. Mix of male/female voice.
5. Subtitle language: Original English, with future provision for translation to UN Languages and Hindi. Fonts suitable for WHO and CDRI platforms.
6. Colour: All content to be colour with consideration of colour blindness or flickering effects.
7. Resolution: High-definition resolution, with provision of medium quality content for slow-internet speed.
8. Target audience: Suitable for range of audience from policymakers, health practitioners, support staff of hospitals, engineering professionals, and support staff of hospital infrastructure systems, and common public in general.
9. Technical content: The e-learning module will be of technical nature but suitable for wider consumptions. The technical content (editable word/slides/excel files) will be provided by CDRI, with inputs from its partners.
10. Style guidelines: The module will have balanced alignment of CDRI and WHO style guidelines.
11. Quality: Overall content must be of high quality, engaging, and provide high recall value.
12. Downloadable version: Deployed e-learning module should provide a feature so that users can download PPTs and transcript of the narration for offline usage.
13. Completion certificate: After completing the course, users should be able to download completion certificate.
14. Security feature: Module should comply with security provisions of the platform.
15. Intellectual property rights (IPR): CDRI will be primary owner or IPR, along with its partners. CDRI aims to make this training material available for public learning free of costs under Creative Common License.

Optional features:

16. Accessibility: To be embedded with sign language.
17. Provision on online test and with subjective answers.

18. Provision of avatar/character for narrative of the course.

Above salient features aim to achieve e-learning modules of international standard. Agencies are encouraged to suggest additional or innovative features, preferably during pre-bid consultation and tendering process which may be integrated within scope of the work. Post award of the project, additional features with significant cost implications may be added with mutual agreement between CDRI and the agency.

Agency should share the item rates/costs for Essential features and Optional features separately. Financial bid evaluation will consider only cost of essential features.

CDRI reserves right to omit certain with corresponding reduction in the cost as per the financial bid.

5. Scope of Work

The scope of work for the agency will include, but not limited to:

1. **Turn-key-project:** The project will be awarded as Turn-key-project to the successful agency for design and development of e-Learning module on 'Introduction to RHI'.
2. **Specifications:** E-learning module should be compatible for integration with the suitable Learning Management System (LMS) languages (such as Joomla or others) to align with CDRI's DRI Connect and Open WHO digital learning platform. The e-module should be compatible and responsive to industry standard browsing environment and mobile, tablets, laptop, desktop, etc. across Android/iOS/Windows. 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 compromise on quality.
3. **Contents:** Technical contents will be provided by CDRI with inputs from WHO India. Subsequent design of slides, infographics, presentation, story boarding, animations, video recording, etc. will be developed by the agency in consultation with CDRI and its partners.
4. **Deployment support:** Agency should have provision of support in deployment of the e-Learning module in CDRI and WHO platforms.
5. **Adherence to CDRI and its partners' policy and guidelines:** Agency is requested to familiarise with CDRI policy and guidelines and comply with them at all times of the project. Some key policies are: GEDSI, POSH, IPR, Ethics.

6. Methodology for Content and Module Development

Major steps for content development for e-Lessons are as under. Interested agency will propose its detailed methodology as part of bid submission. The same will be reviewed during bid evaluation.

Step-1: Technical Content will be provided by the CDRI and its Partner to the agency. Agency should note that during the detailing of contents, additional technical contents may be provided.

Step-2: In consultation with CDRI and its Partner, the agency will develop detailed e-module layout indicating table of contents, number of screens, e-Learning Lesson duration, dominant learning style, length of video and Level of user Interaction, etc.

Step-3: Agency will submit Storyboard comprising of screen-wise content, infographics, slides, video content and other features, in editable formats for review and finalization by CDRI.

Step-4: Agency will prepare a draft (Alpha version) of the module with sample voiceovers for selections. Agency may suggest more than one voice over options for to reduce monotone.

Step-5: Subsequently, agency will develop a Beta version of the e-learning module (equivalent to pen drive version of the e-learning module). CDRI will engage stakeholders to review the Beta version for improvement, and subsequent approval.

Step-6: Agency will develop a e-module for testing on suggested **LMS** (for CDRI and WHO learning platform). This LMS version will be reviewed for its portability, technical quality and compatibility with LMS platforms.

Step-7: Agency will produce and submit the final version comprising of (pen drive version, CDRI's LMS version CSD, raw contents, storyboard and all editable files, and source code]. The agency will support LMS version on DRI connect and WHO learning platform.

CDRI reserves right to engage external experts to review the developed materials throughout the module development process.

7. Profile of project team

An indicative project team structure is proposed below. Overall team should demonstrate competencies listed subsequently.

The agency should submit profiles (CV, etc.) of above team members to help CDRI verify these competencies.

Agency must ensure that there is minimal change in the proposed team during the project and relevant project members should be available during consultations.

Agency is encouraged to include at least two females in the project team.

Proposed team:

Designation	Minimum experience	Qualification in relevant domain
Project manager	15	Master
LMS e-learning experts	10	Master
Visual illustrator/graphic designers	5	Graduate
Programming or UXI expert for LMS	5	Graduate
LMS Content editor	5	Master
Voice over/media/production expert	5	Graduate
Instructional Design expert	5	Graduate

List of competencies for the project team of the agency:

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

8. List of deliverables

1. Submission of Finalised e-module layout with inception report.
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 of e-learning module
7. Submission of Final version of e-learning module
8. Deployment and support for e-module for the first 60 days from the date of deployment.
9. Project closure report.

9. Project timeline

Following is the tentative project timeline starting from the date of signing of contract/or as mutually agreed during the inception meeting.

S. N.	Tasks (linked with deliverables)	Calander days (105* days)
1	Inception Meeting with CDRI team and share finalised e-module layout	10 days
2	Submission of draft Story board (interactive revisions)	20 days
3	Submission of Finalised Story board	10 days
4	Submission of alpha Version	20 days
5	Developing beta Version	15 days

6	Developing LMS Test Version	10 days
7	Developing and Submission of Final version	10 days
8	Deployment of final version on DRI Connect (and WHO platform – subject to approval).	10 days
9	*Post deployment support and improvements	60 days

10. Pre-Qualification criteria for agency

- a. Minimum five years of experience in e-learning content development for international/multilateral organizations 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.
- b. **Minimum 30 hours** of e-learning courses successfully developed. Submission of a portfolio demonstrating previous e-learning projects, including examples of multimedia content, interactivity, assessments, and learning management system (LMS) integration.
- c. **List of at least five completed projects in last 3 years.** Agency should share the links of three e-learning modules for review (if available in public domain). If not available in public domain, agency may be contacted by CDRI to demonstrate these courses through their log-in.
- d. **Provide references of least three previous clients** along with contact information. References of e-learning projects of international organization and topics covering health and disaster will receive higher weightages. CDRI reserves right to verify these references.
- e. 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.
- f. Submission of financial statements of last three years.
- g. Submission of team profiles, including qualifications, experience, and roles of key personnel who will be involved in the project.
- h. Ability to provide post-delivery support and maintenance services, including troubleshooting, updates, and content revisions.
- i. Above pre-qualification criteria are indicative, and agency is encouraged to provide any additional information.

11. Submission

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

- a) **Technical Proposal (Open PDF file)**
- b) **Financial Proposal (Password-Protected PDF File):** The agency should share the item rates/costs for Essential features and Optional features separately. Financial bid evaluation will consider only the cost of essential features.

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.

12. Bid 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 Bids 100 points:

S. N.	Technical Evaluation Criteria	Maximum Marks
1	Agency profile relevant to the proposed scope of work	10
2	Professional work experience (clients for whom the agency has delivered similar projects)	10
3	Experience of working with International Organization(s)	10
4	Profile of project team	20
5	Technical approach and workplan for developing e-learning module	40
6	Proposed innovative solutions for the project	10
Maximum Marks		100

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:

$$F_n = F_{min}/F_b * 100$$
 (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:

$$\text{Composite Score (S)} = T_s * 0.75 + F_n * 0.25$$
- 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.

13. Terms of payment

This contract will have the following payment schedule with respect to the list of deliverables. Payments will be made upon satisfactory completion of the tasks and approval by competent CDRI authorities based on the deliverables.

Deliverables	Cumulative Payment Schedule
1	20%
2, 3, 4, 5	50%
6, 7	90%
8, 9	100%

14. Standards of quality

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

15. Reporting Structure

For procurement-related matters, the agency will report to the Senior Specialist, Procurement, CDRI.

For technical and other matters, the agency will report to Lead Specialist KM.

Director – Research, Knowledge Management, and Capacity Development will provide project oversight.

16. 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 agencies are requested to submit their proposal through email to tender.projects@cdri.world by 23:59 hrs (IST) on 20 November 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.

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