**SHELTER AFRIQUE**
Financing Affordable Housing for Africa

# TERMS OF REFERENCE

# REQUEST FOR PROPOSAL FOR ENTERPRISE LEARNING MANAGEMENT SYSTEM(e-LMS)

# MAY 2023

1. **BACKGROUND**

The Company for Habitat and Housing in Africa ("Shelter Afrique" or "SHAF" or the "Company"), is a Supranational entity in the Development Financial Institution sector providing affordable housing and Urban development in Africa. A Pan-African Institution with partnership of 44 African Governments, the African Development Bank (AfDB) and the Africa Reinsurance Corporation (Africa-Re) providing financial solutions and related services to support the supply and demand-side of the affordable housing value chain. The company provides advisory and project management services for major affordable housing projects, as well as credit lines to financial institutions to finance access to affordable housing in 44 African countries. The company has its headquarters in Nairobi with regional offices in Abidjan in Ivory Coast and Abuja in Nigeria.

2. **PURPOSE**

Shelter Afrique is requesting proposals for the configuration, implementation, training, and ongoing support of a hosted Learning Management System (LMS) as the primary learning platform used to provide training content and materials to its staff in blended and or fully online courses.

3. **TERMS OF REFERENCE**

`A learning management system is a type of software that houses training material in a variety of forms (Videos, PDFs, Gamification, etc) and tracks what users are learning over time. Essentially, an LMS delivers educational content to its users in a centralized location. It also handles a variety of other tasks, including the following:
- Registering Learning Courses
- Performing Skills Gap Analysis
- Tracking and reporting user/learner data
- Learn user administration.

Shelter Afrique now seeks a flexible, rigorously researched, and developed E- Learning System developed by industry experts with practical and hands on insights for its users. The E-Learning System should be able to deliver internally and externally developed content, existing content from other available training portals as well as custom-made internal and external self-paced training. The specifics of the system will be as below.

a) Have the capacity to hold a variety of learning content within itself, aiming to provide a wide set of information to learners.
b) Allow learners to access content at any time (24/7), mobile handsets, including offline capabilities)  with the privilege of efficiently undertaking self-paced learning.
c) Insightful video on-demand tutoring integrated with practical assignments and gamification to allow users to get the tailored support they need.
d) Deliver self paced learning modules.
e) Facilitate exchange of information between Shelter Afrique and its stakeholders (Trainers, Content Developers)
f) Provide analytics to inform/improve learning content to Management.
g) Ability to integrate with other bespoke systems.

3. **EXPECTED DELIVERABLES**
The solution proposed should have the functionality below.

a. Support delivery of self-paced learning modules and content.
b. Support live virtual instructor led sessions where users with similar needs can engage a facilitator in a virtual class.

c. Support user analytics, gamification, competition, and incentives that will drive usage.
d. Support experience sharing, debates, and discussions.
e. Ability to host several simultaneous online trainings, , ,  and sharing and hosting of content (PDFs, PPTX, Videos)/ slack-like interactions and chats, integrating web and mobile for those who will not always have internet access.
f. Have a role-based security ecosystem.
g. Allow a system administrator to set permissions for licensed users.
h. Allow users with the appropriate permission level to update or modify/correct content.
i. Have workflows to allow new content to move from one stage to the other for review with online approvals.
j. The system should allow integration with reputable content delivery systems/websites.

4. **ONTENTS OF THE PROPOSAL**
The proposal should include, but is not limited to the following:
i) An understanding of Shelter Afrique's requirements as listed.
ii) The proposal should clearly elaborate on the proposed methodology, work-plan and timelines for undertaking and completing the project.
iii) Detailed reference list indicating the scope and magnitude of similar assignments.
iv) Relevant services undertaken in the past five (5) years.
v) Team composition and resumes of the task team.
vi) It is essential that a member of the task team is fluent in French.

5. **EVALUATION CRITERIA**

Bids from Service Provider will be evaluated on the following criteria: -

**5.1 Technical Proposal**
The bid will have to score a minimum total of 50 points on the Technical Proposal (TP) to be eligible for further evaluation on Financial Proposal.

**Table 1:  Technical Proposal Criteria**

| S/N | Criteria | Maximum Score |
|---|---|---|
| 1. | Experience of the firm in providing similar E- Learning Services (Give at least three (3) relevant references.<br>• 3 years and above-(5 Marks)<br>• Below 3 years-(2 Marks) | 5 |
| 2. | Education level and professional qualifications of Lead Consultant should have e-learning technical Skills and knowledge it takes to assess, build, and implement a comprehensive solution-learning solution.<br>Attach CVs, certificates, and professional certificates.<br> • Master's Degree plus Internationally recognized Professional Certification - (15 Marks)<br> • Bachelor's Degree plus Internationally recognized Professional Certification – (10 Marks)<br> • None of above - (0 Marks) | 15 |
| 3. | Quality of management & personnel of the firm. Attach evidence of qualification for two (2) senior management and or technical / Professional staff with the relevant qualifications who will be involved in this assignment.<br>• Degree-(2.5 Marks) each | 5 |

| | | | |
|---|---|---|---|
| | • Diploma-(1.5 Marks) each<br>• Certificate-(1 Marks) each | | |
| 4. | **Methodology and approach**<br>(i)The firm's initiatives and recommendations to undertake the assignment, firms should demonstrate flexibility and ability to deliver within a tight deadline (Include a proposed training methodology for the client) – (8 marks)<br>(ii) Propose work plan and methodology on how they will carry out the assignment, with clear timelines, reports and presentations-( 8 marks)<br>(iii) Value additions – Must clearly be documented – (4 Marks | 20 | |
| 5. | **Reference Checks**.<br>Provide references from three (3) major corporate clients where a similar service has been offered to and a letter authorizing Shelter Afrique that may confirm the details of the references if it deems appropriate. Attach the reference letters (3Marks). | 5 | |
| 6 | **Oral Presentations**<br>Service Providers that have met the Technical Evaluation requirements will be required to make oral presentations of how they intend to execute the assignment. Information from the oral presentation will also be used as part of the Technical Evaluation process.<br>Shelter Afrique reserves the right to incorporate elements from oral presentations in the final Contract | 20 | |
| **TOTAL SCORE** | | **70** | |

### 5.2 Financial Proposal

The contract will be awarded to the bidder whose offer represents the best value to Shelter Afrique, considering the professional and technical capacity, the quality of the offer and the price. Final selection will be based on 70% technical and 30% financial. Shelter Afrique reserves the right to negotiate with the selected service provider.

The minimum technical score (St) required - is 50 pts.
The formula for determining the financial scores (sf) is the following:
Sf = 100 x Fm / F, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration. Final Score = 0.3 Sf + 0.7 St

**6 DATES FOR RECEIPT OF APPLICATIONS/BIDS FOR ELEARNING SYSTEM**
Completed Technical and Financial proposals, respectively clearly marked and enclosed in separate emails, should be addressed to:

Procurement & Disposal Committee
Shelter Afrique
Shelter Afrique Centre – 5th Floor,
Longonot Road, Upper Hill, Nairobi
P.O. Box 41479-00100, GPO Nairobi, Kenya
E-mail; procurement@shelterafrique.org

For any clarification kindly contact us on the email address above.

The proposals should be received not later than **Tuesday23rd May 2023, at 5.00 p.m. (Nairobi time**).