United Nation Development Programme
بـــرنامج ألأمـــــــــم الـمـــــتحـدة الانـمـــائــي

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE
Q-IC-135/16 – International Consultant - Moodle Capacity Development Expert – UNDP Iraq

Date: 7th of December 2016

Description of assignment: International Consultant to provide technical assistance to strengthen the capacity of the Iraqi Anti-Corruption Academy to design and deliver of e-learning training courses using Moodle software
Type of Consultancy: International Post;
Duty Station: Home Base and Amman, Jordan with travel to and other locations as needed and advised by the project management.

Period of assignment/services:	**13 Working Days [8 Home Base + 5 Duty Station] over a period of 3 Weeks.**
Estimated Starting Date:	**20 December 2016 till Mid-January 2017**

Proposals should be submitted to the following e-mail address no later than **COB 11th of December 2016 (Baghdad Time: +3 GMT):**
IC1.undp.iq@undp.org . Please note the following:

- *It is a MUST to indicate the Procurement Notice Number in the e-mail subject line).*

- *Any request for clarification must be sent to the above e-mail address. The Procurement Unit will respond by e-mail, including an explanation of the query without identifying the source of inquiry, to identified consultants who have notified UNDP of their interest to participate.*
  Kindly be informed that the UN P11 Form ("CV Form," ref: Annex 2) must be completed. It is not permissible to submit a Curriculum Vitae in lieu of this form.

- *Emails sent to the previously mentioned address shouldn't exceed the limits of 8MB.*

1. Background

Considering that the legal and institutional Anti-Corruption framework has only recently been established in Iraq, there is a need to strengthen the institutional framework, and to streamline the laws and regulations that govern the mandates, powers, and interaction between the various Anti-Corruption agencies. At the same time, legislative reform on its own will not be sufficient to combat corruption in Iraq, particularly if the personnel that is responsible for enforcing the law is not equipped with up to date knowledge and skills. There is widespread agreement that corruption has had a detrimental effect on the economy and on the public sector's performance. Iraq's oversight agencies are seeking to combat these trends by adhering to the highest standards of transparency, accountability, democracy and good governance. Given all of the above, there is a strong and urgent need for Iraq to have Anti-Corruption agencies that are knowledgeable, skillful, motivated and committed. In that context, UNDP is seeking to secure to provide administrative and technical assistance to the newly established Anti-Corruption Academy, particularly with a view to enabling capacity building and knowledge development for the country's Anti-Corruption agencies

On 2 December 2010, Iraq signed the agreement for the establishment of the International Anti-Corruption Academy (the 'IACA' or the 'Academy'). The Iraqi government officials that participated in the negotiation of that agreement expressed strong support for IACA's goals and reiterated Iraq's keen interest in reinforcing its expertise in Anti-Corruption. With its signature, Iraq underlined its strong commitment to the fight against corruption.

To achieve the aim of capacity and knowledge development for the Anti-Corruption agencies the present project has two outputs which together will lead to enhanced knowledge and upgraded skills through training of relevant Anti-Corruption agency staff utilizing a cadre of trained personnel inside of Iraq with an up-to-date curricula. This aim and actions within this project are promoting sustainability and ownership.

2. Project Outputs

Output 1: The Iraqi Anti-Corruption Academy has the capacity to undertake its functions effectively. A needs assessment has been carried out which looked at the Anti-Corruption Academy's administrative, operational, financial and sustainable requirements. The Anti-Corruption Academy's organizational structure and bi-law are defined and worked out.

Output 2: The Iraqi Anti-Corruption Academy has the capacity to deliver training courses on Anti-Corruption related matters.

This output has a series of activities which are linked or cascade off of each other. Experienced national staff is in place and training courses have been established at the Anti-Corruption Academy. Twenty curricula were developed to serve as the baseline in the respective disciplines needed within this project. The twenty curricula have been approved by the Commission of Integrity (CoI) as the lead Anti-Corruption Agency in Iraq and have been developed into textbooks. Twenty textbooks are approved and delivered within this project.

2.1. Project Expected Outcomes

a. The Academy will be staffed with national experts and trainers capable of delivering training sessions in modern techniques of investigation, intelligence, auditing, prosecution and prevention to Anti-Corruption personnel.
b. The Academy's establishment allows the oversight agencies to ensure that their staff will be provided with up to date and continuing skills and education on their field of expertise.
c. The Academy will serve as a focal point for functional inter-agency strategic and tactical coordination.
d. Training sessions carried out at the Academy will contribute to the effort of producing a knowledgeable, skillful, motivated and committed workforce.

2.2. Objective of the Assignment

As part of the main project activities, a full-fledged needs assessment was jointly carried out by the ACA and the UNDP. This has been translated into a detailed plan for the Academy's administrative, operational and financial requirements, paired up with a capacity development plan with the three main actions; individual, institutional and organizational. As a result, UNDP, through a competitive bidding processes, procured and installed various IT products both hardware and software at the ACA premises, including the Moodle Software for e-learning. For the later, an introductory training workshop was delivered as part of the Moodle supply package by the authorized dealer in Iraq, targeting 12 staff from the ACA. However, the training wasn't enough for the ACA to design and deliver sound capacity development e-learning courses in areas related to their scope of work across Iraq and beyond. In this on that basis that the present Terms of Referees (ToRs) is drafted to procure specialized individual consultancy service to design and deliver a five-day training workshop on the intermediary and advanced features of Moodle. The workshop will target the e-learning team (12-15) within the ACA and enable them to acquire an advanced knowledge and professional skills in different Moodle modules. By the end of the intended workshop, the participants should be able to design and deliver e-learning training courses with minimal external guidance.

3. Scope of Work

The consultant shall conduct the following activities:
- The consultant shall be guided by the course outlines found in Annex (1) of the present document,
- Develop an Arabic language training toolkit on the design and delivery of e-learning training course using Moodel software. It will include but will not be limited to: PPTs, practical exercises, workshop agenda, guidelines, reading and reference material, case studies, et,
- Develop a pre and post workshop survey to assess the impact the workshop has on the workshop participants'' level of knowledge and skills,

- Develop check-list on the assessment of the individual performance of the workshop participants,
- Conduct the pre and post workshop survey to assess the impact the workshop has on the workshop participants'' level of knowledge and skills,
- Deliver outside Iraq a five-day capacity development workshop on Moodle's intermediary and advanced features, and deliver them to UNDP team at least one-week before the workshop starts. The design and implementation of the training workshop should be based on the fundamentals of adult learning, where peer and experiential learning combined with high degree of participates' involvement took place, and
- Submit within a maximum one week after the completion of the workshop the final report on the individual performance of the workshop participants while guided by mutually agreed upon checklist (Consultant/ ACA/ UNDP), with recommendations on improved performance.

4. Deliverables and outputs:

The Consultant will be responsible for producing the below deliverables. These deliverables are changeable subject to UNDP approval, in case unexpected incidents take place in the project, such as delay of the project or change of project scope, due to reasons uncontrollable by the Consultant.

Deliverables	Output	Location	Target Date	Payment %(US$)
1. Develop an Arabic language training toolkit on the design and delivery of e-learning training course using Moodel software. It will include but will not be limited to: PPTs, practical exercises, workshop agenda, guidelines, reading and reference material, case studies, etc, 2. Develop a pre and post workshop survey to assess the impact the workshop has on the workshop participants'' level of knowledge and skills, and 3. Develop check-list on the assessment of the individual performance of the workshop participants.	• Arabic Training Toolkit, pre survey for, check-list for assessing individual performance, developed, and submitted to UNDP at least one week before the workshop starts	Home Based	Dec, 2016	30%
4. Conduct the pre and post workshop survey to assess the impact the workshop has on the workshop participants'' level of knowledge and skills, and 5. Deliver outside Iraq a five-day capacity development workshop on Moodle's intermediary and advanced features, and deliver them to UNDP team at least one-week before the workshop starts. The design and implementation of the training workshop should be based on the fundamentals of adult learning, where peer and experiential learning combined with high degree of participates' involvement took place.	• A five-day training workshop is implemented by the consultant targeting 12 – 15 participants from the ACA	Amman, Jordan	Dec, 2016	50%
6. Submit within a maximum one week after the completion of the workshop the final report on the individual performance of the workshop participants while guided by mutually agreed upon checklist (Consultant/ ACA/ UNDP), with recommendations on improved performance.	• The final report is submitted by the consultant and endorsed by the UNDP team	Home Based	Jan, 2017	20%
TOTAL:				*100%
* Payment will be made in one instalment at the end of the consultancy contract and per the condition set in section 9 below.				

Note: Please note that working days in each duty station are different from the actual residency days in the same location. Please refer to travel plan section for further information.

5. Institutional Arrangements (UNDP Support)

UNDP can support the consultant in the following aspects to perform his/her works:
- Provide office facilities such as internet and access to office printers and scanners in the Duty Station outside Iraq, as required and whenever possible,
- Provide invitation/support letters to facilitate the VISA issuance to the consultant to the location where workshop will be implemented, and
- Provide logistic arrangements for training workshops that includes venue booking, sound systems, data show and screen, refreshment breaks and so on.

6. Responsibilities of the Consultant:

Under the leadership and direct guidance of ACA-UNDP team, the consultant will be required to assume the following responsibilities to deliver the outputs indicated in section 3 of the present document:
- Prepare for his/her travel arrangements including air ticketing, accommodation, airport transport and road transport. UNDP has no responsibility whatsoever in any arrangements related to that, as this shall be full responsibility of the consultant,
- Arrange for and take required actions to obtain multi entry VISA to the location where the workshop will be carried out, as required and advised by ACA-UNDP team. UNDP has no responsibility whatsoever in any arrangements related to that, as this shall be full responsibility of the consultant. However; UNDP shall provide supporting letters, as needed,
- Provide ACA-UNDP team with a complete training toolkit well before the workshop starts for printing as deemed necessary. UNDP shall provide all the required stationaries including but not limited to: flipcharts, markers, notepads, adhesive material, etc. as appropriate, and
- Ensure during the implementation of the training workshops that a daily attendance sheet of the participants is duly signed by them on a daily basis and submit this sheet along with the mission report at the end of the workshop and related invoice for payment. ACA-UNDP team may support the consultant in providing the list of names of the participants for each workshop.

7. Constrains

The following constrains have to be considered by the consultant, while implementing this assignment:
- ACA-UNDP team is not expected to attend each training workshop or round table discussion, in which case, the consultant is expected to lead such event from A to Z. The team shall attend the opening/closing sessions in some cases.

8. Course Contents

Day	Topics	
Day One	**Setting Up Moodle Course** ▪ The HTML editor ▪ Forums ▪ Browsers ▪ Blogs	**Adding Resources and using blocks** ▪ Course editing basics ▪ Labels, text and web pages, linking to files and directories ▪ Using blocks activities, people, online users, search ▪ The administration block ▪ Using the calendar ▪ messaging
Day Two	**Using Moodle activities 1** ▪ Assignments, grading ▪ Quizzes ▪ Gradebook	**Using Moodle activities 2** ▪ Comments ▪ Survey ▪ Choice ▪ Glossary ▪ Chat

Day Three	Using Moodle activities 3 ▪ Book ▪ Lessons ▪ Database	Using Moodle activities 4 ▪ Feedback ▪ Wiki ▪ Workshop
Day Four	Student and Course Management ▪ My home ▪ Help ▪ Groups ▪ Roles ▪ Reports and logs	
Day Five	Using multimedia ▪ Images ▪ Audio ▪ Video ▪ Flash	

9. Time and Method of payment:

- Payment shall be provided upon satisfactory completion of the deliverables outlined in the table above. Payment requests submitted by the Consultant must be certified by the supervisor(s) specified below
- Payments are to be made within 30 days from receipt of invoice.
- For each payment a certification of payment needs to be signed and approved by the direct supervisor attached to it explaining the accomplishment of the tasks.
- Payment will be in one lump sum at the end of the consultancy contract.

10. Key Performance Indicators during implementation of Services:

Overall, the Consultant's performance will be evaluated based on the following key criteria:
- Planning and Organizing skill: Identifies priority activities and assignments; allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.
- Communication skill: Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify, and exhibits interest in having two-way communication; Tailors language, tone, style and format to match the audience; Demonstrates openness in sharing information and keeping people informed.
- Client Orientation skill: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Meets time line for delivery of product or services to client.
- Quality of deliveries: Professional skill required for delivering outputs will be assessed.
- Satisfactory and timely completion of tasks and submission of the deliverables within the provision of above explained deliverables and outputs.
  Upon signing of the contract, a detailed work plan will be prepared by the experts with activities, outputs and performance indicators and to be agreed with the supervisor as implementation follow ups and performance yardsticks.

11. Reporting:

- The Consultant will report directly to Iraq-Public Sector Modernization (I-PSM) Project Manager.
- Reports to submit the following reports that have to be made all in **Times New Roman, 10 font size**:

12. Travel Plan:

No	Country / City	No of Travels	Working Days	Calendar Days
1	Amman, Jordan	1	5 Working Days	6 Calendar Days/ Nights
2	Home Base	N/A	8 Working Days	N/A
Total Assignment			13 Working Days	6 Calendar Days/ Nights

13. Time Line:

- The consultancy will be based in Home Base and travel to Amman, Jordan for a total consultancy period of 13 Working days over a period of 3 weeks to start by 20 Dec 2016 till mid of January 2017.
- Consultancy May include travel to other locations or to other countries as needed/ requested by the Programe Manager and upon approval of UNDP Iraq office.
- A detailed implementation schedule with clear timelines will be developed by the selected Consultant and submitted for ACA-UNDP Program Manager for approval.

14. Competencies:

Corporate Competencies:
- Demonstrates commitment to the UN's values and ethical standards;
- Promotes the mission, vision and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Treats all people fairly and with impartiality.

Functional Competencies:
- Consistently approaches work with energy and a positive, constructive attitude;
- Ability to work under pressure and to meet deadlines;
- Demonstrates excellent oral and written communication skills;
- Demonstrates openness to change and ability to manage complexities;
- Self-reliant and able to work as a part of a multi-cultural team in a stressful.

Professionalism:
- Shows pride in work and in achievements; is conscientious and efficient in meeting commitments; observing deadlines and achieving results; is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenges; Remains calm in stressful situations.

Communication:
- Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify, and exhibits interest in having two-way communication; Tailors language, tone, style and format to match the audience; Demonstrates openness in sharing information and keeping people informed.

Planning and Organizing:
- Identifies priority activities and assignments; allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.

Client Orientation:
- Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Meets time line for delivery of product or services to client.

Teamwork:
- Works collaboratively with colleagues to achieve organisational goals; Builds consensus for task purpose and direction with team members; Supports and acts in accordance with final group decisions, even when such decisions may not entirely reflect own position.

Technological awareness:
- Keeps abreast of available technology; actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

15. Facilities:

a) Office Facility:
- UNDP will NOT provide any working station/ office/ facilities during this assignment.
- UNDP will provide invitation/support letters to facilitate VISA issuance to the consultant. VISA issuance to be handled by the consultant him/her self if required.
- UNDP will not provide any logistical/ transportation support during this assignment.
- The consultant is expected to bring his/her laptop with him/her.
- Consultant is expected to come well-equipped with his/her own technological solutions (i.e. roaming mobile, personal email address).

b) Office Supplies and Printing Facilities: UNDP will NOT be responsible to provide office supplies and printing facilities during this assignment.

c) Communication Facilities: UNDP is not responsible for any communication requirements/ needs during this assignment.

16. Qualifications and Requirements:

A. **Education:**
- Academic degree:

  Master degree or Equivalent in IT, Expert Systems, Capacity Development or related fields.

B. **Work Experience:**
- Minimum of 5 years of proven experience in the design and delivery of regional e-learning training courses
- Experience in design, delivery and facilitation of capacity building programs in developing countries and countries in transition
- Experience in working for the UN or other international development organisations on a similar assignment would be an asset.
- Excellent reporting and writing skills.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc).

C. **Language:**
- Fluency in English language is a Must.
- Fluency in Arabic language is a Must.

The Consultant should provide documented examples from previous assignments of proposed personnel related to deliverables in this Terms of Reference;

17. Documents to be included when submitting the Proposal:
Interested individual consultants must submit the following documents/information to demonstrate their qualifications and interest.

A. **Technical Proposal: (which will include the following):**
- Signed **Template Confirmation of Interest and Submission of Financial Proposal** –*Annex 1 attached.*
- A **letter** explaining why he/she considers him/herself the most suitable candidate for the work.

- **Personal CV** including past experience in similar projects and *at least 3 references*.
- **UN P11 Form** ("CV Form") – *Annex 2 attached*. UNDP-Iraq reserves the right to disqualify any submissions that have omitted this form.
- A language assessment will be conducted [if needed] for the purpose of verifying influence in English;
- **Sample reports** of previous work in English.
- A brief **Methodology** on how the candidate will approach and conduct the work.

(The expert is asked in his/her offer submission in the methodologies section to bring the description of the above mentioned points in **3. Scope of Work and Expected Outputs.)**

B. Financial proposal:

The financial proposal will specify a total lump sum amount and payment terms around specific and measurable (qualitative and quantitative) deliverables. Payments are based upon output, i.e. upon delivery of the services specified in the TOR.

Financial Proposal Form, providing a breakdown of this lump sum amount (including travel, per diems) is to be provided by the offeror – *Annex 3 attached*

Important note: the consultant is required to specify the daily fee in his proposal.

C. Travel:

All envisaged travel must be included in the financial proposal. This includes all travel to join duty station/ repatriation travel. In general, UNDP does not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class, he/she should do so using his or her own resources.

Furthermore, Individual Consultant who is at the duty station at the time of hire is ineligible for travel to join, and who remain at the duty station after contract completion is ineligible for repatriation travel

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

18. Selection Criteria:

The award of contract will be made to one individual consultant whose offer has been evaluated and determined as being:

a) Responsive/compliant/acceptable, and
b) Achieving the highest combined score (financial and technical).

Minimum requirements: *(Please see Annex 4). This will be part of the technical proposal.*

1. Master degree or Equivalent in IT, Expert Systems, Capacity Development or related fields.
2. Minimum of 5 years of proven experience in the design and delivery of regional e-learning training courses
3. Experience in design, delivery and facilitation of capacity building programs in developing countries and countries in transition
4. Experience in working for the UN or other international development organisations on a similar assignment would be an asset.
5. Willingness to obtain the required security courses as applicable through the website;
6. Subject to security requirement, consultant must pass the Safe and Secure Approaches in Field Environments (SSAFE); in case if any travel is required to Iraq.
7. The Basic Security in the Field II and Advanced Security training (Online Training) should be completed before any travel take place.
8. Failing the (SSAFE) training, it will be a cause to terminate the contract.
9. Willingness to undergo a medical exam. This applies only for consultant of 62 years of age and above where a full medical exam will be required from a UN certified doctor if selected for award of contract.
10. Ability and desire to work inside Iraq.
11. Acceptance of IC General Terms and Conditions

Only candidates obtaining a minimum of 70 points will be considered for the Financial Evaluation.

	Criteria	Max. Point 100	Weight
Technical	**Criteria A: relevance and responsiveness of candidate's past experience, Qualification based on submitted documents:** • Master degree or Equivalent in IT, Expert Systems, Capacity Development or related disciplines. **(10 points)** • Minimum of 5 years of proven experience in the design and delivery of regional e-learning training courses. **(50 points)** • Experience in design, delivery and facilitation of capacity building programs in developing countries and countries in transition. **(20 points)**	**80 Points**	**70%**
	Criteria B: relevance and responsiveness of candidate's approach, technical proposal and submitted work plan and Methodologies: • Time plan, methodology on how the consultant will conduct the required tasks. To be submitted in English. **(5 points)** • Fluency in English-Written/ Spoken. Supported by sample of reports. **(5 points)** • Fluency in Arabic-Written/ Spoken. Supported by sample of reports. **(5 points)** • Extensive experience in writing analytical research reports/ project reports/consultancy reports, Supported by samples of reports; **(5 points)**	**20 Points**	
Financial	**Lowest Offer / Offer*100**		**30%**
Total Score = (Technical Score * 0.7 + Financial Score * 0.3)			

Weight Per Technical Competence	
5 (outstanding): 96% - 100%	The individual consultant/contractor has demonstrated an OUTSTANDING capacity for the analyzed competence.
4 (Very good): 86% - 95%	The individual consultant/contractor has demonstrated a VERY GOOD capacity for the analyzed competence.
3 (Good): 76% - 85%	The individual consultant/contractor has demonstrated a GOOD capacity for the analyzed competence.
2 (Satisfactory): 70% - 75%	The individual consultant/contractor has demonstrated a SATISFACTORY capacity for the analyzed competence.
1 (Weak): Below 70%	The individual consultant/contractor has demonstrated a WEAK capacity for the analyzed competence.

Annexes:
Annex 1 – Template Confirmation of Interest and Submission of Financial Proposal.
Annex 2 – CV Form.
Annex 3 – Price Schedule Sheet.
Annex 4 – Minimum Requirements Checklist.
Annex 5 – Individual Consultant General Terms and Conditions.