**REQUEST FOR QUOTATION (RFQ)**

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| --- | --- |
| UNDP BIH  Zmaja od Bosne bb; Sarajevo | DATE: 7 June 2021 |
| REFERENCE: **BIH/RFQ/083-21** |

Dear Sir / Madam:

We kindly request you to submit your quotation for **Supply and delivery of On-line training programme development, piloting and integration,** as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 1.

Quotations may be submitted on or before 17:00 CET June 21, 2021 via *e-mail* to the address below:

**United Nations Development Programme**

Zmaja od Bosne bb, Sarajevo 71000

General Service

[registry.ba@undp.org](mailto:registry.ba@undp.org)

Quotations submitted by email must be limited to a maximum of 10 MB virus-free and no more than 5 email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s:

|  |  |
| --- | --- |
| Delivery Terms [INCOTERMS 2010]  *(Pls. link this to price schedule)* | DDP; |
| Customs clearance, if needed,  shall be done by: | UNDP  Supplier/Offeror  Freight Forwarder |
| Exact Address/es of Delivery Location/s (identify all, if multiple) | UN Building, Zmaja od Bosne bb, 71000 Sarajevo |
| Latest Expected Delivery Date and Time (*if delivery time exceeds this, quote may be rejected by UNDP)* | 10 December 2021 |
| Delivery Schedule | Not Required |
| Preferred Currency of Quotation | Local Currency: BAM |
| Value Added Tax on Price Quotation | Must be exclusive of VAT and other applicable indirect taxes; (VAT and custom stated separately) |
| Deadline for the  Submission of Quotation | 21 June 2021, 17:00 CET |
| All documentations, including catalogs, instructions and operating manuals, shall be in this language | Local language and/or English |
| Documents to be submitted | Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 4;  Latest Business Registration Certificate (**Copy of company’s registration)**;  Refences from at least 3 international clients’ that company has worked with in the last 3 years  Samples of the similar projects that have been handled in the last 5 years  CVs from 4 key experts (details in evaluation criteria) stating at least three years of relevant experience each.  Statement regarding warranty, service and after-sales support  Statement regarding latest delivery date upon receipt of purchase order  Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; |
| After-sales services required | Warranty on products as per Annex 4 specification |
| Period of Validity of Quotes starting the Submission Date | 60 days |
| Partial Quotes | Partial Quotes are not permitted. |
| Payment Terms | ☒ 100% upon completion of delivery of services |
| Evaluation Criteria  *[check as many as applicable]* | Technical responsiveness/Full compliance to requirements and lowest price  Full acceptance of the PO/Contract General Terms and Conditions  The service provider must be registered in Bosnia and Herzegovina and have minimum 3 years of experience in providing training/e-learning services of similar nature and complexity implemented and completed over the last 3 years.  The service provider has significant experience in delivery of high-end learning courses to target audience. – with evidence (statements) of satisfactory performance from at least 3 international clients (donor organisations) over the last 2 years for the assignments, where the type, scope and quality delivered service is clearly visible and relevant to the requirements under the ToR.  Minimum average turnover of BAM 90,000 annually for the last 3 years.  At least **4 key experts** (1 e-Learning Project Manager and LMS Consultant, 2 Subject Matter Expert and Curriculum Developers, 1 e-Learning Developer/Rapid Authoring Tools Specialist)with at least 3 years of relevant experience each. If well justified, the Proposer may suggest additional key/support experts to ensure high-quality delivery of the service. |
| UNDP will award to: | One supplier, depending on following factors:   * Technical responsiveness/Full compliance to requirements. * Lowest price offer for technically qualified/responsive Bid |
| Type of Contract to be Signed | Purchase Order |
| Special conditions of Contract | Cancellation of PO/Contract if the delivery/completion is delayed by 10 working days from agreed delivery date |
| Conditions for Release of Payment | Within fifteen (15) days from the date of meeting the following conditions:   1. UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and   Receipt of invoice from the Service Provider. |
| Annexes to this RFQ | ☒ Specifications of the Goods/Services Required (Annex 1)  ☒ Form for Submission of Quotation (Annex 2)  ☒ General Terms and Conditions / Special Conditions (Annex 3) Link: [English version](https://popp.undp.org/_Layouts/15/POPPOpenDoc.aspx?ID=POPP-11-2493)  ☒ Terms of reference (Annex 4)  ☒ Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. |
| Contact Person for Inquiries  (Written inquiries only) | *UNDP BIH - GENERAL SERVICES*  [*registry.ba@undp.org*](mailto:registry.ba@undp.org)  Tel: 033 293 400 Fax: 033 552 330  Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements. The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP’s re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP’s own estimated cost if sourced from its own freight forwarder and insurance provider. At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation.

At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>

**UNDP encourages every prospective Vendor to** avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link: <http://www.un.org/depts/ptd/pdf/conduct_english.pdf>

**Thank you and we look forward to receiving your quotation.**

Sincerely yours,

UNDP BIH

June 7, 2021

**Annex 1**

**Technical Specification – Terms of Reference**

|  |  |  |  |
| --- | --- | --- | --- |
| **SDG Framework in BiH - On-line training programme development, piloting and integration (modules for civil servants, academia and private sector) Detailed descriptions in Terms of Reference (Annex 4)** | | | |
| **Task to be delivered** | ***Description*** | **Notes** | ***Latest targeted delivery date*** |
| **Supply and delivery of On-line training programme development, piloting and integration** | | | |
| 1.1 | **Content of the online training programmes designed.** | * + a) I Indicative “Table of Contents” (ToCs) for three main learning pathways (three key target audiences).   + b) Estimated timeline for modular curriculum, based on the approved ToCs, focusing on reusability of training “chunks” in delivering training to the three key target audiences (civil servants, private sector and academia).   + c) Training programme curricula for each key target audience with learners’ take-aways clearly outlined and defined with content outline design, detailed course description and detailed syllabus with timeline and estimated duration. | August 31 2021 |
| 1.2 | **Online training programme tested, piloted, evaluated and integrated.** | a) Compilation of the prototype versions of the modules for the online trainings.  b) Testing with key stakeholders which will provide feedback, specifically from the viewpoint of its interactivity and user engagement.  c) Finalization of the e-Learning content developed incrementally and based on the constant feedback of key stakeholders. | October 29 2021 |
| 1.3 | **Online training programmes integrated into learning management platforms of the final beneficiaries.** | a) Integration into existing official learning management platforms of the designated direct beneficiaries.  b) Revision and integration of any possible faults in the content and logic of the courses.  c) Delivery of the whole source code in a native format for the authoring tool they used, including the library of all elements used in the production of the content. | December 10 2021 |

**Annex 2**

**FORM FOR SUBMITTING SUPPLIER’S QUOTATION**

***(This Form must be submitted only using the Supplier’s Official Letterhead/Stationery)***

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. **BIH/RFQ/083-21:**

**TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item No.** | **Description/Specification of Goods** | **Quantity** | **Latest Delivery Date** | **Unit Price** | **Total Price per Item** |
| **1.** | **Content of the online training programmes designed.** | ***1*** |  |  |  |
| **2.** | **Online training programme tested, piloted, evaluated and integrated.** | ***1*** |  |  |  |
| **3.** | **Online training programmes integrated into learning management platforms of the final beneficiaries.** | ***1*** |  |  |  |
|  | **TOTAL without VAT** |  |  |  |  | |
|  | Add: VAT 17% |  |  |  |  | |
|  | **Total Final and All-Inclusive Price Quotation** |  |  |  |  | |

**TABLE 2: Offer to Comply with Other Conditions and Related Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Other Information pertaining to our Quotation are as follows:** | | **Your Responses** | | |
| ***Yes, we will comply*** | ***No, we cannot comply*** | ***If you cannot comply, pls. indicate counter proposal*** |
| Delivery Lead Time | ASAP but not later than 30 days from the date of a Purchase Order Issuance |  |  |  |
| Compliance with Technical Specifications |  |  |  |  |
| Validity of Quotation: | Minimum 60 calendar days |  |  |  |
| All Provisions of the UNDP General Terms and Conditions | |  |  |  |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier’s Authorized Person]*

*[Designation]*

*[Date]*

**Annex 3**

**General Terms and Conditions**

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| --- |
|  |

General Terms and Conditions (for Goods and/or Services)

Link: [English version](https://popp.undp.org/_Layouts/15/POPPOpenDoc.aspx?ID=POPP-11-2493)

**Annex 4**

Terms of Reference

**Title:** SDG Framework in BiH - On-line training programme development, piloting and integration (modules for civil servants, academia and private sector)

**Reporting to:** UNDP SDG Rollout Support and Private Sector Support Project Manager

**Contract Type:** Contract for Goods and Services on behalf of UN Entities

**Duration:** 6 Months (tentative start June 2021)

1. **Background**

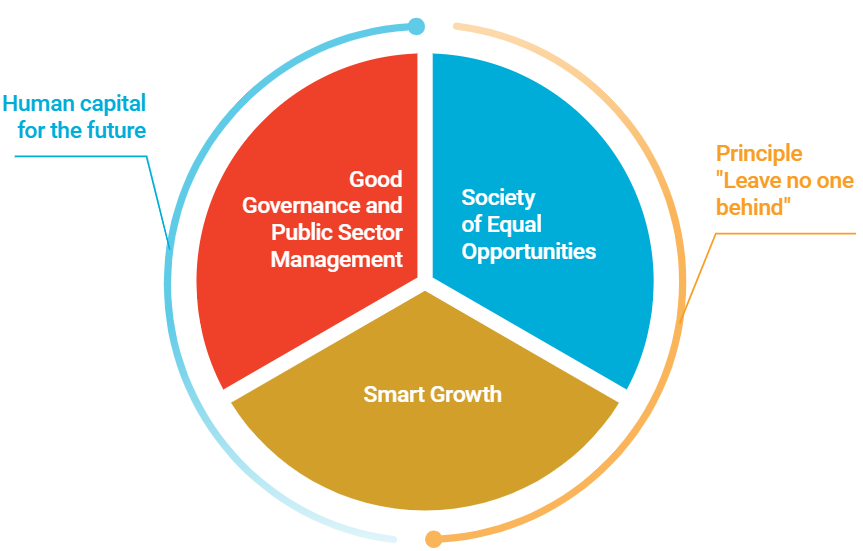
With financial support of the Government of Sweden, the United Nations Development Programme (UNDP) in Bosnia and Herzegovina (BIH) started “The Sustainable Development Goals (SDGs) Roll-out Support and Private Sector Engagement Project”, aiming to instigate landing of the Agenda 2030 in the country, as well as capacitate and prepare private and public sector partners for the Sustainable Development Goals (SDGs)’ implementation, thus directly supporting the country’s efforts to contribute to the largest global agenda that exists today – Agenda 2030. The Project envisages two outputs as follows:

* SDGs Roadmap for Bosnia and Herzegovina developed, and implementation started;
* Private sector actors sensitized and engaged in SDGs prioritization, planning and implementation.

Under the first output, the project supported governments at national, entity and Brčko District levels to design and adopt the SDG Framework in BIH, considered as a unique opportunity for introducing a holistic approach to long-term development that not only defines priorities for inclusive and sustainable growth but also serves as a platform for cooperation and partnership. The SDG Framework, adopted by the relevant authorities of the Entities and Brčko district as well as the Council of Ministers of Bosnia and Herzegovina, will serve as the common development agenda providing an overall vision for all government levels in the country, along with key development pathways and 2030 targets.

The development pathways and corresponding accelerators and development drivers should contribute to a more prosperous society and a future where no one will be left behind and where people, prosperity, peace, partnerships and concern for the Planet are at the heart of a better and jointly shared future. Hence, in the political reality of BIH, the SDG Framework will serve as a unique cohesive country-wide strategic document that ties together the Agenda 2030, the EU requirements and domestic development priorities. Importantly, an additional review of the document from the perspective of resilience to crises was conducted, particularly in light of new realities resulting from the COVID-19 outbreak as well as possible future shocks.

The SDG Framework identifies three long-term development pathways in the country: (i) Good Governance and Public Sector Management to improve accountability, transparency and efficiency, with focus on policy planning and coordination, public finance management, service delivery to citizens and businesses as well as on anti-corruption and judiciary; (ii) Smart Growth focusing on building a competitive, vibrant and sustainable economy by fostering green growth based on decarbonization, innovation, and digitalization and decarbonization and; (iii) Society of Equal Opportunities so as to achieve the principle of Leaving No One Behind, through enhancing access and quality of social protection and health care, inclusive education and job creation and employability for the socially excluded.



Considering the multi-tier governance structure of BIH, further operationalisation of the Framework is being ensured through its mainstreaming into national and sub-national development strategies.

The SDG Framework in BIH recognizes the fact that, even though public budgets will be central for achieving the domesticated targets set in in the SDG Framework in BIH, public resources will not be sufficient to cover all the needs. Governments will need to mobilize broad-based partnerships with other actors such as the private sector, international and domestic financing institutions and employ innovative ways of financing for a greater development impact. The private sector must act as the primary engine of growth and thus crowding private capital into the domestic development agenda especially after the recent post-pandemic reality.

Providing capacity building to key stakeholders to engage and integrate the SDG Framework in BiH into their daily operations is considered vital at this stage and the online training approach as the fastest way to reach sufficient numbers and assure domestication and sustainability of the process.

1. **Relevance**

BIH is a country with numerous development challenges, starting from complex governance structure and poor public sector performance, high unemployment and poverty rates and alarming emigration trends. The Opinion on Bosnia and Herzegovina’s EU membership application indicates the country needs to significantly step up its efforts to align with the EU Acquis and enforce related legislation.

BIH does not have a development strategy since 2006 due to differences in political views on the role and competencies of the state vs. entities. However, in 2018 governments at national, entity and Brčko District levels initiated the design of the SDG Framework in BIH, considered as a unique opportunity for introducing a holistic approach to long-term development that not only defines priorities for inclusive and sustainable growth but also serves as a platform for cooperation and partnership. The commitment of governments to jointly work on the achievement of the Agenda 2030 through the SDG Framework in BIH was communicated in the country’s first Voluntary Report (VNR) in 2019.

1. **Purpose, objectives, target groups**

**3.1. Purpose**

This Terms of Reference (ToR) aims to engage a qualified and professional service provider to develop a curriculum and e-Learning content for online capacity building and engaging of the civil servants at different levels, academia, and private sector in line with the Agenda 2030 and SDG Framework in BiH in particular.

**3.2. Objective**

The main objective of this assignment is to capacitate civil servants, private sector and university students on sustainable development and SDGs through the best international experience[[1]](#footnote-1), in particular that of UN agencies, programmes and projects implemented at global level.

**3.3 Target groups and their roles**

The **direct beneficiaries** of the assistance under this assignment will be civil servants at the state and entity levels, private companies, and university students. Partners in delivering the assistance will include the Civil Service Agencies at state and entity levels (in charge of the training programme for civil servants at all levels), Foreign Trade Chamber of Bosnia and Herzegovina (depository for the training programmes for private sector) and public and private universities in BiH (at least 3 universities at initial stage)[[2]](#footnote-2).

**Indirect beneficiaries** will include all civil servants at all levels in the country, all private sector companies’ members of chambers of commerce and professors and students at public and private universities in Bosnia and Herzegovina.

**3.4. Timeline of the service**

The timeframe for delivering of the services under these ToR is **July 2021 – December 2021.**

**3.5. Methodological approach**

The service provider may engage the subject matter expert(s) on 2030 Agenda for Sustainable Development and its strategic transposition in the SDG Framework in BiH, to help in designing the e-Learning programme: content outline,syllabus with timeline and the e-Learning content itself. The e-learning programme should be modular, containing a set of five self-paced e-learning modules that illustrates the conceptual framework of sustainable development as well as aspects that are relevant for the specific target groups in the BIH country context. Some of the modules would be the same for all three learning paths i.e., target groups (civil servants, private sector organizations, university students). Each module itself will follow the pathways and relevant accelerators from the SDG Framework in BiH which is a central knowledge resource of the training curriculum. The modules will be based on the common vision of the governments at all levels in Bosnia and Herzegovina that is a prosperous, economically, and institutionally developed, socially equitable country, of equal opportunities for all its citizens with developed infrastructure, knowledge-based society, where natural and other resources are used efficiently, environment is protected, and rich diversity is taken care of.

A general outline of the modules within each training is as follows:

Training for civil servants (max. 9 hours in total):

* Introduction to sustainable development and global Agenda 2030, also elaborating the Leave No One Behind Principles (suggested time not to exceed 90 minutes)
* SDGs Framework in BiH (suggested time not to exceed 15 minutes)
* Designing sustainable development policies along the development pathways defined within the SDGs Framework (1. Good Governance and Public Sector Management; 2. Smart Growth; 3. Society of Equal Opportunities), (suggested time not to exceed 120 minutes for each development pathway, max. 360 minutes in total)
* Implementing and financing sustainable development policies (suggested time not to exceed 60 minutes)
* Final test after every learning topic (suggested time not to exceed 10 minutes)

Training for private sector (max. 9 hours in total):

* Introduction to sustainable development and global Agenda 2030, also elaborating the Leave No One Behind Principles (suggested time not to exceed 90 minutes)
* SDGs Framework in BiH (suggested time not to exceed 15 minutes)
* Integrating the SDGs into business practices and work models from the perspective of sustainable production and consumption (i.e. energy, natural resources, people, etc.), (suggested time not to exceed 360 minutes).
* Sustainability reporting (suggested time not to exceed 60 minutes)
* Final test (suggested time not to exceed 10 minutes)

Training for university students (max. 16 hours in total):

* Introduction to sustainable development and global Agenda 2030, also elaborating the Leave No One Behind Principles (suggested time not to exceed 90 minutes)
* SDGs Framework in BiH (suggested time not to exceed 15 minutes)
* Designing, implementing and financing sustainable development policies (suggested time not to exceed 360 minutes)
* Integrating the SDGs into business practices and work models from the perspective of sustainable production and consumption (i.e. energy, natural resources, people, etc.), (suggested time not to exceed 360 minutes).
* Importance of data gathering and sustainability reporting (suggested time not to exceed 120 minutes)
* Final test (suggested time not to exceed 20 minutes)

All the training programmes should be user friendly, practical, interactive and contain reality-based scenarios and exercises thus helping the target groups apply the knowledge gained in their every-day operation. Each training module will strategically select relevant learning approaches, including, but not limited to video-messages from global and domestic as well as policy-makers and business and community leaders as well as others to send motivating message, animated short illustrations of concepts, practices, videos that illustrate a good practice, example, solution as well as gamification elements.

Moreover, the training programmes will be based on innovative approaches that encompass simulation games, point, and click games and interactive quizzes, including end of module assessments as well as pre and final assessments. The training programmes should include reference materials such as case studies, references to relevant best practices, such as web guides, manuals, and other distance learning materials. The service provider will have an option to choose the authoring software of their preference, as long as the e-Learning content created is SCORM compliant.

The training programme modules will be developed to follow a level of complexity (e.g., from basic to expert) allowing that a same topic is offered to different audience. Also, the identified level of complexity will influence on the length and duration of the training programme.

Each course will end with a final test that will be documented with an acknowledgement in form of a digital certificate.

The training programme content text will be developed in local language in Latin script.

NOTE: For this purpose, the Gapminder Foundation offered its available materials on [Worldview Upgrader website](https://upgrader.gapminder.org/) free for integration and use.

1. **Scope of work**

The assignment will be divided into the following tasks:

**Task 1: Content of the online training programmes designed**

The Service Provider will focus the work on the existing SDG Framework in BIH and will collect and process existing materials from available web and non-web sources. The Project secretariat will forward all available materials prepared by UN agencies that can be used for this purpose as well as support the service provider and its subject matter expert, if available, in understanding the e-Learning programmes content requirements. The service provider will propose indicative “Table of Contents” (ToCs) for three main learning pathways (three key target audiences) based on the proposed modules with estimated timeline. The service provider will prepare the training programmes concept including technical solutions as well as initiate setting up of new e-learning platforms, if necessary[[3]](#footnote-3).

Once the ToCs are approved by the UNDP, the service provider will initiate the development of more detailed modular curriculum, based on the approved ToCs, focusing on reusability of training “chunks” in delivering training to the three key target audiences (civil servants, private sector and academia).

Therefore, the training programme curricula for each key target audience will have learners’ take-aways clearly outlined and defined with content outline design, detailed course description and detailed syllabus with timeline and estimated duration. The curricula will be based and focused on the SDG Framework in BIH and will be developed to increase and build capacity of the learners while carrying across its main messages and at the same time will identify and introduce global good practices and approaches to illustrate important concepts and motivate learners[[4]](#footnote-4).

The Service provider will also work on the development of pathway scenarios for the specific curriculum implementation (different ways to reach the learning outcomes).

Upon curriculum, modules, content and couple of minutes long exemplar of the e-Learning content, which includes passive and interactive elements, are approved by the UNDP, the service provider will initiate the next step.

Under this task, the service provider will review existing learning management platforms used by the direct beneficiaries and make sure that the e-Learning content compatibility is assured.

*Task 1 will be delivered during the period July – August 2021 in the languages of people of Bosnia and Herzegovina. This Task is estimated to take 30% of overall effort in completion of the assignment.*

**Task 2: Online training programme tested, piloted, evaluated and integrated**

The Service Provider will iteratively compile the prototype versions of the modules for the online trainings and for testing with key stakeholders which will provide feedback, specifically from the viewpoint of its interactivity and user engagement (not less than 10 persons per each key stakeholder group).

Based on the results of the testing, the modules will be incrementally revised and finalised by the Service Provider. The revised modules will be updated and finalised with all elements foreseen and agreed upon (music, narration, effects, layout, etc..).

*Task 2 will be delivered during the period August-October 2021 in the languages of people of Bosnia and Herzegovina. This Task is estimated to take 60% of overall effort in completion of the assignment.*

**Task 3: Online training programmes integrated into learning management platforms of the final beneficiaries**

The final tested product will be integrated into existing official platforms of the designated direct beneficiaries. The Service Provider will provide training for the staff of the beneficiary institutions on the best application and ways to maintain the materials.

Service provider is required to revise and integrate any possible faults in the content and logic of the courses (spelling, grammar, small inconsistencies, etc.) in the warranty period (6 months), free of any additional charges. Moreoever, after the waranty, the service provider will deliver the whole source code in a native format for the authoring tool they used, including the library of all elements used in the production of the content.

*Task 3 will be delivered during the period November-December 2021. This Task is estimated to take 10% of overall effort in completion of the assignment.*

1. **Main deliverables**

| **Assignment output** | **Deliverables** | **Estimated LoE (%)** | **Deadline** |
| --- | --- | --- | --- |
| **Content of the online training programmes designed.** | * + Indicative “Table of Contents” (ToCs) for three main learning pathways (three key target audiences).   + Estimated timeline for modular curriculum, based on the approved ToCs, focusing on reusability of training “chunks” in delivering training to the three key target audiences (civil servants, private sector and academia).   + Training programme curricula for each key target audience with learners’ take-aways clearly outlined and defined with content outline design, detailed course description and detailed syllabus with timeline and estimated duration. | *30%* | *31 August 2021* |
| **Online training programme tested, piloted, evaluated and integrated.** | 1. Compilation of the prototype versions of the modules for the online trainings. 2. Testing with key stakeholders which will provide feedback, specifically from the viewpoint of its interactivity and user engagement. 3. Final e-Learning content developed. | *60%* | *29 October 2021* |
| **Online training programmes integrated into learning management platforms of the final beneficiaries.** | 1. Integration into existing official platforms of the designated direct beneficiaries. 2. Revision and integration of any possible faults in the content and logic of the courses. 3. Delivery of the whole source code in a native format for the authoring tool they used, including the library of all elements used in the production of the content. | *10 %* | *10 December 2021* |

1. **GOVERNANCE AND ACCOUNTABILITY**

Monitoring and evaluation of the Service Provider’s work will be conducted by the UNDP SDG Roll-Out Project Team. All logistical issues related to public events, workshops and trainings will be coordinated with UNDP to ensure appropriate representation of UNDP and partner organizations/institutions. The UNDP will closely oversee the service provision and work in close cooperation and coordination with the Service Provider. Day to day management of the service will be devolved to the service provider. A strong performance regime will operate – with payments made to the Service Provider on an outputs basis.

1. **EXPECTED DURATION OF THE CONTRACT/ASSIGNMENT**

The expected duration of the assignment is 6 months, in the period July 2021-December 2021.

1. **Institutional arrangement** 
   1. **Administrative Arrangements**

The UNDP will closely oversee the service provision and work in close cooperation and coordination with the service provider. UNDP will also provide any necessary technical support and information.

Day to day management of the services will be devolved to the Service Provider. A strong performance regime will operate – with payments made to the Service Provider on an output’s basis.

Reports and supporting products and deliverables should be submitted to the UNDP in electronic form upon completion of each task.

* 1. **Reporting**

Reporting is considered as the formal presentation of monitoring information and is related to service delivery under these Terms of Reference. The Service Provider is expected to provide reports and for approval by UNDP. Following reports are required:

1. Progress report

Progress report will be given to the UNDP at the completion of each task. The Progress Report should be submitted in standardized format and will be shared with the Service Provider at the beginning of the assignment.

1. Final report

Submitted within 10 days of completion of the service (not later than 20 December 2021). The final report should contain information on the achievement of objectives, results and outputs.

1. **SCHEDULE OF PAYMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| Outputs | Percentage | Timing | Condition for Payment Release |
| 1. **Content of the online training programmes designed.** | 30% | 31 August 2021 | Within fifteen (15) days from the date of meeting the following conditions:   1. UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and 2. Receipt of invoice from the Service Provider. |
| **2. Online training programme tested, piloted, evaluated and integrated.** | 60% | 28 October 2021 |
| **3. Online training programmes integrated into learning management platforms of the final beneficiaries.** | 10% | 10 December 2021 |

**Remark:** UNDP holds the right to reject development or implementation of some of assignment tasks or to reduce the scope of assignment tasks. In that case, the price of the rejected or reduced tasks would be subtracted from the total price.

1. The Project has the approval of Gapminder to use the available content in the [Worldview Upgrader](https://upgrader.gapminder.org/) for this purpose. [↑](#footnote-ref-1)
2. The public and private sector universities, possible partners at the initial/testing stage will be selected after a public call for partnership. [↑](#footnote-ref-2)
3. The Civil Service Agencies in Bosnia and Herzegovina and Foreign Trade Chamber of Bosnia and Herzegovina already have a functioning Moodle LMS system. In case that the direct beneficiaries from the universities does not have a functional online learning platform, the service provider will assist in installation and minor template customization of the same Moodle LMS system. [↑](#footnote-ref-3)
4. There are available materials/videos of global SDG Advocates (https://www.unsdgadvocates.org/) that can be used for this purpose. [↑](#footnote-ref-4)