



REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: September 21, 2021
	REFERENCE: RFP/UNDP/SP4N-LAPOR!/132096/028/2021 – The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR!

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal with reference **RFP/UNDP/SP4N-LAPOR!/132096/028/2021 – The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR!**

A **bidder's conference** will be held on:

Date : 23 September 2021

Time : 1400 hours (GMT +7, Jakarta Time)

Place : Zoom Online Meeting

Meeting ID : <https://undp.zoom.us/j/87654326705?pwd=c29TSTBmNzUzSEt5bHF5UnhpcmJUQT09>
(876 5432 6705)

Password : 546438

Detailed Terms of Reference as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system" (<https://etendering.partneragencies.org>) **Event ID: 0000010486.**

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with RFP requirements, through UNDP ATLAS e-Tendering system and by the deadline indicated in <https://etendering.partneragencies.org>.

NOTE! The Financial Proposal and the Technical Proposal files **MUST BE COMPLETELY SEPARATE** and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

The Proposer shall assume the responsibility for not encrypting the financial proposal. **NOTE: DO NOT ENTER PROPOSAL PRICE IN THE SYSTEM, INSTEAD ENTER ONE. Failed to meet this requirement, proposal will be rejected.**

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it is submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. In case of any discrepancies deadline indicated in the system shall prevail.

Kindly ensure that supporting documents required are signed and stamped and in the .pdf format, and free from any virus or corrupted files and **FINANCIAL PROPOSAL IS PASSWORD PROTECTED. NOTE! The File name should contain only Latin characters (No Cyrillic or other alphabets). Failed to meet this requirement, proposal will be rejected.**

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**” button no later than **23 September 2021**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have not registered in the system before, you can register now by logging in using:

username: event.guest

password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the “Instructions Manual for the Bidders”, attached. Should you require any training on the UNDP ATLAS e-Tendering system or face with any difficulties when registering your company or submitting your quotation, please send an email to armada.pratama@undp.org cc: yusef.millah@undp.org.

Please note that ATLAS has following minimum requirements for password:

1. Minimum length of 8 characters
2. At least one capital letter.
3. At least one number.

New bidder registering for first time, system will not accept any password that does not meet the above requirements and thus registration cannot be completed.

For already existing bidders whose current password does not meet the criteria, when signing in, system will prompt you to change the password, and it will not accept a new password that does not meet requirement.

The user guide and videos are made available to bidder in the UNDP public website in this link:

<https://www.undp.org/procurement/business/resources-for-bidders>

Bidder can also access below instruction from youtube with link below:

<https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>

The bidders are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,



Martin Stephanus Kurnia

Procurement Analyst

9/21/2021

Annex 1

Description of Requirements

Context of the Requirement	The Development of E-Learning Platform and Course Contents for SP4N-LAPOR!
Implementing Partner of UNDP	Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia, Presidential Staff Office, Ombudsman Republic Indonesia
Brief Description of the Required Services ¹	<p>Under the direct supervision of the National Project Manager of SP4N-LAPOR!! project, the service provider will undertake the following tasks:</p> <p>1.1. E-Learning Platform Development</p> <p>In close coordination with UNDP, the implementing agency and related stakeholders, the vendor is expected to develop and test the e-learning platform that meets functional requirements and needs. The design and construction of e-learning platform shall consider and refer to the existing documents such as SP4N-LAPOR! roadmap 2020-2024 and accommodate request from stakeholders during the preproduction stage.</p> <p>1.1.1. Preproduction Phase</p> <ul style="list-style-type: none"> • Undertake desk review and analysis of all the necessary documents including the recently developed e-learning design and materials for the offline modules to fully understand the context and relevant national regulations and policies that have been signed pertaining to public participation and transparency with an objective to Identify business need, course objective, duration as well as suitable learning management system applied to the need of users, validate and accommodate learning objectives • Conduct need assessment of government's infrastructure, determine precise system requirement and human resource capacities to both KSP and Kominfo • Synchronize existing data through series of consultation meeting with stakeholders (particularly with kominfo in the deptech) where the data integrated and stored • Develop storyboards picturing outline of visual design and logic incorporating required features and best aspects • Ensure the features and logics are user friendly and have positively experienced by users, especially those with limited skills and or internet connection across country <p>1.1.2. Production phase</p> <ul style="list-style-type: none"> • Design the solution architecture e-learning platform in manner for better performance, flexibility, scalability, extendibility and multi-tenancy of the system for the future expansion • Design the platform to run perfectly in most commonly used web browser Google Chrome, Internet Explorer, Safari, Mozilla Firefox, Microsoft Edge • Develop e-learning platform with features as required, where relevant, the platform should work offline or at least with limited content available. The main features of the platform are dashboard (usage statistic, programmes

¹A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<p>enrolled), program catalogue, program details, learning activity, <i>linimasa</i> & content sharing, directory of users, data monitoring, webinar/live tutoring, etc.</p> <ul style="list-style-type: none"> • Design the platform must be capable to allow activity of at least 3000 concurrent users simultaneously and unlimited users • Prototype development of alpha and beta version incorporating feedbacks from relevant stakeholders • Perform functional testing, browser compatibility, and resolve problem encountered during development of platform and go-live stage • Ensure the add/remove/edit/modify/restructure the content(s) and feature(s) (session/subsession) are available to access and protected from unauthorized access • Design the platform for user with disabilities should be able to access the platform, when the user cannot use the cursor and only be operate through keyboard only, the platform expects to support auxiliary software such as screen reader • Provide the finished product in dual language i.e. Bahasa and English <p>1.2. Course Content Development</p> <p>In close coordination with UNDP, the implementing agency and the related agencies, transform training material to e-learning modules on the topic that are identified. The content should cover an effective blend of instructional design, intuitive graphics, engaging animation, interactive contents and quizzes. The process shall require collaboration with subject matter expert to ensure quality assurance of produced materials in respect of understanding, analyzing, structuring, creation, revision, (re)designing of content's duration, levels and outcomes. The contents should help users in efficient learning, recreating, and sustaining interest in topics. Each module of courseware should include tests/assessment to check the user learning journey. The contents should cover 3 modules (module for policy makers, middle management and operation) consists of 10 session. Duration for each session approximately 40 minutes all inclusive including infographics, presentation/slide, assessment, reference materials, video and etc. Each session should be equipped with at least 1 video (duration 3-5 minutes) of selected resource person or experts in respective fields.</p> <p>1.2.1. Pre-production</p> <ul style="list-style-type: none"> • Undertake desk review of the existing modules and content materials and identify topics and classify them into courses • Identify learning objective and training need assessment • Design contents and undertake the following indicative activities such as development of story line (both textual and graphically), development of scripts, development of graphics and animation, develop screen and navigations • Prepare video production by expert as part of contents including timeline, video scripts, list of potential experts and etc <p>1.2.2. Production Phase</p> <ul style="list-style-type: none"> • Provide concise and practical course introduction, objectives and expected skills that learners will achieve
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	<ul style="list-style-type: none"> • Develop 3 modules consists of 10 sessions which of approximately 40 minutes each inclusive all content. Design the modules and course contents to include visually engaging graphics or other multimedia tools such as audio/visual clips, animation to enhance learning process. Each session should have at least 1 video (duration 3-5 minutes), infographics, presentation/slide, animation, reference materials etc. • Produce 10 videos (duration 3-5 minutes) presented by related experts. • Provide course certification based on assessment elements such as quizzes, multiple choices questions, hypothetical scenarios, match the following provided at the conclusion of each session • Transfer the final course contents into a digital platform as well as provide guidance and manual on how to operate it <p>1.3. Training and Maintenance</p> <p>In close coordination with UNDP, the implementing agency and related stakeholders, provide knowledge transfer and platform maintenance such as:</p> <ul style="list-style-type: none"> • Install and transfer E-learning platform to government server • Support go-live stage during the public launching event especially on performing functional testing, browse compatibility, and resolve problem encountered • Perform two online training for 1) admins users to perform admin function including but not limited to general management of e-learning platform and other of necessary skills. 2) public users in accessing learning journey and course materials through the platform • Technical assistance for 8 months after public launching/go live stage fixing all bugs and system errors (Dec 2022)
List and Description of Expected Outputs to be Delivered	<p>a. E-learning Platform Production</p> <ul style="list-style-type: none"> • Detailed project plan clearly showing the information of gathering, planning, design, development, testing delivery, handoff phases, timeline and result of need assessment of government infrastructure • Detailed storyboards for the development of e-learning platform • Alpha prototyping e-learning platform • Beta version (testing, debugging and update) of e-learning platform <p>b. Course Content Production</p> <ul style="list-style-type: none"> • Video production preparation including timeline, video scripts and list of experts • Detailed storyboards of 3 modules (10 session) including detail contents and video development #1. module for admin SP4N-LAPOR! #2. module for middle management #3. module for policy maker • Final course contents of comprehensive modules duration 40 minutes all inclusive contents <p>c. Training and Maintaining</p> <ul style="list-style-type: none"> • Installation and transferring e-learning and course content to government server • Two times trainings for admin users and public users. Each training should consist of narrative and administrative report. Narrative report consists of objective and expected outputs, implementation process, result of training conclusion and

	<p>recommendation. Administrative reports consists of invitation letter, rundown activity, attendance records, resource person materials, publication and documentation</p> <ul style="list-style-type: none"> • Manual/guideline for users including source code, technical documentation and credential • 8 months of assistantship for troubleshooting (Dec 2022)
Persons to Supervise the Work/Performance of the Service Provider	<ol style="list-style-type: none"> 1. <i>National Project Manager for SP4N-LAPOR!</i> 2. <i>Technical Officer</i> 3. <i>UNDP ICT Associate</i> 4. <i>Training Officer</i>
Frequency of Reporting	<i>Please refer to the TOR (Annex 3)</i>
Progress Reporting Requirements	Please refer to the TOR (Annex 3)
Location of work	<input type="checkbox"/> Exact Address/es <input checked="" type="checkbox"/> At Contractor's Location, if required, for technical works specifically indicated in the proposal
Expected duration of work	14 months
Target start date	November 2021
Latest completion date	Third week of Dec 2022
Travels Expected	N/A
Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN prior to travelling
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars or <input checked="" type="checkbox"/> Local Currency for Local Bidders
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted			
Payment Terms ³	No	Deliverables	Percentage	Timeline
	1.	E-learning Platform Production <ul style="list-style-type: none"> Detailed project plan clearly showing the information gathering of planning, design, development, testing delivery and handoff phases Detailed storyboards for the development of e-learning platform Result of need assessment of Government infrastructure and system requirement 	10%	4 th week of November 2021
	2.	<ul style="list-style-type: none"> Alpha prototyping e-learning platform 	10%	3 rd week of Jan 2022
	3.	<ul style="list-style-type: none"> Beta version (testing, debugging and update) of e-learning platform 	20%	3 rd week of March 2022
	4.	Course Contents Production <ul style="list-style-type: none"> Detailed preparation of video production including timeline, scripts and list of experts Detailed storyboards of 3 modules (14 session) including detail contents and video development #1. module for admin SP4N-LAPOR! #2. module for middle management #3. module for policy maker 	10%	2 nd week of Dec 2021
	5.	<ul style="list-style-type: none"> Final course contents of comprehensive modules duration 40 minutes all inclusive 	20%	4 th week of March 2022
	6.	Training and maintaining <ul style="list-style-type: none"> Piloting application and Installation to stakeholder's system Golive stage Manual guide for users with all required documentation, source code and all the related credential 	15%	1 st week of April 2022
	7.	<ul style="list-style-type: none"> Two-time training for admin users and target users contains narrative and administrative reports 	10%	4 th week of April 2022

³UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	<ul style="list-style-type: none"> • Eight (8) months of assistantship, maintenance, and troubleshooting (Dec 2022) <p><i>Note: The duration of the assistantship will be started after go-live stage, approximately between May – Dec 2022. It could be changed if encountered some delays in delivering the outputs. The assistantship will be only covered until the third week of Dec 2022.</i></p>	5%	3 rd week of Dec 2022
	<p>Note:</p> <ul style="list-style-type: none"> • Each deliverable should accommodate feedbacks and inputs from UNDP and main partners • The development of platform and course content will be progressing simultaneously 		
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	<ol style="list-style-type: none"> 1. National Project Manager for SP4N-LAPOR! 2. Technical Officer 3. UNDP ICT Associate 4. Training Officer 		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Professional service contract		
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. <input checked="" type="checkbox"/> Full acceptance of the UNDP Special Conditions		
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 35% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% <input checked="" type="checkbox"/> Presentation 10% <p><i>NOTE: only bidder(s) who received minimum 63 points (70% out of max. 90) will be requested to provide presentation and only bidder(s) who received minimum of 70 points (70% out of max. 100) will be requested to provide the password to open the financial proposal.</i></p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>		
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers		
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at:		

⁴Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

	http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Design learning platform (annex 4) <input checked="" type="checkbox"/> Special Conditions <input checked="" type="checkbox"/> Others: sample written of self-declaration and Special Conditions
Contact Person for Inquiries (Written inquiries only) ⁶	<i>Armada Eras Pratama and Yusef Saiful Millah</i> <i>Procurement Unit</i> armada.pratama@undp.org and yusef.millah@undp.org 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.
Other Information [pls. specify]	A bidder's conference will be held on: Date : 23 September 2021 Time : 1400 hours (GMT +7, Jakarta Time) Place : Zoom Online Meeting Meeting ID : https://undp.zoom.us/j/87654326705?pwd=c29TSTBmNzUzSEt5bHF5UnhpcmJUQT09 (8765432 6705) Password : 546438

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers or legal basis of organization establishment;*
- c) Latest Audited Financial Statement or income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating*

⁷This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

No	Deliverables	Percentage	Timeline
1.	E-Learning Platform Production <ul style="list-style-type: none"> Detailed project plan clearly showing the information gathering of planning, design, development, testing delivery and handoff phases Detailed storyboards for the development of e-learning platform Result of need assessment of Government infrastructure and system requirement 	10%	4 th week of November 2021
2.	<ul style="list-style-type: none"> Alpha prototyping e-learning platform 	10%	3 rd week of Jan 2022
3.	<ul style="list-style-type: none"> Beta version (testing, debugging and update) of e-learning platform 	20%	3 rd week of March 2022
4.	Course Contents Production <ul style="list-style-type: none"> Detailed preparation of video production including timeline, scripts and list of experts Detailed storyboards of 3 modules (14 session) including detail contents and video development #1. module for admin SP4N-LAPOR! #2. module for middle management #3. module for policy maker 	10%	2 nd week of Dec 2021
5.	<ul style="list-style-type: none"> Final course contents of comprehensive modules duration 40 minutes all inclusive 	20%	4 th week of March 2022
6.	Training and maintaining <ul style="list-style-type: none"> Piloting application and Installation to stakeholder's system Golive stage Manual guide for users with all required documentation, source code and all the related credential 	15%	1 st week of April 2022
7.	<ul style="list-style-type: none"> Two-time training for admin users and target users contains narrative and administrative reports 	10%	4 th week of April 2022
8.	<ul style="list-style-type: none"> Eight (8) months of assistantship, maintenance, and troubleshooting (Dec 2022) <p><i>Note: The duration of the assistantship will be started after go-live stage, approximately between May – Dec 2022. It could be changed if encountered some delays in delivering the outputs. The assistantship will only covered by project until the third week of Dec 2022.</i></p>	5%	3 rd week of Dec 2022

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component *[This is only an Example]:*

Description of Activity	No. of Personnel	Total Period of Engagement	Remuneration per Unit of Time	Total Price		
I. Personnel Services						
Team leader	1	35 days				
DevOps Engineer	1	20 days				
Frontend Developer	1	50 days				
Backend Developer	1	50 days				
Instructional design	1	30 days				
Content specialist	2	50 days				
Graphic designer	1	60 days				
Sub Total I						
II. Other Related Costs (please provide the breakdown cost).						
Below activities are example						
	Unit	UoM	Freq.	UoM	Unit Price	Total Price
2.1. Development of e-learning platform						
• Data storage hosting service (cloud-based) during the development of e-learning <i>Note: the platform will be transferred to government’s service, while during the development stage, it should be stored in the cloud</i>	1	pax	6	Month		
2.2. Development of course contents						
2.2.1. Video production (3-5 minutes for 10 session) presented by experts						
• Honorarium expert/resources person/talent	1	Person	10	Session		
• Videographer	1	pax	10	Session		
• Sound engineer	1	pax	10	Session		
• Video editing	1	pax	10	Session		
• Back sound and Scoring	1	pax	10	Session		
• Equipment lease (camera, sound and lighting, Prompter, cont if any)	1	pax	10	Session		
• Translation (subtitle)	1	pax	10	Session		
• Travel cost <i>Note: The cost is for 4 personnel to oversee the video production process</i>	4	person	10	Session		
• Daily allowance <i>Note: The cost is for 4 personnel to oversee the video production process</i>	4	person	10	Session		
• Communication cost	4	pax	5	Months		

<i>Note: The cost is for 4 personnel to oversee the video production process</i>						
<ul style="list-style-type: none"> • Rapid antigen + Precaution kit (Mask, hand sanitizer) <i>The cost is for 4 personnel and 1 expert</i>	5	pax	10	Session		
2.2.2. Content productions for 10 sessions (40 minutes inclusive all contents)						
Audio Jingle	1	pax	10	Session		
Content translation	1	pax	10	Session		
Audio Narration / voice over	1	pax	10	Session		
Animated GIF's	1	pax	10	session		
2.3. Training and Maintaining						
Zoom app payment for enterprise	1	pax	2	Months		
Internet cost	1	pax	2	Months		
Resource person/speakers fee <i>Note: List of resource person: KemenPAN RB, Ombudsman, KSP, academician and practitioner</i>	5	Person	2	Time	IDR 1,400,000	
Personnel support fee (moderator 1 and notetaker 1)	2	Person	2	Time		
e-learning platform Installation	1	pax	1	Times		
8 months assistantship and maintenance <i>Note: The duration of the assistantship will be started after go-live stage, approximately between May – Dec 2022. It could be changed if encountered some delays in delivering the outputs. The assistantship will be only covered until the third week of Dec 2022</i>	1	Pax	8	Months		
Sub Total 2						
III	Other expenses (if any, please specify in detail)					
Grand Total						

NOTE: Any costs that relate to resource person fee, moderator, facilitator, note-taker, speaker, MC/host and reimbursement of local transport should refer to SBM (Standar Biaya Masukan)

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*



Annex 3

Term of Reference (TOR)

The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR

- A. General Information** :
- Terminology of this TOR
- Title : **The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR!**
- Report to :
1. National Project Manager SP4N-LAPOR!
 2. Technical Officer
 3. UNDP ICT associate
 4. Training Officer
- Location : UNDP Indonesia Country Office, Menara Thamrin 8-9th Floor. Jl. MH Thamrin Kav.3 Jakarta 10250, Indonesia
- Expected place of travel : As listed in Annex 1
- Duration of contract : The expected duration of the contract is fourteen (14) months upon contract signing by both parties
- Provision of support services : ☐ Yes ☒ No
- Equipment (laptop etc.) : ☐ Yes ☒ No
- Secretarial Services : ☐ Yes ☒ No

The terms listed hereunder are used throughout this request for proposal (RFP) to mean the following:

SP4N-LAPOR!	The National Public Service Complaints Management System LAPOR is an online citizen complaints management system, designed to increase public participation in the supervision of programs and government performance as well as the provision of public services
Capacity Building	The process by which individuals and organizations obtain, improve, and retain the skills, knowledge, tools, equipment, and other resources needed to do their jobs competently.
e-learning	Electronic Learning is the delivery of learning and training through digital resources. It refers to educational processes that utilize information and communications technology to

	mediate synchronous as well as asynchronous learning and teaching activities
LMS (learning management system)	Learning system management is a software application that is used to deliver online training. LMS compromises with the features and support you need to execute your e-learning strategy perfectly.
MOCC	Massive open online course is an online course aimed at large scale of participation and open free access via internet
Main Partner	Ministry of Administrative and Bureaucratic Reform, Ombudsman's of Republic Indonesia Executive office of the president Indonesia

B. Background Information

On 20 September 2011, Indonesia, as one of the 8 founding governments formally launched the Open Government Partnership (OGP), endorsed the Open Government Declaration, and announced its national action plan. Following the launch of OGP, President Yudhoyono established an online G2C system (LAPOR! - Layanan Aspirasi dan Pengaduan Online Rakyat) that supports the national public service complaint management system (SP4N) under the coordination of the President's Delivery Unit for Development Monitoring and Oversight (UKP4) in 2012.

LAPOR is an online citizen complaints management system that has been designed to increase public participation in the supervision of programs and government performance as well as the provision of public services. LAPOR! is an integrated online system that is easily accessible through various online platforms including: 1) text messaging 1708 (based on Indonesia's Independence day on 17 August), 2) mobile application (LAPOR!) on Android and IOS still under development, (3) the internet (www.lapor.go.id), 4) Facebook ([facebook.com/Layanan Pengaduan Online Rakyat](https://facebook.com/LayananPengaduanOnlineRakyat)), 5) Twitter (@LAPOR1708 or #LAPOR), 6) YouTube (@LAPOR1708), and 7) Instagram (@LAPOR1708).

Through these online platforms, citizens can submit their petitions and complaints to bring forth issues internally or in service provision and in highlighting existing challenges. The Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) is the responsible agency for the management of daily operations and administration of LAPOR!. Up to 2018, LAPOR had attracted more than 798.711 users and continues to receive, on average, 570 daily reports through the platform. To this end, LAPOR! has become the forerunner of national integrated complaints management systems.

Currently, under President Joko Widodo (Jokowi), LAPOR! is still a cornerstone for complaints handling with KemenPAN-RB, Executive Staff Office (Kantor Staf Presiden/KSP), and Ombudsman of Republic of Indonesia (ORI) as the national partners of the system. In 2016, LAPOR! was defined as the National Public Service Complaints Management System (SP4N: Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional) based on KemenPAN-RB regulation No.3/2015 which it has been revised by kemenPAN-RB regulation number 62/2018 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN-RB, ORI, and KSP have been managing LAPOR! after the signing of Joint Memorandum of Understanding in March 2016 on the utilization of LAPOR! as SP4N.

The United Nations Development Programme (UNDP) in Indonesia is collaborating on a new programme with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of government to handle civil petitions that can improve public service provision over time. In doing so, UNDP and KOICA established a tripartite collaboration with KemenPAN-RB to develop a comprehensive and integrated national strategy on the public service complaint management system. This joint collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR!.

The program aims to enhance the e-governance system in the government of Indonesia by strengthening of the national complaint handling system (SP4N-LAPOR!). In achieving the objective, there are three main outputs that expected to be achieved: 1) developed masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through invitational and local trainings; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions. This project will conduct benchmarking with other e-governance success stories to accommodate public complaint and aspiration to improve the quality of public service, such as E-People in the Republic of Korea.

This year, the newly developed roadmap for SP4N-LAPOR! has been published successfully. The roadmap includes five core components. It focuses on developing and managing business processes for the platform, integrating multiple complaints handling information systems into SP4N-LAPOR!, developing training programmes to strengthen institutional and individual capacity to manage the system, and developing marketing and communication strategies and performance monitoring strategies. The roadmap is expected to serve as a guidance for national and sub-national governments to manage and implement SP4N-LAPOR! in their respective agencies from 2020 to 2024.

In line with the roadmap implementation, UNDP intends to develop an e-learning platform to accommodate knowledge and information sharing, enabling users to administer and operate SP4N-LAPOR! system. Earlier this year, the design of e-learning platform has been formulated under continued support to increase its capacity across the country. There are four main components of the e-Learning design platform which support the establishment of learning management system (LMS) for SP4N-LAPOR!, which include: 1. storage and access to digital learning contents; 2. directory of users that includes individual users as well as institutional users registered on the platform; 3. supporting interaction between facilitators and learners; 4. Assessment, monitoring, evaluation and certification. The design learning platform serves as a foundation of knowledge management and learning portal for sharing cutting edge development learning content and knowledge resources.

The e-learning platform and courses should be accessible with very low bandwidth and connection speed and supposedly to be adapted to operate adequately in such environment. The design should be light, restrained, be inline with UN visibility guidelines and should serve the purpose of communicating information to user in clearest and best structure way.

In addition, the course contents will be built upon the SP4N-LAPOR! offline modules. These offline modules will be converted to an online module equipped with necessarily pedagogical tools. The offline module has been consulted with implementing partners to set certain standard. Therefore, the certification will allow users to showcase its competency, commitment and build expertise in each respective field to perform job. The

close coordination with implementing partners are essential to evaluate compliance against a certain set of established criteria. The courses are targeting 3 different users aim to make quality training accessible regardless their location or human and financial resources, which covered policy makers, middle management and operators. Furthermore, e-learning platform has been nationally integrated to 34 ministries, 100 institutions, 523 local government in which this platform would expectedly provide access to learning experience to each structural position – policy makers, middle management and operators.

Administration and moderation of content courses should be accessible through secure web interface with authorized access and a set of necessary function for adding, removing, editing, modifying and structuring information located on the platform. It must be accessible and protected from unauthorized access by login, password and or ability to log in only from authorized IP address (set by the administrator)

The platform will be attached to stakeholder's (dedicated) server in the latest stage of the development. However, during the progress of development, all the materials will be expectedly hosted in vendor's inhouse/open sources/platform independent before channeled it to stakeholder's server. This platform will be stand-alone learning website (will not be integrated to the existing website), however it should be linked to lapor.go.id, placed at the top or bottom page in order to provide the users with additional browsing tools.

The selected vendor expects to handover all the source code, credential and intellectual property to UNDP SP4N-LAPOR! team. It supposedly allows full control access to both platform and contents.

C. Context of the ToR

In this assignment the vendor will develop a web-based e-learning platform to increase institutional capacity in administrating and operating SP4N-LAPOR! (Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional Layanan Aspirasi dan Pengaduan Online Rakyat) system. The learning platform is expected to be a community-based one-stop portal for training and development, knowledge management and information sharing, where learning program, content and materials can be delivered in various formats. The design learning platform has been developed to accommodate the needs and existing gaps based on roadmap SP4N-LAPOR! 2020-2024 unless necessary components are needed during the assignment (referred to annex IV). UNDP also accommodates the need to translate offline module into digital version which will be reference of content materials embedded to this platform. In total there will be 3 type of modules targeting each participant e.g. operators, middle management and policy maker.

1. E-Learning Platform

Develop a web-based e-learning platform for SP4N-LAPOR! system having a robust architecture, adequate security and optimal flexibility to be used for integrated e-learning features. It includes developing, testing and implementing e-learning platform for SP4N-LAPOR! compatible with major browsers (Mozilla Firefox, Google Chrome, and IE), with following learning features:

- Self-paced learning. The users should be able to charter their own learning journey once the course contents are available on accessible platform so that they can interact with it at their convenience and apply it on their day to day job. The self-paced learning method include the following learning process

such as learning videos, e-book article or infographic material, access to asynchronous discussion, graded quiz and assessment and etc

- Learning interaction and community pattern. The platform should support stimulant discussion between learner through access to personal chat, institutional information and content sharing.
- Analytics and monitoring. The platform should allow intelligent analytic and customized reporting to monitor users' journeys by tools and reporting. Features can be only be accessed by administrator and it is included, number of users, number of users enrolled in program, number of active users, average final score and top program
- Directory of users. The list of individual users as well as institutions registered in the platform to enable their seamless access to the platform
- Programme catalogue and programme detail to help users choose program they wish to enroll. It is included the following components: search button, users last access programmed, list programmes available to user, programmes information, description, duration, objective, level of knowledge required, credit, site map or help
- Certification shall be provide based on assessment such as quiz, multiple choice, hypothetical scenario, or match the following. It aims to asses the competence of users and should adhere to the weightage given to each module for process of certification. after finishing each session and users pass the test, the session should marked as "complete". After users complete the module or entire session, a certification of completion is generated.
- Support materials, include references, summaries and ect.

2. Course Contents

Design course contents including converting available training material for offline use to e-learning interactive modules using various pedagogical tools such as audio/video script, multimedia elements, graphics, charts, animations, simulations and case studies. The course contents are expected to cover 3 modules for 10 sessions. The course will be of various levels of duration (40 minutes) and levels of complexity. The scope, volume and timing of sessions is expected to be determined based on project business needs. Each subtopic should have pre and posttests to help with learning monitoring. Certificates to the graduating participants are to be awarded. All course contents will be prepared and delivered in Bahasa and English versions.

There will be 3 modules targeting respective users which highlight each role, contribution and collaboration for successful SP4N-LAPOR! implementation.

No	Module	Detail course contents	Video (3-5 Minutes)	Interactive content materials	Quizzes	*Certification
1	Module for policy maker	1.Citizen based service and co-production service perspective	X	X	X	
		2.Conception, elements and co-	X	X	X	

		production service leveraging factor				
		3.Integrated public service framework: turning feedbacks-complaints into public service innovation	X	X	X	X
2	Module for middle management	4.Concept and public service complaints management policy	X	X	X	
		5.Implementation of public service complaints management system in various country	X	X	X	
		6.Public service complaints management operation	X	X	X	
		7.Coordination, supervision, MONEV, reporting and utilization of data	X	X	X	X
3	Module for operators	8.Concept and public service complaints management policy	X	X	X	
		9.Operating public service complaints management system	X	X	X	
		10.Follow up and management of public service complaints information	X	X	X	X

*certification will be only generated after users complete all session

3. Training and Maintaining

The service provider is expected to provide technical assistance in the following areas:

- Install and transfer E-learning platform to government server
- Support go-live stage during the public launching event especially on performing functional testing, browse compatibility, and resolve problem encountered
- Perform two online training for 1) admins users to perform admin function including but not limited to general management of e-learning platform and other of necessary skills. 2) public users in accessing learning journey and course materials through the platform
- Provide 8 months technical assistance to maintain and covering fixing all bugs and system errors

4. Additional Specification

- Hosting/LMS platform. The platform and courses will be hosted on appropriate platform and fulfill general standard
- Source code. All the source code should be transferred to UNDP by the end of the assignment and should be accessible without relying to any party
- Accessible and inclusiveness. Voice over narration and subtitles for each course should be included. It also covers the navigation features with voice reader/voice over feature and possibility to switch to higher contrast for display on the screen for hearing and visually impaired user
- Language. Provide interface support and course contents should be in Bahasa and English.
- Lightweight based technology – bandwidth. The platform and course contents should be working in limited bandwidth capacity. It means to evaluate and balance the usage of rich multimedia however offer high level of user interactivity in the courses.

5. Target User

The e-learning has been nationally integrated to 34 ministries, 100 institutions, 523 local government in which this platform would expectedly provide access to learning experience to each structural position – policy makers, middle management and operators. Users targets adult learning from junior to senior level professionals, therefore it will have diverse mix of culture and background.

Users will fall into the following criteria such as super admins, users and facilitators. Each of criteria have permitted different access and rights to the learning platform.

No	Target user	Role
1.	Super admin	Manage data user: add users, remove users, edit users
		Monitoring: access users progress
		Admin access to add, remodify, delete and create course contents
		Manage timeline: post articles, post comments or delete comments
2.	Admin Regional	Manage data user: add users, remove users, edit users

		Monitoring: access users progress
		Manage timeline: post articles, post comments or delete comments
3.	Facilitator & mentor	Admin access to create, modify and edit courses
		Manage timeline: post articles, post comments or delete comments
3.	Public learners	Access courses in respective level
		Access to his/her learning progress
		Posting in timelines
		Posting course feedbacks

D. Scope of Work

Under the direct supervision of the National Project Manager of SP4N-LAPOR!! project, the service provider will undertake the following tasks:

1.1. E-Learning Platform Development

In close coordination with UNDP, the implementing agency and related stakeholders, the vendor is expected to develop and test the e-learning platform that meets functional requirements and needs. The design and construction of e-learning platform shall consider and refer to the existing documents such as SP4N-LAPOR! roadmap 2020-2024 and accommodate request from stakeholders during the preproduction stage.

1.1.1. Preproduction Phase

- Undertake desk review and analysis of all the necessary documents including the recently developed e-learning design and materials for the offline modules to fully understand the context and relevant national regulations and policies that have been signed pertaining to public participation and transparency with an objective to Identify business need, course objective, duration as well as suitable learning management system applied to the need of users, validate and accommodate learning objectives
- Conduct need assessment of government's infrastructure, determine precise system requirement and human resource capacities to both KSP and Kominfo
- Synchronize existing data through series of consultation meeting with stakeholders (particularly with kominfo in the deptech) where the data integrated and stored
- Develop storyboards picturing outline of visual design and logic incorporating required features and best aspects
- Ensure the features and logics are user friendly and have positively experienced by users, especially those with limited skills and or internet connection across country

1.1.2. Production phase

- Design the solution architecture e-learning platform in manner for better

performance, flexibility, scalability, extendibility and multi-tenancy of the system for the future expansion

- Design the platform to run perfectly in most commonly used web browser Google Chrome, Internet Explorer, Safari, Mozilla Firefox, Microsoft Edge
- Develop e-learning platform with features as required, where relevant, the platform should work offline or at least with limited content available. The main features of the platform are dashboard (usage statistic, programmes enrolled), program catalogue, program details, learning activity, *linimasa* & content sharing, directory of users, data monitoring, webinar/live tutoring, etc.
- Design the platform must be capable to allow activity of at least 3000 concurrent users simultaneously and unlimited users
- Prototype development of alpha and beta version incorporating feedbacks from relevant stakeholders
- Perform functional testing, browse compatibility, and resolve problem encountered during testing
- Ensure the add/remove/edit/modify/restructure the content(s) and feature(s) (session/subsession) are available to access and protected from unauthorized access
- Design the platform for user with disabilities should be able to access the platform, when the user cannot use the cursor and only be operate through keyboard only, the platform expects to support auxiliary software such as screen reader
- Provide the finished product in dual language i.e. Bahasa and English

1.2. Course Content Development

In close coordination with UNDP, the implementing agency and the related agencies, transform training material to e-learning modules on the topic that are identified. The content should cover an effective blend of instructional design, intuitive graphics, engaging animation, interactive contents and quizzes. The process shall require collaboration with subject matter expert to ensure quality assurance of produced materials in respect of understanding, analyzing, structuring, creation, revision, (re)designing of content's duration, contents, levels and outcomes. The contents should help users in efficient learning, recreating, and sustaining interest in topics. Each module of courseware should include tests/assessment to check the user learning journey. The contents should cover 3 modules (module for policy makers, middle management and operation) consists of 10 session. Duration for each session approximately 40 minutes all inclusive including infographics, presentation/slide, assessment, reference materials, video and etc. Each session should be equipped with at least 1 video (duration 3-5 minutes) of selected resource person or experts in respective fields.

1.2.1. Pre-production

- Undertake desk review of the existing modules and content materials and identify topics and classify them into courses
- Identify learning objective and training need assessment

- Design contents and undertake the following indicative activities such as development of story line (both textual and graphically), development of scripts, development of graphics and animation, develop screen and navigations
- Prepare video production by expert as part of contents including timeline, video scripts, list of potential experts and etc

1.2.2. Production Phase

- Provide concise and practical course introduction, objectives and expected skills that learners will achieve
- Develop 3 modules consists of 10 sessions which of approximately 40 minutes each inclusive all content. Design the modules and course contents to include visually engaging graphics or other multimedia tools such as audio/visual clips, animation to enhance learning process. Each session should have at least 1 video (duration 3-5 minutes), infographics, presentation/slide, animation, reference materials etc.
- Produce 10 videos (duration 3-5 minutes) presented by related experts.
- Provide course certification based on assessment elements such as quizzes, multiple choices questions, hypothetical scenarios, match the following provided at the conclusion of each session
- Transfer the final course contents into a digital platform as well as provide guidance and manual on how to operate it

1.3. Training and Maintenance

In close coordination with UNDP, the implementing agency and related stakeholders, provide knowledge transfer and platform maintenance such as:

- Install and transfer e-learning platform to government server
- Support go-live stage during the public launching event especially on performing functional testing, browse compatibility, and resolve problem encountered
- Perform two online training for 1) admins users to perform admin function including but not limited to general management of e-learning platform and other of necessary skills. 2) public users in accessing learning journey and course materials through the platform
- Technical assistance for 8 months after public launching/go live stage fixing all bugs and system errors (Dec 2022).

E. Expected Output

The Service Provider will be expected to produce the below deliverables.

a. e-learning Platform Production

- Detailed project plan clearly showing the information gathering, planning, design, development, testing delivery, handoff phases, timeline and result of need assessment of government infrastructure
- Detailed storyboards for the development of e-learning platform

- Alpha prototyping e-learning platform
 - Beta version (testing, debugging and update) of e-learning platform
- b. Course Content Production
- Video production preparation including timeline, video scripts and list of experts
 - Detailed storyboards of 3 modules (10 session) including detail contents and video development #1. module for admin SP4N-LAPOR! #2. module for middle management #3. module for policy maker
 - Final course contents of comprehensive modules duration 40 minutes all inclusive contents
- c. Post-production
- Installation and transferring e-learning and course content to government server
 - Two times trainings for admin users and public users. Each training should consist of narrative and administrative report. Narrative report consists of objective and expected outputs, implementation process, result of training conclusion and recommendation. Administrative reports consists of invitation letter, rundown activity, attendance records, resource person materials, publication and documentation
 - Manual/guideline for users including source code, technical documentation and credential
 - 8 months of assistantship for troubleshooting (Dec 2022)

F. Risk and Assumptions

Assumptions:

Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia endorses the proposed plan and methodology for the development of the e-Learning Platform.

Risks

1. Considering the recent global and national security threat of the outbreak COVID 19, the implementation of this activity might be postponed or cancelled or modified if the situation gets worse especially during the offline activity such as video shooting
2. Digital literacy gap between local and national governments will require different level of commitment and time for knowledge transfer process.
3. Considering the new proposal agreement between main implementing partner (KemenPAN-RB) with other ministries regarding data centralization, the implementation of this activity will be impacted if there are sudden change of political situation happened

G. Institutions/Resources to be involved

A detailed list of institutions/resources to be involved in this activity is available in Attachment 1. The SP4N-LAPOR! Project will provide the advice towards the context and content in relation to each stakeholder.

H. Institutional Arrangement

- Upon signing the contract, the selected Contractor should have a kickoff meeting with project management unit and any relevant stakeholders as detailed in attachment I to accommodate inputs before starting the assignment. The contractor requires to submit implementation plan afterward in order to accommodate the proposed changes
- The consultant expectedly reports the progress of the work to UNDP and relevant stakeholders on a weekly basis, through formal communication in addition to the required deliverables. The outputs/deliverables should follow feedbacks provided by UNDP and relevant stakeholders through regular online discussion
- All logistical arrangements and costs associated with the delivery of tasks identified above are to be covered by the selected Contractor. The SP4N-LAPOR! Project will provide advice and guidance in terms of the extent of the engagement with all institutions/organizations as detailed in Attachment 1.

I. Duration of the Work

It is anticipated that the Assignment will be completed within a total of **14 months** from the date of the signing of the contract between UNDP and the selected Contractor.

J. Payment Schedule

Payment will be made after satisfactory acceptance by UNDP of the services provided based on the following schedule:

No	Deliverables	Percentage	Timeline
1.	E-learning Platform Production <ul style="list-style-type: none"> • Detailed project plan clearly showing the information gathering of planning, design, development, testing delivery and handoff phases • Detailed storyboards for the development of e-learning platform • Result of need assessment of Government infrastructure and system requirement 	10%	4 th week of November 2021
2	• Alpha prototyping e-learning platform	10%	3 rd week of Jan 2022
3.	• Beta version (testing, debugging and update) of e-learning platform	20%	3 rd week of March 2022

4.	Course Contents Production <ul style="list-style-type: none"> Detailed preparation of video production including timeline, scripts and list of experts Detailed storyboards of 3 modules (14 session) including detail contents and video development #1. module for admin SP4N-LAPOR! #2. module for middle management #3. module for policy maker 	10%	2 nd week of Dec 2021
5	<ul style="list-style-type: none"> Final course contents of comprehensive modules duration 40 minutes all inclusive 	20%	4 th week of March 2022
6	Technical Assistance <ul style="list-style-type: none"> Piloting application and Installation to stakeholder's system Golive stage Manual guide for users with all required documentation, source code and all the related credential 	15%	1 st week of April 2022
7	<ul style="list-style-type: none"> Two-time training for admin users and target users contains narrative and administrative reports 	10%	4 th week of April 2022
8	<ul style="list-style-type: none"> Eight 8 months of assistantship, maintenance and troubleshooting (Dec 2022) <p><i>Note: The duration of the assistantship will be started after go-live stage, approximately between May– Dec 2022. It could be changed if encountered some delays in delivering the outputs. The assistantship will be only covered until the third week of Dec 2022</i></p>	5%	3 rd week of Dec 2022

*The development of platform and course content will be progressing simultaneously

K. Qualifications of the Successful Contractor

1. Institutional experience:

- At least 5 (five) relevant projects in developing e-learning platforms and digital course content. This should be proven by providing at least 3 (three) satisfactory reference from the previous clients
- Experience in establishing learning management system, digital learning material development, assessment and evaluation of digital learning process
- Experience in applying instructional and engaging design and adult learning principles in training and e learning platform
- Relevant regional and national experience in development sector for digital learning development will be an added advantage

2. Personnel and qualification:

a. *Team Leader (1 person)*

Responsible to oversee the project's activities meet with project standard and requirement. He/she will ensure coordination and collaboration with stakeholders and accommodate the needs and requests through product and service. He/she will oversee the conceptualization, development, layout of the appropriate technical infrastructure. He/she will provide technical advisory for both platform and content development

- Bachelor with minimum 10 years or master degree with minimum 8 years experience (Management information system or any field) of combine experience working in e-learning platform development and application development
- Experience in managing projects related to e-learning (training need analysis, content analysis and design, design documents, micro learnings, quizzes, games, videos, visualization, storylines and etc), designing and delivering digital learning program initiatives at national level
- Having experience working with government ministry/agency in developing training needs analysis, curriculum and module development

b. *DevOps Engineer (1 personnel)*

Involve in integrating the project function and resources across the product life cycle, from planning, building, testing and deployment.

- Bachelor's degree/master degree (system information or any field) of minimum 3/2 years of experience as DevOps Engineer or similar software engineering role
- Experience in software development lifecycle
- Experience in testing codes for bugs and implementing improvements and fixes
- Experience working in development of learning platform

c. *Frontend developer (1 personnel)*

Responsible to determining the structure and design of web pages, striking balance between functional and aesthetic design and ensuring web design is optimized for smartphone

- Bachelor's degree/master degree (system information or any field) of minimum 3/2 years of experience as front end developer
- Experience with JavaScript, CSS or jQuery
- In-dept experience of the entire application development process (design, development, deployment)
- Experience working in development of learning platform

d. Backend developer (1 personnel)

Responsible in building efficient, testable, and well documented code of the platform. It is also included oversee the database architecture and management

- Bachelor's degree/master degree (system information or any field) of minimum 3/2 years of experience in database design and model
- Experience in data management on the server and data design such as one of this Mysql, PostgreSQL, Mongo, ect
- Understand basic server management such as LINUX, web architecture, or rest API
- Experience working in development of learning platform

e. Instructional Design (1 personnel)

Responsible to manage course contents preparation including developing program objective, input data, and output requirement. He/she will review storyboard and prototype, create design and concept, review contents and liaise with stakeholders to understand the requirement and provide appropriate solution

- Bachelor/master degree of in information technology or any field
- Minimum have 3 years for bachelor and 2 years for master of experience in creative e-learning or online module (content chunking, storyboarding, content authoring, transcription and editing, photoshop, etc)
- In dept knowledge of e-learning authoring tools and learning management system
- Experience to write instructional text, audio and video script

f. *Content Specialist (2 personnel)*

Responsible to research topics for content creation. He/she will work on the development of all course materials, exercises/assessment, and scripts and storyboards. She/he will work closely with subject matter experts and relevant stakeholders to ensure the quality of content meet with projects standard

- Bachelor/master degree (in education, advertising & communication or any field) of minimum 3/2 years of experience as content writer/specialist
- Strong knowledge and experience in different range of writing including education, instructional, presentation and training material for digital platform
- Proficiency in Microsoft Office, adobe creative suite (premiere, photoshop) and pre/post video production

g. Graphic designer (1 personnel)

Responsible to handles all the graphs, animation, user interfaces, and any highly interactive elements within the courses. He/she will work on visualization the overall e-learning design and course contents. He/she also

take a role of multimedia producer that involve creating branching scenario, e-learning simulations, and other interactive visual e-learning content

- Bachelor/master degree of in information technology or any field
- Minimum experience 3 years for bachelor and 2 years for master, experience in visual design
- Proficient in media design such as illustrator, photoshop, aftereffects, adobe animated ect

Basic competencies:

- Demonstrates integrity of modelling United Nations's value and ethical standards
- Familiar with government policy and government administration;
- Experience in establishing learning management system
- Fluency in English with excellent written communication skills, and strong experience writing project reports;

M. Language requirement

The reports should be presented both in Bahasa Indonesia and English.

Special Conditions

The United Nations Development Programme, a subsidiary organ of the United Nations established by the General Assembly of the United Nations (hereinafter “UNDP”), on the one hand, and a company or organization indicated in the Face Sheet of this Contract (hereinafter the “Contractor”), on the other hand agree to the following Special Conditions which amend the UNDP General Conditions of Contract for Goods and Services (the “General Conditions”), attached as Annex II to the Contract.

The General Conditions are hereby amended as follows:

1. Article 16.2 (Copyright, Patents and other Proprietary Rights) of the General Conditions shall be replaced by the following new Article 16.2:

“**16.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract and the nonrevocable right to sublicense such use to the **Ministry of Administrative And Bureaucratic Reform Of The Republic Of Indonesia** as further specified in the Terms of Reference”.

Attachment I. List of Institutions/Resources who need to be involved

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)
4. Kementrian Informasi dan komunikasi (KOMINFO)
5. Kementrian dalam Negri (Kemendagri)
6. LAN RI (Lembaga Akreditasi Nasional)
7. Ministry of home affair (Kemendagri)
8. Bali Provincial Government
9. Special Region of Yogyakarta provincial government
10. West Sumatra provincial government
11. Bandung regency, Bali Province
12. Sleman regency, DIY Province
13. Tangerang regency, Banten Province