

Contractor Application – Terms of Reference

Online Results Based Management Toolkit – BETA VERSION (Second iteration/user feedback & review & new content development)

Applications must address all requirements of the Terms of Reference and include all the information/documents requested at Section 7.

<p>1. Background</p>	<p>The International Planned Parenthood Federation (IPPF) is a global service provider and advocate of sexual and reproductive health and rights for all. IPPF currently works in 142 countries.</p> <p>IPPF European Network (IPPF EN) is one of the International Planned Parenthood Federation’s six regions IPPF EN works in over 40 countries across Europe and Central Asia to empower everyone, especially the most socially excluded, to live with dignity and to have access to sexual and reproductive health and rights.</p> <p>IPPF EN Member Associations (MAs) are independent, nongovernmental organizations championing the needs of their local populations, especially the most marginalized. They work with young people, ensuring they are fully literate in the skills they need to manage their health and to engage in safe and fulfilling intimate relationships.</p> <p>Results Based Management Toolkit</p> <p>In 2022 IPPF EN Secretariat Staff developed (using Articulate Software) a SCORM compliant digital learning toolkit on Results Based Management. The toolkit is currently hosted within IPPF Learning Academy (Moodle platform) and available for access and use to all IPPF Secretariat and members’ staff and volunteers. The toolkit was developed with financial support from the European Commission as part of the project “IPPF European Network Operating Grant / CERV” (January – December 2022).</p> <p>The toolkit is designed primarily for IPPF Secretariat and Member Associations (MAs) to support robust results-based programming (within SRHR and human rights interventions) at all stages of the project cycle: planning, implementation, and evaluation. The toolkit’s objectives are:</p> <ul style="list-style-type: none"> • to equip learners with an understanding of core concepts within and related to the practice of Results Based Management (RBM), the methodologies it promotes and their role in supporting effective programming • to equip users with a step-by-step guide to design Theories of Change, including project-level results matrixes and complementary Monitoring and Evaluation (M&E) frameworks and plans. <p>The current version of the Digital Toolkit comprises 11 learning modules: Overview of Results Based Management (RBM) Approach; Theory of Change (TOC); Identifying & Formulating a Problem; Understanding</p>
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	<p>the problem; Context Analysis; Stakeholder Analysis; Problem Analysis; Defining Solutions; Formulating the Impact; Mapping the pathways of change; Constructing the final ToC.</p> <p>Each module follows the same structure: theoretical knowledge review; learning exercises (tasks or study cases); downloadable practice worksheets (for real life application of each step/ tool within a specific project proposal development); lists of additional optional resources (for those interested to deepen their learning).</p> <p>The digital toolkit is designed for simplicity and interactivity aiming to maximize engagement and understanding at learner level – abridged and clear presentation of essential theoretical concepts; interactions with a virtual mentor, clickable elements, audio voice over, drag and drop exercises. Each module can be completed by a participant in no more than 30 minutes.</p>
<p>2. Scope of Work</p>	<p><u>Contract Purpose</u></p> <p>IPPF-EN is looking to contract consultancy services for: A) Co-designing the user testing process for already developed Toolkit modules; B) Revising the content, format and design elements of each existing module (digital and PDF versions) based on critical analysis of user feedback collected during testing stage; C) Generating maximum 10 new SCROM compliant digital modules (and static PDF version) within the RBM E-toolkit, based on content provided by IPPF EN.</p> <p>The content of the new interactive learning modules will focus on the following topics: M&E Framework; Indicators, Means of Verification; M&E Plan; M&E Budget; M&E Execution, Conducting Evaluation, Conducting Monitoring.</p> <p>The service provider/ contractor will be responsible for: 1) contributing with proposals for test elements and aspects to be included into the user test process; 2) updating the content and design of the existing 11 modules of RBM Digital Interactive Toolkit, based on users/ learners feedback; 3) designing and generating new modules within the digital toolkit; 4) updating the design and content of the PDF replica of the toolkit (to align it with the revised and enhanced digital/ Interactive version).</p> <p><u>Major requirements for contract deliverables:</u></p> <p>The E-Learning Toolkit - The Instructional Design and Learning elements should be developed in English Language</p> <p>Applied Microlearning Approach – small learning sessions (30 min max) focused on guiding the learner in using and applying the proposed processes and tools in his/ her/ their own work context.</p> <p>Each session should function independently and contain, at minimum:</p> <ul style="list-style-type: none"> • The “Intro” section – where the learner is notified on what he will learn in the specific section

- The "Understanding" section – where the theoretical part should be presented in at least 2 formats: 1) video animation with voiceover and 1-2 pager knowledge sheets (with option to download)
- The "Example" section where the specific tool/ template/ process is demonstrated using a real-life example.
- The "Put in practice" section - that can be used in work context by learner, outside the learning platform (downloadable Microsoft 365 documents/ word, excel or ppt)
- Additional external resources

Each section/ element of each session should be downloadable and usable in an offline setting.

Each micro session should function well in both remote self-passed independent learning and in blended instructor led learning scenarios.

The micro sessions should have logical links between themselves and reference each other to incentivize the continuation of learning in both linear and non-linear approach

Also, the Toolkit should have a global outline of all sessions (dashboard) and should allow personalized learning path (selection of modules).

The design of the micro eLearning modules will allow:

- IPPF EN to upload and run them in a Moodle based learning platform (be packaged in SCORM format).
- End users download them as a professional looking pdf replicating the logic and content of the toolbox
- End users to download (individual or bulk) editable versions of templates proposed within the microlearning sessions

The authoring tool to be used should allow creation of eLearning content that:

- is compatible both with Moodle, WordPress, and SharePoint Learning Management Sites
- can be easily maintained and updated by the IPPF EN staff
- allows for easy editing of the content and addition of further content or new microlearning modules and sessions by IPPF EN staff
- includes a responsive layout for PCs, smartphones, and tablets worldwide.
- leaves space for making the content available in other languages.
- offers a friendly interface to the end user

A designed and downloadable version (.pdf) of the toolkit - The electronic publication should be easy to printed. It should be available as one integral version and with all chapters and micro-learning sessions (sub-chapters) within chapters as separate files. The design should include illustration of the cover page and the inner page layout should include illustrations, pictograms, and tables similar with those used within digital

	<p>online digital platform as well. The contents, different chapters, and subchapters of the .pdf should be hyperlinked to replicate as close as possible the user learning experience within online environment.</p> <p>In developing the two products (online micro learning sessions content and the downloadable PDF toolkit) it is important that there is balance between the visual representation of the content (images, pictograms, infographics) and the traditional written content (text-based activities, etc).</p> <p>The visual identity should be the same, e.g. the same illustrations should be used for the digital platform and the downloadable pdf, and it should be a stylistic fit with the existing visual identity of the IPPF EN website while being immediately identifiable as a discrete section. Also, the European Commission (EC) as a donor should be acknowledged within the online product/ platform and in the downloadable materials by inserting the logo and acknowledgment languages of financial support. Specific visual identify guidelines (both for IPPF EN and EC will be provided to contractor).</p>
<p>3. Roles and responsibilities</p>	<p>The contract can be awarded either to a natural (individual) or legal (company) person with the requested qualification.</p> <p><u>Contractor’s specific roles and responsibilities</u></p> <ul style="list-style-type: none"> • Attend the inception and coordination/status meetings with IPPF EN staff and other contract stakeholders (MAs’ representatives – project/ program coordinators & MEL practitioners) • For pre-existent modules <ul style="list-style-type: none"> ○ Generate a list of aspects for each already existent module - to be monitored/ inquired by IPPF EN during User Testing Process ○ Generate/ adjust the instructional design elements based on users and IPPF EN feedback • For new elements: <ul style="list-style-type: none"> ○ create/ propose/ adjust (based on IPPF EN feedback): the standardized design elements to be used (learning objectives screen, basic screens & animations screens, interactive screens, assessment screens, summary screens); the final curriculum design kit ○ Generate/ revise storyboards for new micro learning modules ○ Develop for new each micro learning module the e-learning curriculum (based on content and guidance provided by IPPF EN) • Produce a revised downloadable PDF replica of the full online e-learning content (including both the existent but revised modules and the new modules) <p><u>IPPF EN’s specific roles and responsibilities</u></p> <ul style="list-style-type: none"> • Provide the overall coordination of the contract implementation and operational guidance for the contractor – allocating a dedicated staff to manage the contract (IPPF Performance, Learning & Impact Senior Advisor)

	<ul style="list-style-type: none"> • Provide access to all relevant IPPF EN platforms, people and information that will be needed for an efficient execution of the contract • Design and manage the User testing Process based on Contractor’s guidance • Provide timely feedback, guidance and needed decisions (approvals) to the service provider/ contractor throughout contract execution • Organize/ manage internal logistics that might be needed for proper execution of the contract • Execute payment as laid out in the signed contract, based on acceptance of deliverables under each payment installment
4. Timeline	<p><u>Commencement date:</u> 1 OCTOBER 2023 (if not earlier)</p> <p><u>Anticipated completion date:</u> 30 DECEMBER 2023</p>
5. Milestones and deliverables	<p>Deliverable dates/ Deliverable -milestones</p> <ol style="list-style-type: none"> 1. 5 October – a list of aspects/ questions to be included in the User Testing Process 2. 15 October - An e-learning prototype for 10 new learning modules within the Toolkit focused on M&E Planning and Execution Topics. The prototype will include a) the layout and functionalities of the RBM e-learning module and the microlearning sessions within the module; b) the standardized design elements to be used throughout microlearning session; c) storyboards for each micro learning sessions and user journey between sessions. 3. 29 November - A revised format & content of the pre-existent 11 modules within the Digital Online Modules (based on prioritized user/ learner feedback provided by IPPF) 4. 10 December – Revised Online Digital Toolbox (including the 11 revised pre-existent and the 10 newly developed modules). 5. 20 December - First version of the offline PDF version of the toolkit – ready to be piloted in the next year
6. Contractor requirements	<p>Experience & Skills required</p> <p><u>Must have:</u> It is anticipated that the consultant/company has expertise and previous expertise in:</p> <ul style="list-style-type: none"> • instructional design expertise and experience (a portfolio of projects and initiatives in the last 3 years showcasing minimum 2 years’ experience with designing and delivering micro learning or blended learning or flipped learning for adults into professional settings) • developing digital e-learning products from (Minimum 3 e-learning curriculums developed within last 3 years) • graphic design (a portfolio of most relevant/ representative graphic design for learning materials) • expertise in using e-learning authoring tools

	<ul style="list-style-type: none"> prior experience with user testing process for e-learning products. <p><u>Nice to have (advantages):</u></p> <ul style="list-style-type: none"> experience/ expertise on individual and/ or organisational capacity building focusing on MEL topics experience in working with social sector/ NGOs <p><u>Other requirements</u></p> <ul style="list-style-type: none"> SAFEGUARDING - The consultant will be expected to sign and adhere to IPPF’s code of conduct and safeguarding on signing the contract. 										
<p>7. Submission of Proposal</p>	<p>Interested Consultant(s) should submit their proposals at agasser@ippf.org, no later than 18 September 2023 (19:00 CEST), in the following format:</p> <p><u>Technical proposal:</u></p> <table border="1" data-bbox="235 886 1502 1801"> <thead> <tr> <th>Particulars</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Agency details</td> <td> Provide details of their: <ul style="list-style-type: none"> Official Name of the applicant agency Registered office address Contact information (e-mail, phone, web site) Official representative </td> </tr> <tr> <td>Agency experience/ portfolio</td> <td>Provide a list of previous similar assignments in the past 3 years (see the contractual requirements/ section 6 of this document)</td> </tr> <tr> <td>Approach & Methodology</td> <td> Provide an overall approach & methodology to cover the details provided in the scope of work above, which include: <ul style="list-style-type: none"> Overall approach and its responsiveness to the purpose; Methodology to be adopted to undertake the scope of work; Key risks and mitigation strategies to be put in place. </td> </tr> <tr> <td>Team members</td> <td>Provide CVs of key personnel to work on the IPPF project (outlining relevant qualifications and experience).</td> </tr> </tbody> </table> <p><u>Financial Quote</u></p>	Particulars	Details	Agency details	Provide details of their: <ul style="list-style-type: none"> Official Name of the applicant agency Registered office address Contact information (e-mail, phone, web site) Official representative 	Agency experience/ portfolio	Provide a list of previous similar assignments in the past 3 years (see the contractual requirements/ section 6 of this document)	Approach & Methodology	Provide an overall approach & methodology to cover the details provided in the scope of work above, which include: <ul style="list-style-type: none"> Overall approach and its responsiveness to the purpose; Methodology to be adopted to undertake the scope of work; Key risks and mitigation strategies to be put in place. 	Team members	Provide CVs of key personnel to work on the IPPF project (outlining relevant qualifications and experience).
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The maximum available budget for this contract is 6000 EURO. This covers an estimated 20 consultancy workdays invested during the entire period of contract execution. The payment will be split in 2 separate instalments (60%, 40%) according to a calendar that will be agreed between the service provider and IPPF EN at the contract signing stage.

The financial quote should be provided in the table below:

Type of costs	Amount (EURO) Excluding VAT	VAT as per the current rate applicable	Total Fee (EURO)
	(A)	(B)	(C)=(A)+(B)
		VAT (... %)	
		VAT (... Amount)	

I am:

- a VAT Payer, and my VAT number is:
- not a VAT Payer and:
 - the reason for VAT exemptions is (*according to country legislation where you are registered for fiscal purposes*):
 - My fiscal identification number (e.g. company number) is: