



Mercy Corps

Request for Proposal – E-Learning Course Development

Date 12th March 2021

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I. MERCY CORPS OVERVIEW

Mercy Corps is a global team of humanitarians, working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We're committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we've provided \$4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

Through our impact, influence and innovations, in 2020 we:

- Reached nearly 37 million people in more than 40 countries.
- Raised \$60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
- Provided 1.8 million people with emergency cash assistance.
- Our work in the Democratic Republic of the Congo alone reached more than 4.9 million people
- Secured \$490 million in revenue from institutional and private funders in 2019.
- Piloted the use of 3D printing to support children with disabilities in Jordan's Za'atari refugee camp.
- Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
- Launched FInX with a \$10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

II. PROJECT BACKGROUND AND CONTEXT

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

Our programs often integrate financial services as a critical function in our economic recovery and growth work. At Mercy Corps, our financial inclusion work aims to increase people's access to and use of affordable financial services. It is not an end in itself, but it enables people to make quick and easy payments; borrow to invest in their farms and businesses; save for the future; and insure against shocks.

For the most vulnerable and most remote populations, informal approaches such as savings groups (SGs) remain a critical means of building assets and improving resilience, and Mercy Corps implements SGs across multiple countries in every region of their global operations. However, despite their widespread prevalence, the agency does not have a standardized approach or toolkit for selecting an SG model, designing and implementing SG programs, training the relevant staff, or measuring and recording the impact.

In response, the Mercy Corps' Financial Inclusion team has created the Savings Group Guide to support Mercy Corps teams and staff to design, implement and manage high quality, self-sustaining SGs based on a single approach and methodology across all countries and programs. The approach chosen is the SILC-PSP approach developed by Catholic Relief Services (CRS). Through the provision of practical tools, guidance and assistance, the guide is intended to serve as a central reference resource for Project Officers and Field Supervisors - those staff responsible for managing the SG project and for training and supervising Field Agents, who in turn are responsible for mobilising, training and supervising groups.

III. DESIRED SERVICES & SCOPE OF WORK

While piloting use of the SG Guide, the FI team have identified the need for a more comprehensive training and support structure, which reflects best practice in the sector. The intention is to create a hub of regional Savings Group Champions who will train and support Project staff within their region, starting at the launch of a savings group project to enable them to design, implement and manage a savings group project. This includes the effective training and supervision of Field Agents.

The purpose of this project is to design, create and test an eLearning course through which the SG Champions can train and support project staff.

The eLearning course will leverage existing relevant materials, including the savings group guide and other training materials currently used for in-person training, and materials that are publicly available. The course will likely use a mix of self-paced learning and instructor-led learning as participants engage as individuals and within cohorts, using a combination of written materials, videos, live webinars and quizzes. The course will be hosted on Mercy Corps' internal Learning Management System (LMS) and those of Mercy Corps' partners as needed, and should be available in at least English and French (to reflect current materials) and should incorporate appropriate adult learning styles and best practices.

Consultant Objectives and Activities:

The objective of this consultancy will be to produce the eLearning course through which the SG Champions will train and support savings group project staff. The consultant / provider will therefore:

- Reviewing existing saving group materials, get input from relevant Mercy Corps and CRS staff, and review the existing Mercy Corps learning platform
- Design the eLearning course, describing the proposed course structure and content
- Develop and build the eLearning course, including creating all the required content in the agreed format and languages.
- Pilot, test and evaluate the eLearning course through Mercy Corps' LMS; receive feedback from users, and modify the course accordingly
- Draft a hand-over document to enable Mercy Corps to sustain and maintain the course going forward and conduct a workshop / handover session with Mercy Corps

All activities will be conducted in close consultation and collaboration with Mercy Corps who will review and provide input into all iterations as required.

Consultant Deliverables:

The consultant will provide:

- An eLearning course design document
- The SCORM compliant eLearning Course files, in a zip file and uploaded on the LMS, to which Mercy Corps would have full rights and the ability to modify themselves in future
- A testing and evaluation report
- A hand-over document for the eLearning course
- Any updates required to the course files

IV. EVALUATION OF PROPOSALS

Proposals will be scored using the following technical criteria. Points for each question will range from 0-25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-10)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-35)
- Management Criteria: Includes the bidder's experience on similar projects, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-30)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

V. PROPOSAL FORMAT & REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
 - Full legal name, jurisdiction of organization or incorporation and address of the company
 - Full legal name and country of citizenry of company's President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Chris Mericle | Global Procurement | cmericle@mercycorps.org

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at www.mercycorps.org/tenders

RFP CALENDAR/TIMELINE

- RFP published 12th March 2021
- Questions and Answers period 17th to 27th March 2021
- RFP responses due April 5th 2021
- Vendor selected and notified April

VI. OTHER TERMS & CONDITIONS

WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

LIMITATIONS

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.