الديمقـراطيـة الشعبـيـة

PEOPLE'S DEMOCRATIC REPUBLIC OF ALGERIA

وزارة التعليم العالي والبحث العلمي

Ministry of Higher Education and Scientific Research



***Abou-Bekr Belkaid University - Tlemcen***

Vice Rectorate in charge of External Relations,

Cooperation, Animation and Communication

And Scientific Events

جامعة أبي بكر بلقا يد - تلمسان

نيابة رئاسة الجامعة للعلاقات الخارجية والتعاون والتنشيط والإتصال والتظاهرات العلمية

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Consultancy Reference

No. *03/VRRECACMS/2022*

Developing Online Learning and Virtual Community of Practice (VCoP) within the framework of Intra-African Mobility Programme - ACADEMY Project

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# IDENTIFICATION OF THE PROCEDURE

Consultancy Reference No. 03/VRRECACMS/2022 which is to Develop Online Learning and Virtual Community of Practice (VCoP) within the framework of the Intra-African Mobility Programme-ACADEMY Project

# PURPOSE OF THE PROCEDURE

The ACADEMY project is a Trans-Regional African Cooperation through Academic Mobility project which aims to provide resources and opportunities for the mobility of students and staff from four regions of Africa. This project is part of the Intra Africa Calls funded by the European Union. The objective of the ACADEMY is to contribute to the promotion of transregional continental sustainable integration, and inclusive development in line with AU Agenda 2063. It intends to create an open platform as a key instrument for innovation, knowledge sharing and disseminating good practices among participating institutions. One way to achieve this objective beyond institutional boundaries is by developing an online knowledge and stakeholder platform. ACADEMY would like to design and set up a Learning Management/e-Learning platform that will be used to strengthen capacity and grow both the current and new educational and professional skills and competencies for the various stakeholders. Such an online platform, with the support of the ACADEMY partners aspires to invite more participation of more academic, public and private institutions from the region.

A combination of internal and external developers will be used to carry out the sourcing and implementation of the project and they will work closely with academic and industry experts for the educational and technical developments required.

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**2.1 Concept and functions of the platform**

The platform would be used for knowledge and information sharing. The course content will include policies, Standard Operating Procedures (SOPs), induction of academic staff and researchers, training opportunities on technical, and soft skills, and other relevant courses that enhance professional and scientific development.

In close cooperation with ACADEMY and regional partners, the platform’s vision is to contribute to the improvement of the quality of curriculum and research mandate of universities in Africa, enhancing digital transformation, know-how sharing/transfer and regional harmonization.

Through effective knowledge sharing, the platform’s mission is to provide relevant, up-to-date and action-focused knowledge on higher education and research for the ACADEMY partners, other universities in the African continent and beyond.

* 1. **Core purposes of the regional knowledge platform**
* Serve as a center for the ACADEMY program partners and other universities to inform and support technical exchange and knowledge sharing on areas of concern.
* Make relevant knowledge on curriculum and research in/for the ACADEMY program and African universities easily accessible through an informative and well-structured website.
* Provide formal and informal forums for members to exchange on relevant issues related to curriculum development, research, mobility and professional development
* Facilitate special, cooperative initiatives across universities aimed at sharing curricula, course syllabi, and other educational resources and tools.
* Emphasize elements of permeability and quality assurance in curriculum and research.
* Strengthen the demand-orientation in curriculum and research by sharing good practices, e.g., on public private partnership (PPP) sector cooperation.
* Support the dissemination and comprehensiveness of research findings to a wider audience (in a way that supports all functions and objectives stated further above).
* Provide mentoring programs aimed to support professional development to new academic staff, researchers and university managers.
* Support regional cooperation and the transferability of solutions among the ACADEMY project partners and beyond (as opposed to concentrating on ‘national mandates’).
* Establish collaborative activities with the government, private, and community agencies to strengthen education and research in a discipline or professional area of focus.
* Collect, analyze, and report on regional and/or national data to provide evidence on the outcomes and impacts of education that can be used in advocating for resources to advance higher education, research, and service.

**2.3 Users of the platform (interests and motivation)**

The primary users of the platform will be academic staff, researchers, students, and academic managers. Extended users could be donors, international organizations, and the private sector.

# PLATFORM FEATURES AND EXPECTATIONS

1. **State of the art platform**

The platform should be feature-rich and able to stay up to date with the ever-changing Learning & Development landscape. Expected functionalities should include user registration, easy and interactive navigation through the course lessons, ability to set and take up quizzes, set up timers for courses, display course progress, give certifications, and so on. Most features should be automated.

# User Access and Mobile App Friendly

Easily accessible on desktop or mobile, 24/7. Users should be able to undertake trainings/courses on their own schedule and pace independent of device or operating system and with limited bandwidth. The platform should be web and mobile-ready on both Android and Apple devices. Should be able to facilitate the learners to login to the learning system while on-the go.

# Ease of Integration

The platform should be able to integrate into existing systems through features like Single-sign-on (SSO). The integration should facilitate real-time communication between the platform and other enterprise-level systems.

# Content Compatibility

The platform should be flexible, easily customizable, and able to easily upload existing training materials or build courses from scratch while remaining user-friendly. It should cater to various content formats such as word, excel, pdf, videos, animations, and ppts, and allow users to easily upload the various content formats onto the platform. The platforms’ ability to have visual content is paramount. The content capture and delivery will include:

* Word document, PDF, XML, PowerPoint presentations;
* Video streaming to pure audio transcript;
* Quizzes;
* Surveys;
* Completion Certificates.

# Reports and Analysis

The comprehensive analysis and reporting solution should:

* offer insights on the performance of the learners and ultimately the effectiveness of courses on offer;
* support background monitoring for specific user levels;
* gauge the learning trends of users and track compliance of the learners. The reports can be categorized (but not limited to):

# Course Reports

# Scheduled (upcoming courses), Enrolment, Assessment

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# User Reports

* Active Users, Login activities, User’s progress, Performance Comparisons using various parameters

# Organization Training

* Complete course report by unit/theme/location or gender, Certification, Curriculum, policy etc.

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# Custom Reports

* Tailored to meet specific requirements/requests such as:
* quick and easy access to quiz’ analysis;
* Learner tracking, to check the amount of time spent on a particular lesson or the number of attempts made to pass a quiz;
* challenges faced on courses;
* knowledge retention tool to conduct impromptu checks/pop-up quizzes.

# Security and Reliability

The platform security should be top-notch assuring content confidentiality as well as protecting the users’ personal data. It should also take into consideration encryption and adherence to ISO security standards and cater for integration into the existing Centre firewall. A reliable high-level reliable platform with minimal downtime, is required while taking into consideration disaster management and contingency planning.

The system should be able to allow both the administrators and the vendor to carry out frequent security measures including denial-of-service attack testing.

# Future Scope

A state-of-the-art system that offers both synchronous and asynchronous learning, is compatible with Microsoft Office 365 and can accommodate additional/further process changes, with minimal upgrade time. A platform that can host virtual training sessions and/or integrate with other collaboration platforms like BigBlueButton, Microsoft Teams, Google Meet and Zoom.

# Affordable Pricing / Licensing Structure

Open-source solution/software is prioritized due to its advantages with regard to upgrading and flexible IT support. The platform should be able to provide a dedicated learning consultant, unlimited support, on-site training, customizable learner journeys, free upgrades and affordable subscription fees/licenses (if any).

# CONTRACTING AUTHORITY

Abou Bekr Belkaid University of Tlemcen (UABT) – Rectorate

# CLARIFICATION BODY

Requests for clarification should be sent by email to [academy@univ-tlemcen.dz](mailto:academy@univ-tlemcen.dz)

# PROJECT MANAGEMENT

To ensure smooth implementation of the project the Contractor will perform the following tasks:

* Participate in an initial kick-off meeting to meet with the ACADEMY project team, to discuss the project, validate critical objectives, agree on learning objectives, and to develop a project plan to guide the project through to completion;
* Continuous consultation and updates to the project team on the progress of the assignment;
* Collaborate with ACADEMY partners project team to manage content reviews.

# KEY RESPONSIBILITIES

The Contractor is not required to manage the content of the platform. However, he/she is fully responsible for the continued functionality of the website and its technical operation for the duration of one (01) year of the contract.

1. **Consultation**

The Contractor is required to present different design, layout and IT options for the platform, explain their respective benefits and drawbacks and make final recommendations, clearly giving indications on linked budget requirements.

Moreover, the Contractor shall inform the ACADEMY project partners about current best practices for website managers with regard to legal requirements, cookie policy, sharing content publicly, privacy and protection of personal information.

1. **Design & Development**

The contractor is required to build the entire platform (front and back-end) including a Content Management System (CMS). For this purpose, the ACADEMY project partners will provide him with an overview of the structure and functionality of the website in line with the requirements stated further above. Moreover, the ACADEMY project partners provide the Contractor with the texts, pictures, videos and images to be displayed on the website and assure the Contractor that the ACADEMY project partners hold the rights to any such content; the Contractor isn’t responsible for the creation of these contents. Moreover, the ACADEMY project partners provide the Contractor with the information required to create the website’s masthead.

1. **Hand Over**

After completing the platform, the Contractor hands over the platform to its manager; the manager receives a copy of the platform’s website on a storage device. As part of the process the Contractor is required to explain all the relevant website management functions to the platform manager in a face-to-face meeting. Additionally, the Contractor is required to write a concise manual on the management of the platform for the project managers. The Contractor has to provide technical support and troubleshooting for a period of one (01) year. The platform may be first hosted at the webserver of the Contractor and then the handed ACADEMY hosting server.

1. **Testing**

The Contractor is required assure thorough testing prior to the platform’s official launch and run performance tests afterwards. In so far as these tests reveal that the platform doesn’t fully meet the requirements stated above, the Contractor is required to make changes to the platform that remove those deficiencies. Test groups could consist of the staff (including IT experts) of ACADEMY project partners.

# QUALIFICATIONS AND EXPERIENCE

* At least four years of working experience developing and implementing e-Learning programs, including web-based and computer-based training;
* Minimum three years of experience with standard e-Learning development tools like Articulate, Captivate, Dreamweaver, Flash, Photoshop, some knowledge of HTML and JavaScript;
* Strong knowledge of emerging e-Learning theories, concepts, and standards;
* Experience with Moodle or similar Learning Management Systems as well with multi-user virtual environments and collaborative learning;
* Knowledge and experience using media for engagement of online audiences;
* Experience working with external clients and managing partnerships;
* Excellent computer skills: MS Word, PowerPoint, Excel and Publisher etc.;
* Strong attention to detail in all tasks, creativity and result-orientation;
* Strong communication skills, both verbal and written (English and French);
* Flexible work attitude: the ability to work under pressure within short timelines without compromising quality.

# FINANCIAL PROPOSAL

* Total discounted quote for the assignment clearly broken down, including all the chargeable taxes;
* Proposed Terms of payment.

# TIME FRAME FOR THE WORK

The work will be conducted within a timeframe of approximately four (04) months between March 2022 and June 2022 (detailed timeline to be established with the Contractor, and other members of the ACADEMY e-Learning “Task Force”).

# APPLICATION REQUIREMENTS

If you wish to apply, please provide us with the following:

* A covering letter demonstrating how the criteria set out in the Contractor specification, and the propose to organize the work outlined above;
* A copy of Curriculum Vitae or Contractor profile;
* Written testimonials from similar organizations;
* Reference of three similar conducted assignments.

1. **WITHDRAWAL OF THE CONSULTANCY**

The withdrawal of the consultancy will be done from the website of the ACADEMY project: <https://academy.univ-tlemcen.dz/> starting 28/02/2022.

1. **SUBMISSION OF THE OFFERS**

Offers must be sent to the ACADEMY project email address: [academy@univ-tlemcen.dz](mailto:academy@univ-tlemcen.dz), on March 14, 2022 from 8 a.m. to 1.00 p.m. (Algerian Time). The opening of the bids will be held the same day starting 3:00 p.m.

1. **VALUATION METHOD**

An ad hoc committee will be in charge of the technical and financial evaluation of the bids.