

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION**  
**Request For Proposal**

Reference: RFP No. RFP-MM-2022-000001

Date: **August 29, 2022**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for the **Development of E-Learning Courses and Awareness Raising Tools**. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

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

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

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For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification RFP No. RFP-MM-2022-000001** in the subject section of your email.

Deadline for Submission of Proposals: On or before

**Date: September 21, 2022**

**Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

International Development Law Organization | IDLO

Myanmar Country Office



**ANNEX A  
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	<p>Proposals shall be nominated exclusively in <b>US Dollars</b> <i>Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Proposal	<p>The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Proposals	<p>The Proposal shall be addressed to IDLO on or before <b>Date: September 21, 2022</b> <b>Time: 15:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services are to be provided to: Online delivery</p> <p>Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so</p>
7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Proposal Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Bidder's Proposal divided into: <ol style="list-style-type: none"> <li>a. Technical Proposal (see Annex F1)</li> <li>b. Financial Proposal /Price Schedule (see Annex F2)</li> </ol> </li> </ol>

8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>Please mention <b>Clarification RFP NO. RFP-MM-2022-000001</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
11. Technical Proposal	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>(a) Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed,</p>

	<p>addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p><u>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered.</u> Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named "<b>Technical Proposal</b>" and "<b>Financial Proposal</b>".</p> <p>The "<b>Financial Proposal</b>" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: IDLO Global email address <a href="mailto:tenders@idlo.int">tenders@idlo.int</a></p>



	<p>with the Subject: <b>“Technical Proposal for RFP No. RFP-MM-2022-000001</b> and with the Subject: <b>“Price Proposal for RFP No. RFP-MM-2022-000001</b> before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ol> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of</p>



	<p>their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
14. Only One Proposal	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ol>
15. Late Proposals	<p>Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i>, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.</p>
16. Validity Period of Proposals	<p>All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the</p>

	Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input checked="" type="checkbox"/> N/A
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to</li> </ul>



	<p>adequate financial resources to perform the contract and all existing commercial commitments,</p> <p>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</p> <p>d) They are able to comply fully with IDLO General Terms and Conditions of Contract;</p> <p>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>f) They have a record of timely and satisfactory performance with their clients.</p>
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <p>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</p> <p>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</p> <p>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</p> <p>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</p> <p>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that IDLO may deem appropriate, at any stage</p>

	within the selection process, prior to awarding the contract.
27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> <li>- <b>Technical Proposal -70%, - 700 points maximum,</b></li> <li>- <b>Financial Proposal - 30%, - 300 points maximum.</b></li> </ul> <p><b>Technical Evaluation</b> The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p><b>Financial Evaluation</b> In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: <b>Financial Proposal score = (Lowest Price / Price under consideration) x 300.</b></p>



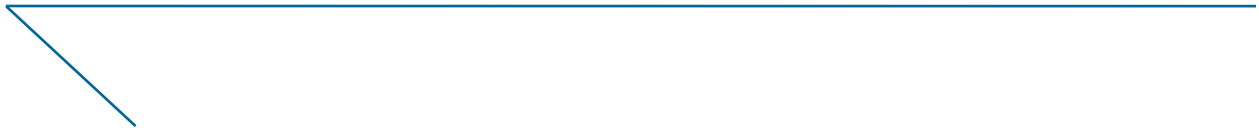
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within <b>30 days</b> after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>
35. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day of delay in the provision and completion of the Services.</p>

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36. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)
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**ANNEX B**  
**TECHNICAL EVALUATION CRITERIA**  
Scoring Weight And Point

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A	Bidder B
1	<b>Establishment and experience</b>	20%	140		
2	<b>Methodology</b>	65%	455		
	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget.				
	The proposed methodology takes into account the assessment of the possible difficulties to be encountered - The inclusion of mitigation actions to address identified risks, in order to develop efficient and appropriate solutions, i.e. explanation how the Bidder will cope with multiple contracts/projects/assignments run in parallel with IDLO's.				
	The proposed methodology provides information on quality assurance system for the Contract/Framework Agreement.				
	Adequacy of the extent to which the proposed methodology approach and work plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail				
	The overall engagement, management and participatory approach, and quality assurance on deliverables				
	Structure of the proposal				
	Clarity and conciseness of the language used in the proposal				
	Layout of the proposal including formatting				
	<input type="checkbox"/>				
3	<b>Reporting</b>	15%	105		
	<input type="checkbox"/>				
	<b>Total</b>	100%	700		



	<b>Minimum Score to determine Pass/Fail</b>		490		
	<b>Bidder's Score</b>				
	<b>Bidder Pass/Fail to proceed to opening of Financial Proposal</b>				



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**ANNEX C**  
**TERMS OF REFERENCE**  
**INL Legal Practitioners**

**Development of E-Learning Courses and Awareness Raising Tools**

**A. About IDLO**

The International Development Law Organization (IDLO) is the only global intergovernmental organization exclusively devoted to promoting the rule of law to advance peace and sustainable development. IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development, and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

IDLO-Myanmar has been implementing projects aimed at strengthening the capacity of justice service providers in Myanmar to apply best practices in safeguarding justice seekers' rights in line with Sustainable Development Goal 16.

**B. Background**

Since the onset of the COVID-19 pandemic in early 2020, IDLO Myanmar has developed substantive expertise in the design and delivery of online courses and awareness-raising initiatives for project beneficiaries. This ensured that IDLO continued programming in a challenging context and that beneficiaries continued to have access to information despite the various restrictions since the pandemic and state of emergency. The online modality of such initiatives has also enabled IDLO to reach a greater number of beneficiaries. To complement ongoing project activities, aimed at strengthening the capacity of justice service providers at the community-level, IDLO proposes to develop a number of legal awareness raising tools and e-learning self-paced narrated courses to support lawyers, paralegals, and customary and informal justice actors. These materials will be used to: 1) increase awareness and understanding among beneficiaries on the everyday justice issues that affect communities; 2) Build capacity of justice service providers to respond to priority justice issues in line with international best practice; and 3) Reach a greater audience beyond the specified beneficiaries and project locations.

**C. The Assignment**

This Request for Proposals (RFP) is for a contractor to lead the design and production of five (5) e-learning self-paced narrated courses in the Myanmar language, aimed at building the knowledge, skills, and capacities of justice service providers in Myanmar on the everyday justice issues affecting their communities, and how to respond to them. The developed e-learning courses will be uploaded

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in a SCORM<sup>1</sup> compliant format and operated from a dedicated e-learning platform to be developed by the selected contractor.

The scope of the assignment is to:

1. Design and develop 5 e-learning interactive self-paced courses containing e-learning modules based on existing materials (5 handbooks) using Articulate Storyline 360 (or most appropriate software for intended audience) with Myanmar narration and subtitles
2. Provide the final e-learning courses in SCORM 1.2 files (or most appropriate file type) to be uploaded onto the e-learning platform to be developed and the Articulate Storyline Source files at the end of the project.
3. Assist IDLO with uploading the e-learning courses SCORM 1.2 files (or most appropriate file type) onto the e-learning platform to be developed.

Within one week (7 calendar days) from contract signing, IDLO will provide the contractor with a detailed brief for the assignment, following which the contractor must provide IDLO with a strategy and workplan for the assignment.

The Service Provider/Contractor is expected to provide the following services:

- a. Coordinate with IDLO-Myanmar team to determine the most appropriate eLearning platform in light of the heightening security situation in Myanmar.
- b. Prepare a detailed work plan and/or outline, for the development process of the e-learning courses and platform to be approved by IDLO.
- c. Work closely with the subject-matter experts (SMEs) to establish the learning objectives of each e-learning course. Provide guidance and support in developing, videos (when and if needed), quizzes and exercises to reach the objectives. Analyse the determined content through meetings.
- d. Develop storyboards for each of the e-learning courses IDLO's review and validation. The e-learning courses will have the following characteristics:
  - i. They will be interspersed with interactive exercises, quizzes, case studies and videos (when and if needed) to enhance the learning experience.
  - ii. They will be in line with the discussions with and guidance provided by IDLO managing team.
- e. Present a functional prototype for one e-learning course module (at least 15 slides) after validation of its storyboard by IDLO.
  - i. The prototype will include basic interface and the on-screen elements, and narration of the e-learning course module using text to speech (TTS).

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<sup>1</sup> For the purposes of this RFP, SCORM is used for the technical specifications for eLearning. However, other specifications may be used as long as it is compatible with the learning management system of the relevant partner institution, and editable by IDLO.



- ii. It will be shared with IDLO through a clickable Articulate Review link for IDLO feedback.
- f. Upon confirmation of the storyboards for the remaining e-learning course modules, proceed to develop each e-learning course module and provide for review and comments in an Articulate Review link.
- g. Produce the e-learning course modules narration in Myanmar by:
  - i. Developing the narration script.
  - ii. Upon final confirmation of all e-learning course modules and transcripts the final narration will be added.
- h. Provide continuous updates to IDLO managing team on progress of the assignment.
- i. Test the e-learning course modules on the browsers of Chrome, Internet Explorer, Firefox and Edge.
- j. Provide IDLO with the final e-learning course modules containing narration in the format of SCORM 1.2 files.
- k. Provide IDLO with the Source files from Articulate Storyline 360.

Further description of the e-learning courses and expected features are provided in the table below, as follows:

<b>No. of courses to be developed and uploaded on an agreed to e-learning platform:</b>	Five (5) self-paced interactive Myanmar narrated e-learning courses containing separate modules based on the curricula/handbooks to be provided.
<b>Target audience:</b>	Lawyers, paralegals, and customary and informal justice actors
<b>Language</b>	Myanmar Language
<b>Certificates upon completion:</b>	Yes
<b>Five E-learning self-paced interactive Myanmar narrated and subtitled courses uploaded on the <i>developed e-learning platform</i>.</b>	By 20 February 2023

The e-learning course(s) must be completed to a standard acceptable to IDLO within six (6) months from contract signing.

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## **D. Institutional Arrangements**

The contractor will be supervised by the Capacity Development Expert, with support from the IDLO Country Manager and Field Program Coordinator. The contractor is expected to assign a focal point for the project, who will regularly liaise with IDLO and remain responsive and in regular communication.

## **E. Duration of the Work**

The contract will commence on 15 October 2022 and will end on 30 March 2023. The output described under Paragraph C above must be completed within this time frame, leaving room for any necessary revisions or edits.

## **F. Work Location**

This is a home-based contract with no requirement to travel. Contractors with presence in Myanmar are strongly preferred.

## **G. Qualifications of the Successful Contractor**

The contractor must have experience developing e-learning courses, online awareness raising tools, and other multimedia products on social justice issues, human rights, or development in Myanmar and in Myanmar language. Contractors with a presence in Myanmar, and with Myanmar national team members who understand the operating context are strongly preferred. Previous experience on similar projects with IDLO Myanmar and other rule of law projects, is an advantage.

### **Expertise**

- Mastery of instructional design, educational technology or related studies is required.

### **Work experience**

- Minimum 5 years of experience in E-Learning instructional design at the level of expertise required to carry out the main duties and responsibilities.
- Evidence of service provider's experience in delivering similar services to at least 3 clients in the last 5 years.

### **Specific Technical & Behavioural Competencies**

- Demonstrated strong industry knowledge of technology and developments in the field of e-learning.
- Experience in applying instructional and engaging design and adult learning principles in training/eLearning.
- Knowledge and experience with remote/digital training approaches.
- Experience integrating microlearning, personalization, gamification, and social elements of eLearning.

- Proficiency in Adobe Creative Suite and other applications to create graphics, animation, audio, video etc. multimedia elements.
- Proficiency in authoring tool “Articulate 360 Storyline”.
- Ability to manage time efficiently, effectively handle multiple tasks and competing priorities, as well as meet deadlines.
- Knowledge of, and experience working with, various stakeholders and systems within the Asia region.
- Experience particularly in the social justice sector is an asset.

#### H. Scope of Tender Price and Schedule of Payments

This is a fixed price contract for the outputs described above and below.

No.	MILESTONE	TARGET COMPLETION TIMELINE
1	Finalization of Strategy and Concept	15 November 2022
2	Finalization of a detailed workplan and deliverables	30 November 2022
3	Content production, upload, and management	15 January 2023
4	Completion of final e-learning courses	20 February 2023
5	Development of monitoring, evaluation, and reporting tools to collect and analyze training information	15 March 2023

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**ANNEX D  
PROPOSAL SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for the **Development of E-Learning Courses and Awareness Raising Tools** as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

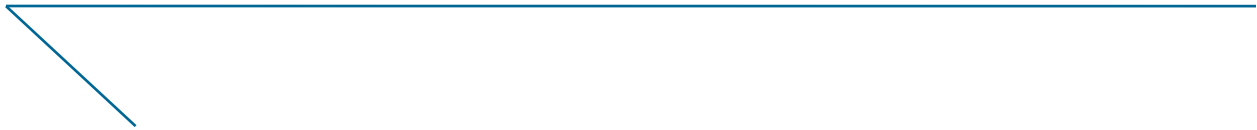
Date: **Select date**

Signature: \_\_\_\_\_

*Duly authorized to sign this Proposal*

**ANNEX E  
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-MM-2022-000001		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> </ul>		



	<ul style="list-style-type: none"><li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li><li>▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years</li></ul>
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## ANNEX F1- TECHNICAL PROPOSAL

### A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

#### Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>

<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i>	
	[Insert]	
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

## B. Methodology

1. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
2. Explanation of the proposed overall methodology for producing the expected results of the TOR
3. Provide Detailed Project Implementation Plan showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed
4. Please explain details of quality control points
5. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

## C. Reporting

1. Please explain progress reporting and final schedule



## ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

<b>Description of Activity/Item</b>	<b>Estimated amount USD</b>
1. Professional cost (man days)	
2. Production of..	
3. Contingency / Incidental Expenses	
4. Consumables	
5. Travel Related Expenses	
6. Taxes	
7. ..	
8. ..	
<b>TOTAL COST</b>	

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**ANNEX H**  
**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES**  
**AND**  
**IDLO SUPPLIER CODE OF CONDUCT**

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>