DefendDefenders E-learning Platform

Consultancy Title: Terms of Reference for Consultancy Services to develop an E-learning Platform for DefendDefenders.

Duty Station: Kampala, Uganda

Request for Proposals

Introduction

This Terms of Reference (TOR) has been developed to undertake the development of an e-learning platform for DefendDefenders and its partners.

Overview of DefendDefenders

DefendDefenders was established in 2005 as the East and Horn of Africa Human Rights Defenders Project and registered as a foreign Non-Governmental Organisation (NGO) in Uganda. DefendDefenders exists to strengthen the work of Human Rights Defenders (HRDs) in the sub-region by reducing their vulnerability to the risk of persecution and by enhancing their capacity to effectively defend human rights.

The core mandate of DefendDefenders is to promote the safety, security and wellbeing of HRDs. To achieve this, DefendDefenders' work has to date focused on protection and security management, capacity building, technology development, as well as advocacy, research and communications.

DefendDefenders serves as the Secretariat of the East and Horn of Africa Human Rights Defenders Network (EHAHRD-Net) representing thousands of HRDs and their organizations. DefendDefenders draws its membership from Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia (together with Somaliland), South Sudan, Sudan, Tanzania, and Uganda.

Background to the Project

The number of HRDs/HROs requesting technical assistance in areas like protection, physical and digital security, plus other subject areas is growing by the day. Furthermore, there is a high need to ensure and maintain the continuity of knowledge transfer among DefendDefenders staff. One of the tools that DD aspires to use to meet the increasing demand of these requirements efficiently and consistently is an e-learning platform (DD-learn).

The e-learning approach is intended to supplement and enrich the DD's local, regional, and/or national activities in building capacity for Human Rights Defenders, by enabling users to reach a predetermined level of knowledge and making face-to-face interactions more effective. Although the E-Learning approach may make training programs more efficient, it is not intended to substitute face-to-face instructor-led interactions.

E-Learning can also demonstrate a sustainable model for DD's support for partner organizations when applied in conjunction with regional strategic partnerships such as international networks and forums.
This approach leverages DD's expertise by making its information accessible via modern platforms. It can be exercised through synchronous or asynchronous learning.

Therefore, E-Learning can be an efficient way to deliver knowledge to human rights defenders, as well as to assist partner organizations in making full use of the DD resources.

Target Audience

The eLearning portal will have capabilities to educate and assess knowledge of the following main target audience:

a. Human Rights Defenders and Organizations.
b. Partners of DD
c. Future stakeholders interested in DD events for example training courses, workshops, technical meetings, consultancy meetings

The objective of the consultancy

In general, the e-learning platform is intended to support HRDs and HROs by:
a. Familiarizing the target audience with the selected subject area(s) and increasing that way their engagement in, and commitment to project-specific goals.
b. Developing or increasing specific knowledge among the target audience in the subject area(s).

Requirements

a. General Requirements

The Contractor shall develop and deliver E-Learning modules based on the content defined by DD. The modules shall be based on worldwide good practices and international experience in E-Learning methodology and tools.

The E-Learning modules shall include, as a minimum, the following general features, and functions:

   i. Simple and consistent navigation that guides the learner in a simple and user-friendly manner through all lessons (easy to use, consistent, and easy to access)
   ii. The eLearning modules shall be pedagogically aimed at the target audience and shall support and motivate them in the learning process, the way the content is presented shall attract them and motivate them to read more and to want to continue with the other modules.
   iii. Effective use of mixed-media formats i.e. text, audio, video, animation, interactive games, and tests, appropriately combined to the learning aspects being delivered.
   iv. The eLearning modules shall have a professional appearance and shall conform to the DD Visual Identity Guidelines. DD shall provide the Contractor with these guidelines after the signature of the contract and before the commencement of work
   v. The e-learning modules shall be gender, race, religious, and politically neutral.
   vi. The e-learning modules shall provide the user interface navigational options which are dependent on the learning methodology of the course.
   vii. Learning objectives shall be achieved through learning information content followed by testing of the learning objectives, to ensure understanding.

b. Technical Requirements

   i. A cross-platform web-based training module (WBT) to be hosted on the Moodle LMS.
   ii. Possibility to run and use the e-learning modules for mobile devices shall be provided.
   iii. The source file/ source code shall also be part of the deliverables.

iv. Ability to track progress through the modules and to restart at the same location, if the training was halted or not fully completed. It shall be apparent to the user which sub-modules or lessons he or she has already visited and which modules he or she has completed.

v. The e-learning modules shall provide start, stop, pause functions, and cue points to control animations and videos.

vi. Volume controls shall be managed with global volume settings.

vii. The e-learning modules shall include tutoring options where appropriate.

c. **Requirements for Assessment of the Learning Progress**

The E-Learning modules shall have tools for assessment of learning results based on the learning objectives provided by the DD, and that shall include, as a minimum, the following features:

i. A User's progress and understanding shall be determined utilizing tasks (tests) that are engaging and varied, containing at least some of the following functions (but not limited to these):
   - Multiple-choice questions
   - Click to answer tasks: clicking on elements in graphics and passive animations
   - Random selection of questions from a pool of questions.
   - Limited time (time function and display)
   - A limited number of attempts (with display).
   - A scoring system
   - Single choice (with text, graphics, and passive animations)
   - Sorting or putting things in the correct order (e.g. steps in the process)
   - Drag and Drop Tasks, i.e. moving elements with the mouse to a designated place
   - Functions such as presentation of information
   - Feedback informing the learner whether the solution of a task was correct or incorrect.
   - Hints to the learner about possible ways to solve a task.
   - Detailed feedback to the learner after completion of a task. Recommending documents for required reading or self-study for particular subjects or training objectives.

ii. Assessment of a trainee's knowledge and independent navigation shall be mandatory functions, whereas diagnostics, correction, and tutoring will be desirable but not mandatory (i.e. optional functions)

iii. A possibility of obtaining a completion certificate shall be available.

iv. Customized training content (defined by DD) based on the configurable roles and responsibilities.

d. **Requirements for the work**

The contractor shall:

i. Provide consistent project management products in compliance with recognized project management standards (for example Prince2 methodology for project management or any other equivalent methodologies), including/covering change management, quality, and review cycles

  ii. Provide an instructional design document, which outlines the pedagogical methodologies for specified e-learning courses.

  iii. Develop computer-based E-Learning modules per the requirements of this SOW or other modules and materials including technical and functional specifications per module as agreed with DD in writing.

  iv. Create and include tools as specified above for assessment of learning results

  v. Train one or two (1-2) DD staff to maintain, update and modify the delivered E-Learning modules to the DD.

  vi. Upload all E-Learning modules onto the development/staging site of the DD E-Learning platform for testing. DD and the Contractor shall then test it in the LMS environment to allow for changes/suggestions to be implemented before moving it to the production site.

  vii. Submit to DD within one(1) week of the DD's request for the development of e-learning module(s), the project management plan identifying specific schedule covering all implementation phases for the requested E-Learning Module(s), for the DD's review and approval

e. Requirements for the Contractor and Contractor's Personnel

The contractor shall:

i. Have at least three (3) years in relevant industry and services with wide-ranging expertise in corporate E-Learning development with a background in learning and development, teaching, or training, and the ability to create solutions that are designed to meet the DD organizational goals.

ii. Demonstrated experience in incorporating adult learning principles of intrinsic motivation, pragmatism, learning by doing, self-direction, and the recognition of abundant experience during the design and build of e-learning modules.

iii. Be able to accommodate a blended approach to an online E-Learning material covering synchronous and asynchronous methods.

iv. Have experience and evidence of having successfully developed and delivered (formally accepted by a customer) at least two (2) E-Learning modules to the organizations/clients of similar size as the DD in the last two (2) years

v. Guarantee the availability of maintenance service for the E-Learning modules for a minimum of one (1) year.

f. Software and Hardware Requirements

The contractor shall meet the following software and hardware requirements for the E-Learning modules.

  i. The user interface shall be developed by the Contractor. The User interface shall allow future customization.

  ii. The E-Learning modules shall be supplied with a software shell having the capacity and capability for future modifications, configuration management, and further update by the DD staff. The DD staff shall be trained by the Contractor to obtain the knowledge, tools, and rights to make modifications.

  iii. The E-Learning modules shall meet the general requirements stated for training information systems in ISO, IEC, IEEE, and other standards in this field.

  iv. The course shall be developed to work on all major internet browsers (Internet Explorer, Microsoft Edge, Chrome, Firefox, Safari)

v.   The E-Learning Modules shall also be able to run under iOS and Android operating systems.

g. Maintenance and support services

Maintenance and support services may take the form of program code modification, changes in graphical design, implementation of new functionality, consultation, and other pre-agreed and agreed activities. This may include but shall not be limited to the following.

1. Fixing bugs reported by the DD excluding bug fixing during the warranty period (these shall be provided free of charge to the DD).
2. Fixing bugs, which occurred after the warranty period.
3. Minor content updates and application improvement/enhancement based on the DD's change.
4. Consultation requested by DefendDefenders
5. Possible prophylaxis (testing the correctness of the application and preventive actions to avoid problems) to the extent agreed with DD.

h. Deliverables

The Contractor shall deliver the following items for each project.

i.   Upon receipt of the DD's request for the development of E-Learning Module(s), the Contractor shall submit to the DD within one (1) week the Project Management Plan identifying a specific schedule covering all implementation phases for the requested eLearning modules, for the DD's review and approval.

ii.   E-Learning modules in the form of package/s under the requirements of this SOW, covering the agreed script and the templates.

iii.   Source files and code

iv.   User guide for the E-Learning modules

v.   Script and Templates about the relevant project and agreed by the DD.

vi.   Administration guide (including installation, modification, settings, and configuration of the e-learning modules).

vii.   Report of the findings and actions from the project

viii. Final project report (summary) at the end of each project. This report shall include a description of the project and the deliverables and any key lessons learned during the implementation of the project.

ix.   If requested by the DD, training and training material for two to four (2 to 4) DD staff to have the ability to maintain and update the modules