

Request for Proposal # 2021-048

Selection of agency for e-Training project

1. **Summary of Deadlines**

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| --- | --- |
| Release of Terms of Reference | 22.09.2021 |
| Expression of Interest | 30.09.2021 |
| Fact Finding Questions  | 30.09.2021 |
| Response to Fact Finding questions | 04.10.2021 |
| Proposal Submission | 07.10.2021 |
| Proposal Presentations | 12.10.2021 – 13.10.2021 |
| Award of contract | 15.10.2021 |
| Project initiation | 18.10.2021 |

Note that PATH reserves the right to modify this schedule as needed. All parties will be notified simultaneously by email of any changes.

1. **PATH Statement of Business**

PATH is the leader in global health innovation. An international nonprofit organization, we save lives and improve health, especially among women and children. We accelerate innovation across five platforms—vaccines, drugs, diagnostics, devices, and system and service innovations—that harness our entrepreneurial insight, scientific and public health expertise, and passion for health equity. By mobilizing partners around the world, we take innovation to scale, working alongside countries primarily in Africa and Asia to tackle their greatest health needs. Together, we deliver measurable results that disrupt the cycle of poor health. Learn more at [www.path.org](http://www.path.org).

1. **Project Background**

**Selection of agency for e-Training project**

**A. Project Background:**

With the rapid outbreak of the COVID-19 pandemic, it became more important to respond promptly and take necessary steps at the national and the state level to increase and sustain reliable access to oxygen. Practical, agile strategies that could manage unstable markets over immediate-, short-, and medium-term must be pursued to ensure strengthened respiratory care health systems in the country.

Under the PATH Respiratory Care Management (RCM) project, we have been focused on providing technical assistance to fast track the operationalization of Oxygen Generation or Pressure Swing Adsorption (PSA) plants across the country; deploying Oxygen Concentrators, and providing capacity-building support to the States on the operation and maintenance of technologies such as PSA Plants, Oxygen Concentrators and liquid medical oxygen; rational and hygienic use of oxygen, and overall management of oxygen in the ecosystem.

Capacity-building measures for users across the O2 handling and management supply chain has been identified as one of the major intervention areas to ensure sustainability of the overall O2 ecosystem.

To support this aspect, an e-Training project has been envisaged to rollout capacity-building and learning programs for users through an e-Training cum Learning Management System (LMS); henceforth to be referred as e-Training only.

The key objectives of the proposed e-Training project are as follows:

* Enhance the knowledge of the key health functionaries (Biomedical Engineers, Medical Officers, Health / Hospital Administrators, technicians, nursing staff, hospital support staff, etc.) who are involved in the procurement, installation, management, operations and maintenance of medical oxygen generation, storage and supply to the patients on core concepts of medical oxygen;
* Strengthen core skills on managing medical oxygen through an accessible and easy-to-use, comprehensive, customized and IT-enabled Learning Management System (LMS); and
* Provide tools and support for the professional development of individuals in the procurement, installation, management, operations and maintenance of medical oxygen.

**B. Proposed Project Timeline:**

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| Project start date | 18.10.2021 |
| Interim deliverables due date | Please refer to deliverables table in section IV-B |
| Final deliverable due date | Please refer to deliverables table in section IV-B |

1. **Scope of Work and Deliverables**

**A. Scope of Work:**

PATH is looking to engage a suitable and professional agency for implementing the e-Training project.

1. **General**
* The selected partner agency (to be referred as ‘agency’ hereafter in this document) will be responsible for the design, development, and implementation of the e-Training project including the following set of activities:
	+ Content creation based on instructional design and visual design principles to produce e-Learning with interactives and assessment including:
		- Live action video shooting including editing, production, etc.
		- Animation-based content for teaching and explaining concepts.
		- Augmented Reality-based content / interactive 360 degree video to create one realistic, immersive environment through 3D modeling or a 360 video shoot that can be used to teach numerous concepts within that environment through interactives.
		- Voice overs and translation.
	+ Selection and onboarding of LMS platform .
	+ Creation of e-Training framework on LMS platform including:
		- Course creation.
		- Module creation.
		- User profile creation.
		- Content hosting and management.
		- Assessment test.
		- Scorecard creation.
	+ On-boarding and training support.
	+ Project management.
* The agency will share a comprehensive work plan for all the activities to be undertaken as part of the project.
* Engage actively with key stakeholders including identified State government agency, PATH team, and end users for the development and deployment of the content.
1. **Content Creation**
* The e-Training project will include the following modules\*:
	+ Module I: Introduction to oxygen therapy
	+ Module II: Oxygen delivery solutions
	+ Module III: PSA oxygen generation
	+ Module IV: Medical oxygen handling and safety

\*The files for base content of these modules to be shared upon receipt of expression / confirmation of interest from the perspective bidders, on or before 30.09.2021.

* Each module will be comprosed of smaller sub-topics which will cover the core content in the form of live action and animated videos, presentations, trivia, and assessment quiz.
* It is expected that each sub-topic within a module will have about ~3-4 minutes of training content.
* The subject matter expertise and the core content will be provided by the PATH team. The core content will be created, compiled, and shared by the PATH team in the form of presentation, word document, paper booklets, scanned documents, multi-media formats, etc.
* The selected agency will be expected to curate and process the core content into high quality and rich digital content based on user-centric design principles to enhance the adoption and learning of the e-Training course by the users.
* The e-Training content will have to be developed keeping the user profile and job functions in consideration.
* The selected agency will be expected to take regular user feedback on the e-Training modules and content to improve upon the course content. The collected feedback must be shared with the PATH team as part of the monthly reporting mechanism.
* The digital content will have to be generated in 2 languages, namely, Hindi and English.
* The agency will ensure testing of the e-Training system with a variety of user types including team members from the PATH team and a select sample of real users as nominated by the State department. The agency will closely observe the system functionality, usage, and adoption of the system by the users and incorporate the feedback points in consultation with the PATH team. Any bugs found during testing will be fixed and subsequent testing undertaken to verify modules working as required.
* The content and course design including homepage design, colors, style, etc., will be done in consultation with the PATH team and should be done with a view to increase the ease of access and use for the users.
* The course and modules should have enough tool tips (screen visuals, audio voice-overs, etc.) to help the user with the navigation.
* The agency must submit all scripts and files related to the e-Training content and details of modular design (Functional Requirement Specification) for all modules and their components with IP rights to PATH.
1. **Creation of e-Training framework on LMS platform**
* The agency will tailor and leverage an LMS platform for hosting the developed e-Training. content by the agency. If no suitable LMS platform is available, the agency would be required to develop the LMS.
* The agency will be responsible for understanding the LMS features and offerings and will develop the course framework in consultation with the PATH team.
* The agency will work closely with the selected LMS host to ensure hosting and maintenance of the e-Training content including the following:
	+ Course workflow creation including online course catalog with new courses / batches / modules and dates.
	+ Module creation.
	+ Content hosting and management.
	+ User profile and group creation including option for online registration.
	+ Assessment test creation including course quizzes and evaluations managed in the system.
	+ Provision of system notifications to users and administrators to provide an update and prompt the pending / next action at various events such as registration, reminder to complete the pending course, due date alert, launch of new module, completion confirmation, etc.
	+ Scorecard management for individuals and groups including standard reports for users (learners), and administrators – completed courses, overdue courses, course usage.
	+ Administrator module creation.
	+ Working and coordinating with LMS team for identification and provision of the necessary hosting and system requirements.
	+ The LMS should be available through both web-based as well as mobile interface (preferably with offline functionality for mobile interface).
* The LMS and the content will be hosted on one of the private Cloud Service Providers (CSP) empaneled by Government of India.
* The agency shall be available for 06 months from project launch to provide support services.
1. **On-boarding & training support**
* The agency must develop all the user manuals, in written, power-point and video formats, in two languages, to be finalized in consultation with the PATH team, and propose a comprehensive training plan including development of training materials.
* The agency must also develop a video tutorial which can be referenced by the users to learn about the e-Training course, its modules, how to use and navigate the course, etc. The video tutorial must be made in the 2 languages, namely, Hindi and English.
1. **Project management**
* The agency will be responsible for the project management from execution perspective and will provide a weekly update to the PATH team about the progress made vis-à-vis the project plan, challenges, and risk mitigation measures.
1. **Important considerations**
* All live-action video will be shot in the Delhi-NCR region and no separate travel cost will be borne by PATH. If the shoot location is outside the NCR, the payment for travel will be handled on an actual basis by PATH.
* The total live action video content is anticipated to be in the range of 20-30 minutes.
* The responsibility of tracking the development and availability of all required LMS features and functionalities will be of the agency. If the desired features and functionalities are not available, it will be the responsibility of the agency to accordingly incorporate these features and functionalities as part of the e-Training project.
* The anticipated scope of the project will be about ~2000 users\* from 7 selected States.

\*This is indicative and might change depending on the requirements from the partnering State governments.

B. Deliverables:

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| **#** | **Key Milestones** | **Timeline (in weeks)** |
| 1 | Award of Contract | T |
| 3 | Live action video shoot | T+2 |
| 4 | Launch of first and second e-Training modules on the LMS | T+3 |
| 5 | Launch of third and fourth eTraining modules | T+5 |
| 6 | Launch of AR based training modules | T+7 |

In addition to the above milestones, the agency will also be expected to submit a weekly progress report to PATH.

1. **Proposal Requirements - Financial**

Provide itemized costs for the total scope of this project, based on the scope of work and deliverables outlined in Section IV.

The final scope of work may be subject to negotiation; however, bidder selection will be made against the original scope of work. Bids should include itemized costs for key elements of the scope of work, as follows:

* Cost for 30 / 60 / 90 / 120 / 150 and 180 minutes of training duration in a modular manner for content in the following formats:
	+ Animation
	+ Live video
	+ Presentation
	+ Augmented Reality / 360 video
* Cost per module in English.
* Cost per module in Hindi.
* Cost per module in other regional vernacular languages including Marathi, Punjabi, Bengali, Odiya, Kannada, Garo and Khasi. Please note that this does not change the primary requirements of Hindi and English for the content under the existing scope.
* Cost per sub-topic, per language.
* Project management cost per month including resource breakup.
* Cost for LMS creation, coordination and management including hosting as a separate line item.
* PATH would prefer payment terms aligned with deliverables/timeline given in this RFP.
1. **Proposal Requirements – Technical**

Provide a narrative on your technical approach to accomplish the Scope of Work and Deliverables per section IV, including:

* High level approach and methodology.
* Proposed project plan to meet the deliverable timelines.
* Potential obstacles and plan to overcome them.
* Plan to meet the deliverable timelines.

Provide information on your overall qualifications, including:

* Profile of relevant corporate qualifications.
* Profile of relevant experience and examples of related work including e-Training content creation in:
	+ public health programs
	+ public sector (government)
	+ development sector programs
	+ private sector
* Relevant experience of designing and managing e-Training courses on online Learning Management Systems (LMS).
* Relevant experience of creating e-Training content in Indian vernacular languages.
* Qualifications of key members of the proposed project team (attach CVs and provide details of back-up/standby teams).
* Number of years in business.
* Annual revenue for the last three Financial Years (as per Indian norms).
* If your company has more than one location, please indicate these qualifications for the site that is responding.
1. **Proposal Evaluation Criteria**

The following is a list of significant criteria against which proposals will be assessed. The criteria are listed in order of priority.

* Technical
	+ Proposed approach and methodology
	+ Proposal presentation
	+ Project plan including the risk mitigation for achieving the project milestones in defined timelines
	+ Compliance to SoW given in this RFP.
* Experience
	+ Relevant experience of managing and hosting of e-Training content on LMS platforms
	+ Relevant e-Training experience in the public health space specifically working with Ministry of Health or State department / agencies of health programs
	+ Relevant e-Training experience in the development sector specifically prior experience with PATH or USAID
* Relevant experience of interactive content creation including AR based content
* Costs (as detailed in Section V)

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| **Legend** |  |  |
| **Mandatory** | If this is not submitted, the bid will be rejected |  |  |
| **Desirable** | If this is not submitted, the bid will not be rejected, only the score will be zero |  |  |

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| **#** | **Section** | **Criteria** | **Score** | **Mandatory / Desirable** |
| **1** | **Technical**  | **Total Score** | **35** |   |
| Proposed approach and methodology | 10 | Mandatory |
| Proposal presentation  | 15 | Mandatory |
| Project plan including the risk mitigation for achieving the project milestones in defined timelines | 5 | Desirable |
| Compliance to SoW given in this RFP | 5 | Mandatory |
|  |  |  |  |  |
| **2** | **Experience** | **Total Score** | **40** |   |
| Experience of managing and creating e-Training content on multiple platforms | 6 | Desirable |
| Experience of managing and hosting of e-Training content on an LMS platform | 6 | Desirable |
| Relevant experience (e-Training content) in public health space specifically working with development sector partners / Ministry of Health / State department / agencies | 10 | Mandatory |
| Relevant e-Training experience in the development sector specifically prior experience with PATH or USAID | 5 | Desirable |
| Relevant experience (e-Training content) in public sector with state and National agencies | 3 | Desirable |
| Relevant experience (e-Training content) in public sector in at least 3 different States of India | 3 | Desirable |
| Relevant experience of creating content in at least 2 more Indian languages apart from Hindi | 2 | Desirable |
| Relevant experience (e-Training content) in private sector | 2 | Desirable |
| Relevant experience (e-Training content) in oxygen management | 3 | Desirable |

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| --- | --- | --- | --- | --- |
| **3** | **Financial** | **Total score** | **25** |   |
| Bid cost | 20 | Mandatory |
| Payment mapping with milestones (in % terms) | 5 | Desirable |

Note: PATH reserves the right to include additional criteria.

1. **Instructions and Deadlines for Responding**
	* 1. PATH contacts
* Technical/Program Contact: Kanishka Katara (kkatara@path.org)
* Procurement Contact: Sushil Kumar Pandey (spandey@path.org)
	+ 1. Confirmation of interest
* Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond no later than 30.09.2021. Send the confirmation to the contacts listed above.
	+ 1. Fact-finding questions
* Questions on this solicitation will be accepted via email to the contacts listed above through 30.09.2021 mentioned in page 1. Questions and answers to all questions will be provided on 04.10.2021 to all participants who confirmed interest. Please note that responses will not be confidential except in cases where proprietary information is involved. Inquiries after this date cannot be accommodated.
	+ 1. Proposals due: 07.10.2021
* Completed proposals should be submitted by email to the contacts listed above. The subject line of the email should read: RFP # 2021-048: e-Training Agency <Your Company Name.>
	+ 1. Selection of short-list
* PATH reserves the right to select a short list from the bids received. PATH has the option to interview and discuss specific details with those candidates who are on the short-list.
	+ 1. Conclusion of process
* Applicants will be notified of PATH’s decision by date. Final award is subject to the terms and conditions included in this solicitation, as well as successful final negotiations of all applicable terms and conditions affecting this work.
1. **Terms and Conditions of the Solicitation**
2. Notice of non-binding solicitation
* PATH reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal.
1. Consortium and subcontracting
* Consortium bids will be allowed. In case of consortium bids, the prime bidder will need to be identified clearly and will be hold the prime accountability for the project delivery.
* Subcontracting will be allowed with prior written approval from PATH.
1. Confidentiality
* All information provided by PATH as part of this solicitation must be treated as confidential. In the event that any information is inappropriately released, PATH will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential, except as otherwise noted.
1. Conflict of interest disclosure
* Suppliers bidding on PATH business must disclose, to the procurement contact listed in the RFP, any actual or potential conflicts of interest. Conflicts of interest could be present if there is a personal relationship with a PATH staff member that constitutes a significant financial interest, board memberships, other employment, and ownership or rights in intellectual property that may be in conflict with the Agency’s obligations to PATH. Agencies and PATH are protected when actual or perceived conflicts of interest are disclosed. When necessary, PATH will create a management plan that provides mitigation of potential risks presented by the disclosed conflict of interest.
1. Communication
* All communications regarding this solicitation shall be directed to appropriate parties at PATH indicated in Section VIII. A. Contacting third parties involved in the project, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.
1. Acceptance
* Acceptance of a proposal does not imply acceptance of its terms and conditions. PATH reserves the option to negotiate on the final terms and conditions. We additionally reserve the right to negotiate the substance of the finalists’ proposals, as well as the option of accepting partial components of a proposal if appropriate.
1. Right to final negotiations
* PATH reserves the option to negotiate on the final costs and final scope of work, and also reserves the option to limit or include third parties at PATH’s sole and full discretion in such negotiations.
1. Third-party limitations
* PATH does not represent, warrant, or act as an agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit PATH in any way without our express written consent.
1. Proposal Validity
* Proposals submitted under this request shall be valid for 90 days from the date the proposal is due. The validity period shall be stated in the proposal submitted to PATH.