RE-ADVERTISEMENT: REQUEST FOR PROPOSALS FOR IMPLEMENTATION & PROVISION OF E-LEARNING SOLUTION

The Eastern and Southern African **Trade and Development Bank** is a specialized African multilateral financial institution serving most of Eastern and Southern Africa. The Bank's objective is to provide short, medium- and long-term financing to viable projects and trade finance activities in its 25 member states. The Trade and Development Bank (TDB) was established on 6th November 1985 following the provisions of the Treaty of 1981 establishing the Preferential Trade Area (PTA), which has since been transformed into the Common Market for Eastern and Southern African States (COMESA), as a financial arm of the regional economic integration arrangement. The Bank has two principal offices, in Bujumbura (Burundi) and Ebene (Mauritius). In addition, the Bank has regional and operational hubs in Nairobi (Kenya), Harare (Zimbabwe), Addis Ababa (Ethiopia) and Kinshasa (Democratic Republic of Congo).

The Bank's main product lines comprise Short Term Loans (Trade Finance), Long Term Loans (Project & Infrastructural Finance) and to a lesser extent, Equity Finance. TDB's portfolio is spread across 25-Member States and 14 economic sectors which include Banking and Financial Services, Sovereign, Energy, Agribusiness, Manufacturing and Heavy Industries, Infrastructure, Petrochemical, ICT, Transport & Logistics, Hospitality, Real Estate, Mining & Quarrying, Education, Health Services amongst other development sectors.

To continue strengthening internal staff capacity by creating a learning culture within the Group, TDB Academy is seeking an eLearning service provider with requisite technology and capability to implement a learning management system (LMS/eLearning platform that provides and administrates off the shelf soft skills courses as well as technical skills eLearning offered through an efficient, user-friendly platform.

SCOPE OF WORK
TDB is seeking a simple, seamless and agile eLearning solution for over 200 staff members that will address and administrate the learning needs of staff in various functions such as trade finance, projects and infrastructure finance, financial management, treasury, credit risk and compliance, loan operations and portfolio management, legal services, human resources, information technology systems, investor relations,

marketing and communications as well as corporate services and administration and a wide array of topics and subjects for perusal by the users.

The eLearning solution is meant to address immediate and future training needs of TDB including aspects highlighted below:

i. Platform Development: Develop and implement a comprehensive eLearning platform that is user-friendly, intuitive, and easy to navigate. The platform should be customizable to meet the specific needs of TDB.

ii. Course Creation: Provide a wide range of courses relevant to the banking industry. These should include but not be limited to topics such as finance, risk management, customer service, compliance, and leadership. The courses should be interactive and engaging, incorporating multimedia elements such as videos, quizzes, and simulations.

iii. Accessibility: Ensure the platform is accessible across various devices including desktop, tablet, and mobile. The platform should also be compatible with different operating systems and browsers for maximum accessibility.

iv. User Support: Provide training and support to our staff on how to use the platform. This should include user manuals, video tutorials, and a helpdesk for resolving any technical issues.

v. Content Updates: Regularly update the course content to reflect the latest trends and developments in the banking industry. This will ensure that our employees' skills and knowledge remain current.

vi. Reporting and Analytics: The platform should have a robust reporting and analytics feature. This will allow us to track our employees' progress, identify areas where they may need additional training, and measure the effectiveness of the eLearning program.

vii. Integration: The eLearning platform should be able to integrate with our existing HR and IT systems for seamless user experience and data management. Importantly, this includes the ability to add TDB custom content, videos, and courses onto the proposed platform

viii. Security: Ensure the platform is secure and complies with all relevant data protection regulations. This includes secure login, data encryption, and regular security updates.

ix. Scalability: The platform should be scalable to accommodate the growth of our organization and the addition of new courses.

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xi. Ability to administrate the learning journey including but not limited to training needs survey, scheduling, tracking user learning activity and generating reporting analytics on student progress or accomplishments.

xii. Allow for migration of TDB eLearning content from previous platform.

The eLearning platform should align with the following areas below:

i. **Live events**: These are instructor-led events such as webinars that helps set the pace for the learner self-paced learning. The instructor in this case will also provide feedback to the learners to ensure the application of the learning to their workplace.

ii. **Self-Paced Learning**: Experiences the learner completes individually on their own time allowing them to apply the learning to their real work situation.

iii. **Collaboration**: Features for the online courses should include reading text, videos and presentations for self- study, quizzes and certificate of completion. The platform should also allow for interactive learning sessions among speaker with participants, and for group work through integrated video conference system.

iv. **Assessment**: Measurements of the extent to which learning has taken place. Assessment is not limited to conventional tests, quizzes, and grades. Narrative feedback, portfolio evaluations and, importantly, a designer's reflection about a blended learning environment's effectiveness or usefulness are all forms of assessment.

v. **Support Materials**: These include reference materials, both physical and virtual, FAQ forums, and summaries. Anything that aids learning retention and transfer.

vi. **Analytics and Monitoring:** The platform should allow for intelligent analytics and customised reporting at the back end as well as the ability to push communication through email. Administrators and instructors should be able to monitor learner journeys through tools, alerts, and reporting.

vii. **Design**: The provider should have experience in design and customization of eLearning should TDB wish to design its own courses in the near future.

PROPOSAL REQUIREMENTS

Based on the above, Trade & Development Bank (TDB) is looking for an eLearning platform with the requisite capability to implement an LMS and integrate self-paced online learning. The provider should demonstrate a proven track record of providing customized eLearning for financial institutions and international organizations as well as company's profile demonstrating capacity to perform the services required.

Interested eLearning providers are requested to submit a single proposal, clearly specifying:

- Vendor's Experience and Qualifications: The vendor's track record in providing eLearning services will be evaluated. This includes the number of years in the business, the size and diversity of their client base, and the qualifications and experience of their team.
- Quality and Features of the Proposed eLearning Platform: The quality of the proposed eLearning platform will be assessed. This includes the user-friendliness of the platform, the range and relevance of the courses offered, the interactivity and engagement level of the courses, and the inclusion of features such as multimedia elements, quizzes, and simulations.

- Positive Feedback from References: The feedback from the vendor's previous clients will be considered. This includes the clients' satisfaction with the vendor's services, the effectiveness of the eLearning platform in enhancing the clients' employees' skills and knowledge, and the vendor's responsiveness and support.
- Implementation Timeline: The vendor's proposed timeline for implementing the eLearning platform will be evaluated. This includes the time required for setting up the platform, creating the courses, training the staff, and fully launching the platform.
- Integration Capabilities: The ability of the eLearning platform to integrate with our existing HR and IT systems will be assessed. This is important for ensuring a seamless user experience and efficient data management.

- Financial cost indicating the total all-inclusive US Dollar fixed cost for the engagement, exclusive of VAT.

- A detailed work plan clearly showing the information gathering, planning, design, development, testing, delivery, and handover phases for the platform.

- The provider will be expected to provide a demonstration, a user manual as well as user and administration training about the platform.

- The provider will be expected to incorporate the inclusion of custom-made courses/videos/mandatory modules as part of the platform.

- 2 documents only to be submitted: a technical proposal and non-password protected financial proposal

SUBMISSION

Interested eLearning solution providers may express their interest by submitting their proposals directly to procurement@tdbgroup.org by 8th August 2024. Only shortlisted providers will be contacted for demonstrations.