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Terms of Reference

IsDB Climate Change E-Learning Program

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# LIST OF ACRONYMS

|  |  |
| --- | --- |
| IsDB | Islamic Development Bank |
| MC(s) | Member Country(ies) |
| OIC | Organization of Islamic Cooperation |
| QCBS | Quality and Cost Based Selection |
| ToR | Terms of Reference |
| RCAD | Resilience and Climate Action Department |
| CCED | Climate Change and Environment Division |
| IsDBi | Islamic Development Bank Institute |

# **Introduction and Background**

The Islamic Development Bank Group (IsDBG) is a multilateral financial institution, mandated by its charter to foster socio-economic development in its Member Countries (MCs). The current membership of the Bank consists of 57 countries, spreading across different continents and regions.

Since its inception, the IsDBG has been very active in the social development of its MCs and Muslims worldwide and has achieved tremendous success in their service over the past four decades. Climate change remains an important element in today’s development landscape. Across sectors, climate change is being mainstreamed to actualize the objectives of the sustainable development goals and Paris agreement. At the IsDB, effort is being made to mainstream sustainable development imperatives in all the offerings and investments to member countries. To this end, important strategic policy and implementation framework including the climate change policy, climate change implementation framework, climate change action plan (2020 to 2025), and the recently the Paris Alignment commitments and work plan of the Bank have been developed to effectively address the risks posed, and opportunities offered by climate change in member countries.

Globally, across sectors and practice areas, there is constant emergence of new scientific discoveries, technical information, lessons learned, and best practices at the intersection of climate change and development, thus requiring that development professional and related practitioners gain new knowledge, skills, and abilities to address complex issues in simplified, yet effective ways to help deliver organisation commitment and mandate on climate change. Hence, the need for tailored training program that foster organisational learning and exchange of ideas on the relationships and nexus between climate change and the business activities of the Bank. By fostering awareness, capacity building and innovation climate change learning, the Bank can help its member countries towards reducing greenhouse gas emissions, effectively adapt to the changing climate, and make strides toward green economy.

# **Rationale and Objective**

The IsDB Climate Change eLearning Program is a joint initiative of the Climate Change and Environment Division (CCED) of the Resilience and Climate Action (RCA) Department, IsDB and the IsDB Institute.

The objective of this eLearning program is to enhance the capacity of all IsDB staff and relevant stakeholders to understand climate change and its relationship with the business operations and activities of the Bank across sectors, complexes, departments, and practice and function areas. Specifically, this e-learning program would increase understanding of the various policies and commitments of the Bank on climate change, as well as their implementation and application in the day-to-day activities of the Bank.

This e-learning program covers climate change nexus with sectors and themes including finance, energy, transport, water, waste and sanitation, urban development, agriculture, health, education, integrated rural development, infrastructure development, environmental economics, green growth, sustainable development goals, carbon taxation, low carbon and climate resilient strategies, green fiscal policy, Paris alignment, amongst others.

Learning and skills are essential if the Bank is to achieve its stated policy goals and commitment on climate change to member countries. With this perspective, the CCED of the RCA Department is proposing the IsDB Climate Change eLearning Program initiative.

This IsDB climate change e-learning program will be implemented in two streams.

**Stream 1** focuses on the use of existing external training platforms providing non-customised and generic knowledge on climate change and its nexus with different sectors, themes, and business activities that are of relevance to the work of the Bank. For example, using the [UN CC Learn Platform](https://www.uncclearn.org/courses/) ([climatelinks trainings](https://www.climatelinks.org/training) to be added in the future) for all staff to periodically take trainings on the basics of climate change.

**Stream 2** focuses on IsDB own business activities and includes customised trainings on the policies, processes, commitments, and targets of the Bank on climate change covering all sectors, themes, and business operations of the Bank.

More specifically, **Stream 2** focuses on IsDB’s activities on climate change and environment. The program would include two modules, namely: (i) Climate Action at IsDB, (ii) Paris Alignment. Specifically, the program will cover IsDB Climate Change Action Plan, Climate Change Policy, IsDB Sustainable Finance Framework, climate commitment in sector and thematic policies and strategies of the Bank, and related commitments vis-à-vis the operations and investments of the Bank. For this work stream, the climate change and environment team will collate and provide all the needed materials (including existing and the new ones to be developed) to be utilized for developing the program.

This Terms of Reference is being drawn specifically for **Stream 2 of the eLearning Program**.

# **Stream 2 of** **IsDB Climate Change eLearning Program**

Stream 2 of the IsDB Climate Change eLearning Program will comprise eLearning courses and other learning resources that aim to enhance the capacity of all IsDB staff and relevant stakeholders to understand climate change and its relationship with the business operations and activities of the Bank across sectors, complexes, departments, and practice and function areas. Specifically, this e-learning initiative would increase understanding of the various policies and commitments of the Bank on climate change, as well as their implementation and application in the day-to-day activities of the Bank.

Stream 2 of the IsDB Climate Change eLearning Program shall initially comprise the following eLearning courses:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | Name | Description | Level of Interactivity | Duration |
| 1 | Climate Action at IsDB | This describes the need for climate action initiatives and IsDB’s climate change policy as per the strategic alignment and action plan ( 2020-25). | Level 3 | 1 Hours |
| 2 | IsDB’s Alignment with Paris Agreement | It describes IsDB's vision to align its financial flows with the Paris Agreement and help the Member Countries deliver on the goals of the Paris Agreement. This entails the approaches for aligning the Bank's investments with its commitment to the objectives of the Paris Agreement. | Level 3 | 1 Hour |

The Human Resource Management Department may be involved as needed to have the training program incorporated in the LMS system of the Bank as required.

The courses shall include quizzes/test-your-knowledge within and at the end of each lesson as required, which will be for reinforcement only and will not be scored.

The courses shall include a Final Assessment at the end of each course, which will be scored. Learners must score 70% or higher to pass the Final Assessment.

The primary source of the eLearning Program will be the CCED training materials and documents, which may include some publications issued jointly with other partners.

In general, the eLearning courses should demonstrate the following features:

* + High Quality: The visuals to be included in the eLearning courses, including stock images and conceptual animations, should be of high-quality.
  + Attractiveness: the eLearning courses should present the information in an attractive, concise, and clear manner.
  + Harmonization: the eLearning courses should be similar in terms of look-and-feel with other communication materials produced by the IsDB based on IsDB branding guidelines.
  + Consistence: the terms, colors, language style, and visuals used throughout the eLearning courses should be consistent.
  + Modularity: the user should be able to easily view certain eLearning courses/modules according to its needs.

# **Audience**

The primary audience for the eLearning courses will be mainly the IsDB’s staff. Specifically, the courses shall be used by the IsDB staff in the Regional Hubs and the Global Practices Departments in the IsDB Headquarters. The targeted staff has diversified knowledge and experience (e.g., economy, engineering, business administration, etc.).

# [**Consultant Duties**](#_Service_requirement/duties)

The requirements of the consulting company are as follows:

* Develop a good understanding of the IsDB in general and the CCED’s work in particular, which could be done through document review, brief orientation session and/or web conferencing.
* Take full responsibility for the technical part of the production of eLearning courses, including designing the training course, B-roll material, production of animated sequences, and the search and purchase of archive materials (if necessary); copyrights.
* Design the overall learning journey, low-level course design, assessments, and other required documents.
* Develop the storyboard and scripts for the e-modules in close consultation with IsDB while being guided by the training materials developed by CCED.
* Develop customized eLearning courses player for the eLearning courses.
* Develop the specified infographics, animations, and other multimedia elements.
* Develop the screens of the eLearning courses as per the storyboards.
* Record and integrate professional voiceover in the eLearning courses.
* Package the screens into the standard SCORM 1.2 eLearning package
* Search through archival materials to acquire sufficient data, generate ideas, and get images to reinforce the text of the eLearning courses.
* Identify, design and produce relevant visuals to complement the text of each segment/module, being images, info-graphic, conceptual animations, diagrams, charts, text, interactivities, and other media assets as per the storyboards,

etc.

* Give creative input to the development of the scripts during the whole production and post-production process.
* Provide native speaker voice-over in English with different choices and the final one to be selected by IsDB.
* Indicate details of the background music that will be used in the eLearning package – whether original score, local composition, copyright, or from the public domain (original tracks/composition depicting regional musical traditions would be preferred).
* Take charge of the artistic direction of the eLearning package but will receive feedback from the IsDB for the development of a detailed storyboard.
* Ensure those key elements of production that will captivate the audience, such as clear language, strong visuals/graphics, effective sound, keeping viewer attention and entertainment, etc.
* Be responsible for the possible conversion of the materials into the appropriate format.
* Complete production and post-production schedule within timeline.
* Throughout the process of the production, regularly discuss with IsDB staff for their input and approval for proceeding from each milestone to another.

# **IsDB Duties**

The IsDB will be in charge of:

* Analyzing the high-level design of the proposed eLearning courses and suggesting any updates/changes/enhancements.
* Providing background documents to the consulting company, including information on selective mainstreamed projects, recent IsDB annual report, branding guidelines of IsDB, etc. and examples of similar modules and eLearning courses by other institutions.
* Collaborating with the consulting company in preparing the text of the eLearning courses, based on the contents of the CCED’s training material and other relevant documents.
* Providing timely feedback to the consulting company as per the project timeline.
* Checking the quality and consistency of interim and final deliverables by its internal cross-department technical team.
* Ensuring compliance with IsDB communications guidelines and templates.

# **Deliverables**

The selected consulting company should deliver the following outputs:

* Course Low-Level Design, based on the high-level design provided by IsDB
* Storyboards (in MS Word, PowerPoint, or any other format, as agreed with the project team)
* Graphical design approach
* 2 eLearning courses, each as individual deliverable.
* SCORM version of the two eLearning courses.
* Custom eLearning course player (as per IsDB branding guidelines) – 2 review cycles. The base player may be changed slightly for each course, depending on specific graphic/visual/branding strategy.
* A working prototype of the eLearning course with few screens; preferably including all types of unique/custom templates being used in the eLearning course (these templates may be agreed upon at the start of the project) – 2 review cycles
* Storyboards (in MS Word, PowerPoint, or any other format, as agreed with the project team)
* Alpha build of the eLearning course (with machine audio)
* Beta build of the eLearning course (with professional voiceover integrated)
* Gold build of the eLearning course (final signed off build)
* SCORM 1.2 eLearning packages
* Standalone HTML5 eLearning packages
* All source files (at the end of the project)
* \*Note: Each deliverable shall have 2 review cycles.

The deliverables should have the following key features:

* The eLearning package to be produced should be device agnostic (IOS and android) and standalone multimedia (like animations, explainer videos, etc.) must be compatible with various multimedia platforms such as Facebook, YouTube, Twitter.
* All project files should be delivered (as soft copies) along with the source editable files and electronic copy suitable for distribution via e-mail.

The final products and all other related source files (like illustrations and videos) should be delivered in the standard and original digital formats (open file so that the IsDB may add additional language voice-over and subtitles at a later stage, if required).

IsDB should be entitled to all property rights, including but not limited to patents, copyrights, and trademarks, with regard to materials that bear a direct relation to, or is made in consequence of, the services provided to the IsDB by the consulting company.

# **Timeframe**

The required delivery date of the outputs described above is 30 **September 2024**. The consulting company will be requested to prepare a detailed timeframe for preparing the outputs, as per Table-1 below.

Table-1: eLearning Program Production Milestones

|  |  |
| --- | --- |
| **Milestone** | **Timeline** |
| *Bidding* |  |
| Announcement of bid | <<TBD>> |
| Submitting “willingness to bid” by bidders | <<TBD>> |
| Last date for asking questions | <<TBD>> |
| Submission of bids. | <<TBD>> |
| Award of contract. | <<TBD>> |
| *Implementation[[1]](#footnote-1)* |  |
| Development of detailed implementation plan (e.g. storyboard and script preparation and filming schedule) for the eLearning package. | TBD |
| Preparation of Course Low-Level Designs |  |
| Preparation of storyboards of eLearning modules. | TBD |
| Course Player Designs | TBD |
| Courses prototype | TBD |
| Alpha – with machine audio | TEB |
| Beta – with professional voiceover | TBD |
| Gold | TBD |
| Delivery of all source files and related material of the two final eLearning courses. | 30 September2024 |

It should be noted that the IsDB’s review and acceptance will be required for proceeding from each milestone to another.

# **Terms and Conditions for Submission of Proposal**

1. All the clarification and questions shall be in written format and be send if any to the following email address: [2ceeb258.isdb.org@emea.teams.ms](mailto:2ceeb258.isdb.org@emea.teams.ms)
2. Technical and commercial proposals shall be submitted separately password protected to the following email address: [2ceeb258.isdb.org@emea.teams.ms](mailto:2ceeb258.isdb.org@emea.teams.ms)
3. The Passwords for proposals submission shall be exclusively shared with designated email address: [abaqadir@isdb.org](mailto:abaqadir@isdb.org) with assignment name and as defined in RFP Datasheet section.
4. Additionally, and most importantly, IsDB currently Implemented the Procure to Pay Solution with SAP Ariba, you are kindly required to register yourself/Esteemed Firm through Self registration link as follows for the RFP and future Business with IsDB. <http://isdb.supplier.mn2.ariba.com/ad/selfRegistration/>

# **Selection and Evaluation Criteria**

The selection method will be **Quality and Cost Based Selection (QCBS), with 70% for the technical and 30% for the financial proposals**.

The technical criteria include a review of consulting company sample work (at least 3 recent eLearning materials), experience in the related field, and the proposed methodology (taking into account the concept’s originality and its potential to reach the audience specified earlier) for conducting the assignment. The minimum score of technical qualification is 70.

The Technical Evaluation Criteria is provided in Table-2 below:

Table-2: Technical Evaluation Criteria

|  |  |
| --- | --- |
| **Criteria** | **Maximum Score** |
| **A. Firm's Profile** | **15** |
| Experience in similar experience/projects | 5 |
| Experience in similar geographic areas | 2 |
| MDB experience | 5 |
| Innovativeness and quality of samples | 3 |
| ***Sub-total (A)*** | ***15*** |
|  |  |
| **B. Methodology and Work Program** | **55** |
| Understanding of program objectives | 5 |
| Quality of Methodology | 15 |
| Innovativeness / comments on TOR | 5 |
| Work Program | 10 |
| Quality of overall solution design | 15 |
| Proposal preparation and presentation | 5 |
| ***Sub-total (B)*** | ***55*** |
|  |  |
| **C. Qualifications and Key Personnel** | **30** |
| Leadership and years of experience | 5 |
| Instructional design function | 10 |
| Graphic design function | 10 |
| Programming function | 5 |
| ***Sub-total (C)*** | ***30*** |

1. The milestones reflected here are aligned with the standard development workflow of eLearning projects. These milestones are for single course. These may be further tailored for all the courses as required, since the courses may need to be initiated parallelly or in batches – considering June 2024 as the end date. This may be negotiated with the selected consultant at the time of contract negotiations. [↑](#footnote-ref-1)