



**CALL FOR EXPRESSION OF INTEREST FOR THE  
PROVISION OF AN E-LEARNING LEADERSHIP  
PLATFORM FOR AMREF HEALTH AFRICA**

**TENDER NO./AMREF/28/11/2023/23**

**NOVEMBER, 2023**

## Section 1: Introduction

Amref Health Africa is a leading health international non-governmental organization founded in 1957 as the Flying Doctors of East Africa, providing critical health care to remote communities in Kenya, Uganda and Tanzania. The organization has since grown to become the largest Africa-based international health development organization. We are currently implementing more than 140 programs, directly reaching more than 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in nine countries in Africa – Kenya, Uganda, Tanzania, South Sudan, Ethiopia, Malawi, Zambia and Senegal. In addition, Amref has eleven advocacy and fundraising offices in Austria, Canada, France, Germany, Netherlands, Italy, Monaco, Spain, Sweden (covering Nordic countries), United Kingdom and the United States of America. More information on our work can be found here [www.amref.org](http://www.amref.org)

## Section 2: Invitation to Tender

1. Amref Health Africa invites bids from eligible bidders for a call for expression of interest for the selection of a reputable e-learning service provider for the provision of an e-learning leadership platform for Amref Health Africa.
2. Queries and clarifications must be submitted ONLY via email to [clearning.queries@amref.org](mailto:clearning.queries@amref.org) on or before **Friday 1<sup>st</sup> December 2023** on or before **5PM EAT, 2PM GMT (UK), 3PM CET**.
3. Interested eligible bidders are invited to a virtual Pre-bid conference on **Monday 4<sup>th</sup> December 2023** starting at **3:00 PM EAT, 12:00 pm (noon) GMT (UK), 1:00 PM CET** to **4:30 PM EAT, 1.30PM GMT (UK), 2.30 PM CET**.

To access the pre-bid conference kindly join through Zoom link;

<https://amref.zoom.us/meeting/register/tZakde6gqToqGNQnTuiihele4ILupSu3SdOf>

After registering, you will receive a confirmation email containing information about joining the meeting

4. Completed bids for preliminary and technical requirements must be submitted ONLY via email to [e-Learning@amref.org](mailto:e-Learning@amref.org) on or before **Monday 11<sup>th</sup> December 2023**. No bids will be accepted after **5PM EAT, 2PM GMT (UK), 3PM CET** on the closing day.
5. **Tuesday 12<sup>th</sup> December 2023** Bids to be opened at **3PM EAT, 12pm (noon) GMT (UK), 1PM CET**. Interested bidders who wish to attend the bids opening can join via Zoom link;

<https://amref.zoom.us/meeting/register/tZ0sc--sqD8vGtfKSfig9bl2EyhovSmB0152>

After registering, you will receive a confirmation email containing information about joining the meeting

## Section 3: Background of About Amref Leadership Academy (ALA)

Amref Health Africa through the Amref Leadership Academy embarked on a deliberate effort to provide

targeted and differentiated leadership development interventions to meet the varying developmental needs of all cadres of staff. We continuously strive to identify programs that will equip and challenge our leaders. In this regard, following the successful utilization of the various e-learning platforms at the Amref Leadership Academy and with the new Amref Corporate Strategy (2023 – 2030) there has been a recent demand from staff to add more technical courses and additional leadership and managerial courses to meet the emerging needs aligned to the new strategy 2023-2030.

Amref Health Africa fully adopted the 70/20/10 development model to provide a holistic approach to developing its various categories of staff. In this regard, a differentiated approach is sought to meet the new and unique development needs of all staff across Amref Health Africa from the entry management level, middle level and senior level for them to continue getting better at their work and support Amref new corporate strategy and vision statement.

#### Section 4: Assignment Details

<b>Purpose of Assignment:</b>	Provide a large variety of relevant technical and leadership courses
<b>Estimated Period of Assignment:</b>	2 Years
<b>Expected Start Date:</b>	1 <sup>st</sup> January 2024
<b>Expected End Date:</b>	31 <sup>st</sup> December 2025
<b>Reporting to:</b>	Head of Talent Management

#### Section 5: Scope of Work and Objectives

Amref, through the Directorate of Human Resources is seeking reputable and qualified e-learning service providers who have a ready-made platform which can provide relevant and up-to date leadership development courses for different levels of leadership including Leading Self, Leading Others and Leading Business and also technical courses such as Climate change, Data Science & Analytics, Data Management, AI & Machine Learning.

The e-learning platform should have a global reach, provide certification, be accessible via mobile or computer and should be multi-lingual to support all Amref staff. We are looking to procure about 200 licenses for the platform.

*Please note: We would like to on-board the service provider as soon as possible, so that we can roll out the platform to all Amref staff by early January 2024.*

#### Section 5: Time Frame

The agreement with the service provider will run for a period of 2 years.

#### Section 6: Payment Terms & Schedule

Payment will be done annually – 30 days after the signing of the contract the first year. As of the consequent years, payment will be made 30 days before the scheduled reactivation date of the program.

#### Section 7: Safekeeping and Non-Disclosure

- The service provider is expected to safeguard any materials given to them and ensure their safe

return to Amref.

- The service provider is also expected to adhere to Amref non-disclosure compliance to Third Parties while working in this consultancy.

## Section 8: Evaluation Criteria

Interested bidders are requested to respond with the following details:

### A. Preliminary Evaluation Criteria

	Mandatory Requirements	Max Score	Score	Comments/Remarks
1.	Certificate of Incorporation/Certificate of Registration	1 or 0		
2.	Copy of Valid Tax Compliance certificate or valid declaration of filing tax returns	1 or 0		
3.	Management/Ownership: The company profile with a brief history of the organization.	1 or 0		
4.	Must demonstrate ability to develop both Leadership and Technical competencies	1 or 0		
5.	The e-learning platform must: <ul style="list-style-type: none"> <li>▪ Have a global reach – Accessible anywhere globally.</li> </ul>	1 or 0		

*Notes: Bids missing any of the above mandatory requirements numbered 1 to 5 will be considered as non-responsive bid and shall not proceed to the technical evaluation stage.*

### B. Technical evaluation criteria

Technical Requirements	Max Score	Actual Score	Comments/Remarks
Demonstrate that they have; <ul style="list-style-type: none"> <li>▪ A wide variety of content relevant in today’s ever-changing space including comprehensive end-to-end Leadership and Technical courses (Attach course catalogue) <b>(15 marks)</b></li> <li>▪ Ability to engage learners in guided projects and creation of learning paths/ specializations <b>(10 marks)</b></li> <li>▪ Provide certification upon the completion of courses. (Attached a sample) <b>(3 marks)</b></li> <li>▪ Unlimited course access and license transferability to ensure purchased licenses are used at maximum utilization rate. <b>(2 marks)</b></li> </ul>	30 Marks		
Have a robust administrative platform that allows administrators to: <ul style="list-style-type: none"> <li>▪ Communicate with learners directly from the platform <b>(5 marks)</b></li> <li>▪ Create automated alerts to promote engagement. <b>(5 marks)</b></li> </ul>	20 Marks		

<ul style="list-style-type: none"> <li>▪ Track user course utilization and generate accurate and timely reports. <i>(5 marks)</i></li> <li>▪ Analyze and track users' skill development on the platform over time. <i>(5 marks)</i></li> </ul>			
The platform should be: <ul style="list-style-type: none"> <li>▪ Ready-made and accessible through;             <ul style="list-style-type: none"> <li>a) Only laptop/computer <i>(2 marks)</i></li> <li>b) both mobile and laptop/computer <i>(5 marks)</i></li> </ul> </li> <li>▪ Must be multilingual and be available to use globally. Must have English &amp; French, (Italian, Spanish &amp; Dutch would be an added advantage) <i>(5 marks)</i></li> </ul>	<b>10 Marks</b>		
<b>Total Score</b>	<b>60 Marks</b>		
<i>Note: Bidders who score below 45 marks in the Technical requirement will be considered as nonresponsive and therefore will be eliminated at this stage.</i>			

### C. Oral Interviews

Interviews with the organizations that will have attained **45 marks and above** on technical evaluation.

### D. The Financial Proposal

This should be an outline and is indicative only at this stage. Shortlisted agencies will be asked to develop a more detailed budget proposal as part of the second and final stage of the process.

Description of Service	Quantity	Unit Price in USD\$	Total Amount in USD\$ (Inclusive of Applicable Taxes)
1.			
2.			

## Section 9: Submission of Proposal

Complete bids for preliminary, technical requirements and financial proposals must be submitted ONLY via email to [e-Learning@amref.org](mailto:e-Learning@amref.org) on or before **Monday 11<sup>th</sup> December 2023**. No bids will be accepted after **5PM EAT, 2PM GMT (UK), 3PM CET** on the closing day.

*Amref Health Africa reserves the right to accept or reject any or all bids and is not bound to give reasons for its decision.*