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**Terms of Reference**

**Position:** e-learning Module Developer

**Reports to:** Manager Research & Statistics
**Location:** Pacific Tourism Organization (SPTO), Level 3, FNPF Place, 343-359 Victoria Parade, Suva.

1. **Background:**

Under SPTO's NZMFAT project, the team is dedicated to delivering exceptional opportunities through robust e-learning modules aimed at enhancing the capacity of National Tourism Organizations (NTOs).

These modules are designed to empower NTOs with innovative knowledge and skills essential for sustainable tourism development. By leveraging innovative e-learning strategies, the project aims to foster a comprehensive learning environment that equips NTOs across the Pacific region with the tools and insights needed to navigate and thrive in today's dynamic tourism landscape.

Through collaborative efforts and tailored educational content, the SPTO NZMFAT project endeavors to bolster the capabilities of NTOs, ensuring they are well-equipped to promote and manage tourism effectively, thereby contributing to the overall economic and social development of their respective countries.

1. **Objectives:**

The primary objective of this engagement is to acquire the expertise of an e-learning module developer for the Pacific Tourism Organization (SPTO), tasked with creating high-quality e-learning modules for SPSS, NVivo, and Survey Monkey.

These modules will serve as integral components of SPTO’s educational initiatives aimed at enhancing the data analysis and qualitative research skills of SPTO staff and stakeholders.

By delivering engaging and informative e-learning content, the consultant will facilitate effective knowledge transfer and skill development, ensuring that users are proficient in using SPSS, NVivo, and Survey Monkey for their respective research and analysis needs.

1. **Scope of Services**

The consultant will be responsible for the following tasks:

* Collaborating with the SPTO Research & Statistics team to understand the requirements and objectives of the e-learning modules.
* Designing and developing interactive e-learning modules for SPSS, NVivo, and Survey Monkey, including video tutorials, quizzes, and practical exercises.
* Ensuring that the content is user-friendly, visually engaging, and pedagogically sound.
* Integrating the e-learning modules into SPTO’s existing e-learning platform, adhering to technical specifications and standards set by SPTO.

*\* Methodology: All the above as well as any other requirements should be reflected in a detailed project plan and schedule. Any new technical suggestions will be welcomed and should be clearly communicated in the methodology.*

1. **Deliverables and Indicative Timelines**

SPTO is inviting proposals from reputable, qualified, and specialized consultants with a record of accomplishment of success in developing e-learning Module. Experience with digital content development for websites will be an added advantage.

The consultant will deliver the following:

* Detailed project plan and outline for approval prior to development.
* Storyboards and script for each e-learning module.
* Fully developed and tested e-learning modules for SPSS, NVivo, and Survey Monkey, including all multimedia elements and interactive components.
* User guides and additional resources to support the e-learning modules.
* 2 reports to be submitted to SPTO. A progressive report on August 15th, with a final report will be delivered of output on September 15th.

Before the commencement of work, a final proposal including methodology, work plan, and budget.

**Duration:**

* 2 months (July 15th –September 15th)

**Competencies and Skills Experience:**

* **Instructional Design:** Ability to design effective learning experiences using instructional design principles and methodologies.
* **Content Development:** Skill in researching, organizing, and structuring content to facilitate learning objectives.
* **E-learning Authoring Tools:** Proficiency in using e-learning authoring tools such as Articulate Storyline, Adobe Captivate, or similar platforms.
* **Multimedia Integration:** Capability to integrate multimedia elements (videos, graphics, animations) into e-learning content effectively.
* **Storyboarding:** Experience in creating storyboards to outline the flow and interactions within e-learning modules.
* **Assessment Design:** Knowledge of designing assessments (quizzes, tests) that align with learning objectives and provide meaningful feedback.
* **User Experience (UX) Design:** Understanding of UX principles to ensure e-learning modules are intuitive and user-friendly.
* **Project Management:** Ability to manage timelines, resources, and stakeholders throughout the e-learning development process.
* **Technical Skills:** Basic understanding of technical requirements for e-learning platforms and LMS (Learning Management System) integration.
* **Adaptability and Learning Agility:** Willingness to adapt to modern technologies and learning methodologies, and ability to quickly learn new skills as needed.

**Documentation Required:**

* Portfolio highlighting previous work in video blogs, videography, and photography development.
* CVs of those involved in this project to be included in the proposal
* Provision of business license

**Registration Requirement**

All bidders must be registered on our SPT0 Jobs link platform to be eligible for consideration.

1. **Evaluation Criteria**

Submissions will be evaluated in consideration of the following, with weighting noted in the table below:

* Includes degrees or certifications related to instructional design, educational technology, or similar fields.
* Demonstrates experience and successful completion of e-learning projects.
* Proficiency in specific software tools relevant to e-learning development.
* To effectively structure content and design instructional materials.
* Demonstrates ability to manage projects and adhere to timelines.
* Ability to innovate in e-learning design and adapt to latest trends and technologies.

Should you have any further queries regarding this post, feel free to contact procurement@spto.org.

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| --- | --- |
| **Evaluation Criteria, Competency Requirements**  | **Score Weight (%)**  |
| **Criteria 1:**  | **Qualification**  | 20 |
| * Possession of relevant educational background, certification in instructional design, education technology, or related fields
 |
| **Criteria 2:**  | **Experience in e-learning Development/Technical Skills and Content Development** | 30 |
| * Demonstrated experience in designing and developing e-learning modules with examples of previous work and projects.
 |
| * Proficiency in using e-learning authoring tools such as Articulate Storyline, Adobe Captivate or similar platforms.
 |
| * Skills in structuring and organizing content effectively.
* Experience in storyboard development
* Ability to design assessments that achieve learning objectives.
 |
| **Criteria 3**  | **General Experience in Key Areas**  | 30 |
| * Experience in working with governments institutions, particularly the National Tourism Organizations in developing skills for photography/videography in the Pacific Islands;
 |
| * Working experience with similar organizations or similar projects and implementation would be an advantage;
 |
| * Provide a portfolio of previous work of websites with similar functionalities developed in Word Press
 |
| **Criteria 4**  | **Relevance of Approach/Methodology to Assignment** | 20 |
| * Provide a clear and well-thought-out Methodology for meeting the requirements of the Scope of Services and specific deliverables expected throughout the assignment.
 |
| * Sound and practical approach that allows for the inclusive engagement of stakeholders
 |
| * Clear and realistic time including confirmation of availability
 |
| **Total Score**  | **100** |
| **Qualification Score** | **70** |

**Financial Proposal (30%)**

The consultant must submit a Financial Proposal based on:

* **Lump Sum Amount:** The total amount quoted shall be all-inclusive and include all cost components required to make the deliverables identified in the TOR (Terms of Reference), including professional fees, taxes (if applicable) and any other costs to be incurred. The contract price will be a fixed output-based price regardless of any extensions. Payments will be made upon completion of the deliverables/outputs and as outlined in the Deliverables and Indicative Timeframe section above.
* The financial component of the proposal will be scored based on overall costs for the delivery of the services and financial incentives and benefits provided to SPTO. The lowest financial proposal will be awarded maximum 30 points and other financial offers and incentives will be awarded points as per the formula below. The formula used for scoring points for financial values proposed will be: **Financial Proposal score = (Lowest Price / Price under consideration) x 30**
* The Financial Proposal will be considered only for bidders that passed the minimum technical score of 49 points (70%)

**Technical Specifications**

To ensure the production of high-quality e-learning modules, the following technical specifications are broadly outlined. **These specifications can be refined upon further discussion with the developer**:

* **Software Tools:** Use of professional e-learning development tools such as Articulate Storyline, Adobe Captivate, or similar.
* **Video Quality:** High-definition video tutorials with clear audio.
* **Interactivity:** Inclusion of interactive elements such as quizzes, drag-and-drop activities, and simulations.
* **Compatibility:** Modules should be compatible with SPTO’s existing e-learning platform and accessible on various devices (desktop, tablet, mobile).
* **Format:** SCORM-compliant files to ensure seamless integration into the learning management system (LMS).

**Proposal Submission**

Interested consultants are invited to submit proposals including a portfolio of relevant work, proposed approach, budget breakdown, and references by Monday July 1st 4pm (Fiji Time).

The contract is scheduled to be finalized during the week of July 5th

Submissions are to be sent to the email address, procurement@spto.org by 4pm (Fiji Time)

All applications must be clearly marked with the title ***RFQ No 24/002: Consultant – Photographer/Videographer Training*** as the subject of the email.

You are requested to submit proposal for the above as per the Terms of Reference. To assist with your submission, please find enclosed:

**Annex I:** Consultant’s Letter to SPTO Confirming Interest and Availability for the Consultancy Services.

**Annex II:** Technical Proposal Submission Form

**Annex III:** Financial Proposal Submission Form

**ANNEX I**

**CONSULTANT’S LETTER TO SPTO**

**CONFIRMING INTEREST AND AVAILABILITY**

Date

Christopher Cocker

Chief Executive Officer

Pacific Tourism Organisation

Level 3, FNPF Place

Victoria Parade

Suva

Fiji

Dear Sir,

I hereby declare that:

1. I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of the e-learning Module Developer

1. In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex II.
2. I hereby propose to complete the services based on the following payment rate:
* A total lump sum of [*state amount in words and in numbers, in FJD]*, payable in the manner described in the Terms of Reference.
1. For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex II;
2. I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to SPTO's review, acceptance and payment certification procedures.
3. This offer shall remain valid for a total period of \_\_\_\_\_\_\_\_\_\_\_ days [*minimum of 90 days*] after the submission deadline.
4. I confirm that I have no first-degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with SPTO *[disclose the name of the relative, the SPTO office employing the relative, and the relationship if, any such relationship exists];*
5. If I am selected for this assignment, I shall sign a Service Contract with SPTO.
6. I hereby confirm that *[check all that applies]*:
* At the time of this submission, I have no active Individual Contract or any form of engagement with SPTO.
* I am currently engaged with SPTO and/or other entities for the following work:

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| --- | --- | --- | --- | --- |
| **Assignment** | **Contract Type** | **SPTO Divisions/ SPTO Member Countries (NTO)** | **Contract Duration** | **Contract Amount** |
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* I am also anticipating conclusion of the following work from SPTO and/or other entities for which I have submitted a proposal:

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| **Assignment** | **Contract Type**  | **Name of Institution/ Company** | **Contract Duration** | **Contract Amount** |
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1. I fully understand and recognize that SPTO is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that SPTO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.
2. I also fully understand that, if I am engaged as a consultant, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.
3. Are any of your relatives employed by SPTO or any National Tourism Organisation within SPTO’s Member Countries?

 YES  NO If the answer is "yes", give the following information:

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| **Name** | **Relationship** | **Name of Organization** |
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1. Do you have any objections to our making enquiries of your present employer?

 YES  NO 

1. Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

 YES  NO  If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omissions made may result in the termination of the service contract without notice.

 **DATE: SIGNATURE:**

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of SPTO.

**Annexes**

1. CV shall include Education/Qualification, Processional Certification, Employment Records /Experience (Please attach)
2. Financial Proposal - Breakdown of Costs
3. Detail Technical Proposal (Please attach)

**ANNEX II**

**TECHNICAL PROPOSAL SUBMISSION FORM**

**Firm /Institution Background**

|  |  |
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| **1.** | **DETAILS** |
| **NAME OF FIRM *(if applicable)*** |  |
| **NAME OF PRINCIPAL CONSULTANT** |  |
| **LIST OTHER PROPOSED PERSONNEL *(if applicable)*** |  |
| **NATIONALITY**  |  |
| **POSTAL ADDRESS** |  | **E-MAIL ADDRESS** |  |
| **TELEPHONE WORK** |  | **MOBILE NUMBER** |  |
| **TELEPHONE HOME** |  |  |  |
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| **2.** | **ACADEMIC BACKGROUND** *(PRINCIPAL CONSULTANT & PROPOSED PERSONNEL)* |
| **Date of completion** | **Institution & Country** | **Qualification Attained** |
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| **3.** | **WORK EXPERIENCE**  |
| **Dates** | **Employer** | **Position (briefly list core functions)** |
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| **4.** | **PROFESSIONAL AFFILIATIONS/AWARDS** |
| Dates | Organisation | Member/Award Status |
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| **5.** | **PROFESSIONAL REFEREES (Provide three references relevant to this tender submission, including the most recent work completed)** |
| Name | Position  | Organisation & Contact Details |
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| **6.** | **STATE HOW YOU MEET EACH SELECTION CRITERIA**  |
| **CRITERIA 1****Qualification*** A Higher-Level degree in Data Science or a relevant field of study.
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| **CRITERIA 2****Technical Experience in Digital Dashboarding and data visualization tools** * More than 5 years of progressive work experience in statistics and digital dashboard development at either national or regional level.
* Strong understanding of data visualization, data warehousing and presentation of statistical information.
* Professional experience in the design and implementation Digital Benchmarking Platforms.
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| **8.** | **ANY OTHER ADDITIONAL INFORMATION APPLICANT WISHES TO SUBMIT** |
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| **9.** | **HOW DID YOU LEARN ABOUT THIS TENDER?** |
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| **10.** | **CERTIFICATION & AUTHORISATION:**All information submitted herewith is true and correct. SPTO has the authority to seek verification of any information provided**.** |
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| **Signature** | **Date** |

**ANNEX III**

**FINANCIAL PROPOSAL SUBMISSION FORM**

1. All costs indicated on the financial proposal should be inclusive of all applicable taxes.
2. The format shown below should be used in preparing the price schedule

|  |
| --- |
| **Price Schedule- Tender** |
|  | **Amount in FJD** |
| Professional fees related to the Terms of Reference |  |
| Any travel costs |  |
| Other related costs |  |
| **TOTAL** |  |