



For a world without hunger

Subject: Learning Management System (LMS)

Invitation for Tender

Welthungerhilfe is one of Germany's largest private aid agencies. Our core mandate is fighting all forms of hunger and malnutrition, in particular chronic and acute undernutrition.

Welthungerhilfe has the goal to fight for zero hunger wherever we work. For achieving this goal, people's development has high priority for Welthungerhilfe. While a good part of people's development happens through learning on the job and learning from others (70 20 10), targeted "formal" training for Welthungerhilfe staff also has a role to play. Welthungerhilfe wants to professionalize its digital learning and implement an LMS as a single point of access for all learning offers, in order to support our aid workers with high-quality standard and individualized training.

Welthungerhilfe will introduce an LMS to make targeted training available for our development aid workers at the headquarter in Germany as well as the approximately 40 project countries globally. This will lead to increased efficiency and effectiveness in our fight against hunger; support for our internationalization; excellent and comprehensive people's development; attractiveness of Welthungerhilfe as an employer; and enhanced integration and collaboration within our work

Presently trainings are organised and conducted in a decentralised manner. Training courses are mainly conducted as face-to-face courses. They are well received and training quality is generally rated as high. But the different training activities are little coordinated and comprehensive reach is not accounted for. Moodle is already in use as digital learning platform, but it is not systematically integrated into training and staff development and has reached limitations as to user-friendliness.

We herewith kindly invite your organization to participate in this tender for the "Learning Management System" and look forward to your offer.

Tender Opening: 11th June 2018

Tender Closing: 29th June 2018

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1. General Remarks

All offers should meet the requirements and specifications stated in this dossier and the Annexes

- a) WHH reserves the right to change the specifications of the desired solution.
- b) The service provider shall sufficiently describe how he plans to implement the specifications as proposed in this tender, submit a detailed delivery and implementation framework and detail the presumed costs
- c) The service provider shall demonstrate similar systems that were developed in the past and provide at least 2 references of a similar partnership with a non-governmental or private sector agency

2. Contacts

The following contact persons are available to answer any questions you may have:

Functional Mr. Florian Landorff
Head of Human Resources
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Email: florian.landorff@welthungerhilfe.de

Technical Ms. Karimah Stauch
Information Technology
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Email: karimah.stauch@welthungerhilfe.de

3. Functional Requirements

The LMS fulfils the following functional requirements:

- A-001 The LMS offers access, administration, booking and an overview of all learning offers, i.e. e-learning, classroom training, webinars, resources etc., before, during and after use.
- A-002 The LMS offers these functionalities to all Welthungerhilfe employees and branch organisations worldwide: Welthungerhilfe offices in Germany and project countries including Welthungerhilfe offices with their own legal status, Welthungerhilfe Stiftung (Foundation), Civil Society Academy, according to the list of project countries published annually in the annual report.
- A-003 The LMS contains a flexible rights and role concept (hierarchies, groups, users).
- A-004 The system is multi-client capable and offers the possibility to manage different user groups and their rights separately.
- A-005 The integration of external users is technically guaranteed (see 4.8 below).
- A-006 The LMS is easily administered, organised, designed and adapted by designated staff members of Welthungerhilfe. Training courses and learners can be easily created, adapted and assigned. With regard to learners, there is an interface with other systems (see 4.8 below). Administrator training is included in the offer.
- A-007 Trainers can easily create and manage their training offers in the LMS.
- A-008 Learning content (e-learning, videos, documents, external links and other resources) can be easily inserted and used in the system in various standard formats, e.g. SCORM 1.2. or 2004, AICCC. Learning contents can be changed before and after the course.

- A-009 The system includes its own webinar and video communication platform or seamless links to webinar and video communication (VC) providers, e.g. WebEx.
- A-010 The LMS includes the administration of face-to-face and online trainings (with presentation of learners, rooms, trainers, technology). The training availability can be displayed graphically, and conflict solutions are offered.
- A-011 The system provides an automatic invitation, reminder and notification function, e.g. to start training, content or the need to take a test.
- A-012 The system allows to assign training offers to learners as well as learners themselves to request trainings..
- A-013 Individual learning paths can be designed and mapped in the LMS. Trainings can be assigned to specific user groups.
- A-014 Users have easy access to their personal training portfolio with an overview of all their course/learning objects (e.g. requested, assigned, required). The user can determine whether the course is pending, approved, rejected, completed (and other possible statuses). Depending on their status, users from their portfolio can register for learning objects, start them and use other functions.
- A-015 The LMS offers a search function with which users can easily search the system and meta data (title, short description, formats, media (e.g. video, PDFs)).
- A-016 The LMS offers business cards both within the system and through seamless linking via SSO to the personal profile in Office 365 (see below). Here learners can store their information (photo, contact details, interests, etc.).
- A-017 The LMS offers functionality for automatic generation of participation confirmations. After passing through a course, certificates can be generated automatically; these can be called up and printed by the user; user name and course contents are automatically inserted.
- A-018 Reports provide clear information on the use of training and training progress so that learning opportunities can be continuously evaluated and improved.
- A-019 Standard reports include, for example, status per learner and course (learning progress) for trainers and learners; learning progress for the learning group per course (average values also visible to learners); status per learner for all elements of a blended learning; test passed. A learner history can be created and the educational level can be visualized. In status reports, the learner history can be evaluated according to courses attended, departments, and so on.
- A-020 The system is easily scalable.
- A-021 The LMS provides good documentation (tracking in a journal).

The following social components are available in the LMS - prices are to be shown separately:

- A-O-001 The LMS allows learners to network in learning communities and exchange knowledge and experiences, questions and answers as they progress through learning opportunities.
- A-O-002 The system provides workspaces for classes. Classes are groups that complete a course together. The main visible components are a resource center and closed pages for exchange (e.g. in newsfeed/chat, forums) and sharing documents for all learning groups.
- A-O-003 Course alumni are supported by the system, can stay in touch and deepen their learning, share experiences and explore opportunities for collaboration. For this purpose, the master data of the alumni will be provided and access to a separate room will continue to be possible in order to promote the ex-post commitment.

4. Optional Features

It must be specified for each feature whether the functionality can be provided and, if so, whether this is included in the quotation price or at what price.

- A-O-004 The LMS provides functionality for creating automatic surveys and polls - with open and closed questions - after training activities. This includes analysis and a graphical representation of the results.
- A-O-005 Different learning offers can be combined into curricula and blended learning offers that support training paths and personnel development.
- A-O-006 The LMS provides functionality for creating tests.
- A-O-007 The LMS offers automatic generation of certificates after passing a test. Certificates can be called up and printed by the user; user name and course content are automatically inserted.
- A-O-008 The LMS offers a newsletter function with which you can inform current trainers and learners as well as alumni about current and upcoming learning opportunities. There is an interface that can be used to generate newsletters and send them by e-mail.
- A-O-009 For the future potential further development of the LMS, a shopping system with shopping cart and payment option is provided. Tested experience is available for this purpose.
- A-O-010 The Customer Center actively supports the exchange and dialogue between LMS users. Exchange also takes place among NGOs and actors in the development and humanitarian sectors. This exchange of experiences and opinions is offered in various ways, e.g. online in forums, in webinars as well as personally in user groups, e.g. by industry or region.

5. Non-functional requirements

5.1 License framework

The LMS is to be used by 300 users at Welthungerhilfe sites in Germany and abroad during the introductory phase; and by a further 1,900 users in a subsequent phase, which will be completed within 24 months.

For this purpose, an initial purchase option of 300 licenses must be offered and a subsequent purchase option of 1,900 within the following 24 months.

The total license costs are to be shown separately according to standard components and optional components, if applicable.

It must also be shown to what extent

- Implementation support ;
- Trainings ;
- Adjustments / Configurations, Development;
- Miscellaneous ;

are included in the offer price .

5.2 Maintenance

The offer must show in detail how high the maintenance costs are per year and what services are associated with them. In particular, it must be stated whether the following services are part of the maintenance contract:

- Troubleshooting ;
- Program improvements ;
- new program versions, if necessary at module level ;
- Follow-up training ;
- current documentations.

In addition, the following must be explained :

- From which location is the support provided?
- Is Welthungerhilfe assigned a permanent contact person / counsellor?
- To what extent is a hotline available and is it multilingual?
- Which service levels in particular regarding availability are covered?

A-022 Maintenance and further development of the LMS must be guaranteed until 2022. Until then, the provider will continue to provide sufficient consulting and services.

5.3 Adjustment costs

Indicate how high the daily rates for adjustments are.

5.4 Obligations to cooperate and to provide assistance

The offer shall specify the duties of cooperation and provision expected of the customer within the framework of an implementation project and in the operation of the application.

5.5 Performance, quality and availability requirements

A-023 The LMS offers state-of-the-art performance and quality. If the offered software is offered as a SaS (Software as a Service) solution, an availability of 99.8 % must be guaranteed and included in the offer price.

A-024 The software will be used worldwide, the Internet connection at the individual locations varies greatly. Internet connections can vary in availability, throughput, latency and quality (packet loss, jitter). The software must be fault-tolerant to these types of connection fluctuations. The maximum bandwidth requirement to be provided must not exceed 256 kbit/s per user.

A-025 The dialog applications interact with the backend without noticeable time delay in near real time.

5.6 End User Interface

A-026 The LMS must be usable via a web interface with standard Internet browsers (e.g. Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome) without additional software and must offer a particularly simple user interface suitable for the less trained user and his tasks.

A-027 This includes in particular the following functions:

- Navigation should be fast recognizable and well comprehensible;
- The operation should be intuitive and easy to learn.
- The look and feel is attractive and user-friendly.
- Learning time through user guidance should be reduced to a minimum. FAQ's, or support allow to correct operating and usage errors.

A-028 Integrate a media player that can be consumed and interactively edited independently of an existing Internet connection.

5.7 Contents

When introducing the LMS, relevant, excellent content is a decisive factor for a simple, fast and successful introduction - and thus for strong, rewarding learning outcomes.

A-029 The offer includes information on the availability of excellent digital learning content that can be integrated into the Welthungerhilfe platform, ideally free of charge. This content must be relevant for learners of German Agro Action and meet high quality standards. These include: available free content that can be made available and integrated by the provider; a dedicated shopping portal that facilitates the identification, testing and procurement of relevant content from various providers; opportunities for exchanging content with other NGOs and actors; possibilities for integrating and using existing content from other players, etc...

5.8 Access Control

A-030 User master data and roles, including function and organizational unit, are synchronized with either Welthungerhilfe's on-premise Quest/Dell One Identity Manager, the Active Directory System (ADS) or the cloud-based O365.

A-031 The LMS is able to transfer and use additional personal data (such as entry date, country, function group) from the on Premise Quest/Dell One Identity Manger (synchronized from SAP-HCM) of Welthungerhilfe.

A-032 A Single Sign-On (SSO) with Office 365 is implemented for Welthungerhilfe users.

A-033 The LMS provides a seamless connection to Office 365 (Welthungerhilfe Intranet) so that links can be placed between them and learners can move seamlessly between both systems; low latency provides very good performance in near real time and provides an excellent user experience.

A-034 A Single Sign-On (SSO) for Welthungerhilfe users is provided by connecting through Microsoft Active Directory Federation Services (ADFS).

A-035 External users can be integrated into the LMS via standalone administration, which, in addition to normal user administration and role assignment, also allows automated support for onboarding of users via application, validation - for example via e-mail -, password-maintenance and offboarding.

5.9 **Dynamic Customer Center**

A-036 The provider's customer centre is very active in dialogue with its clients and offers dynamic and innovative responses, adaptations and solutions. The provider is underpinning this intention by SLAs. The biggest part of the service fees leads to new innovative functions.

5.10 **Support / SLAs**

A-037 Administrative and technical support is highly qualified and available. Deterministic SLAs support this position.

5.11 **Multilingual capability**

A-038 The user interface of the LMS administration as well as for the user interface of the LMS users is multilingual and supports German, English and French. The language of delivery is English.

5.12 **Data protection and data security**

A-039 The provider assures that the software components offered are suitable for the protection of personal data and the necessary measures are included in the offer price in accordance with the relevant legal provisions of the GDPR (General Data Protection Regulation) and the BDSG (Bundesdatenschutzgesetz - German Data Protection Act)..

6. Key Elements of the Expression of Interest

This tender invites interested service providers to submit an offer. The documents should state the provider's general interest to deliver the services specified in this dossier as well as the Annexes - if possible making reference to the following points:

1. Company Profile
2. Team Members and their role in the development process, please reference here how the interaction and cooperation between those team members and the Welthungerhilfe team members is envisaged
3. Expectations towards Welthungerhilfe
4. References of at least 2 former partners (preferably other Non-governmental organizations) with whom an LMS was introduced
5. Certificate of Incorporation or other business registration in line with the country of origin
6. Supplier Identification (refer to Annex I)
7. Pre-qualification of suppliers (refer to Annex II)

7. Provisional Costs

All prices must be quoted in EUR. Quotations stated in other currencies will not be considered in the awarding process.

8. Procedures

This tender is carried out according to the contract award procedures of the Welthungerhilfe. Service Providers must submit a formal offer on or before Friday, 29th June 2018 at 12:00h local German time (UTC+2). WHH will select the preferred service provider based on the evaluation and assessment criteria stated below and establish contact for formal contract negotiations.

Offers shall be provided in softcopy to florian.landorff@welthungerhilfe.de and karimah.stauch@welthungerhilfe.de and carbon copied to tender@welthungerhilfe.de. Questions regarding the LMS can be directed to florian.landorff@welthungerhilfe.de and karimah.stauch@welthungerhilfe.de.

Quotations must be submitted **by email only**. Please only submit **PDF-Documents!**

Please indicate the reference code of this tender procedure “**Learning Management System (LMS)**” and the **name of bidder** in the subject of the email.

9. Evaluation and Assessment Criteria

The submitted proposals will be assessed based on a 'best-value-for-money' principle under particular consideration of the following aspects:

- a) Experience and Competence of the Service Provider especially with regards to:
 - a. The context and
 - b. Kind of solution
- b) Quality of Proposal with regards to technical specification, expectation and cooperation
- c) References and previous work
- d) Cost

10. Anti-Terrorism

Welthungerhilfe renounces all forms of terrorism and will never knowingly support, tolerate or encourage terrorism or the activities of those who embrace terrorism or money laundering. Consistent with numerous United Nations Security Council resolutions, including S/RES/1269(1999), S/RES 1368(2001) and S/RES1373(2001) and the European Union, Welthungerhilfe is firmly committed to the international fight against terrorism and in particular against the financing of terrorism. It is the policy of Welthungerhilfe to seek to ensure that none of its and its donor funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism or money laundering. Therefore, Welthungerhilfe will match their Suppliers and Service providers against the Sanctions lists on a regular basis. By submitting an offer, Suppliers and Service providers agree to this.

i. V. Juergen Luedemann
Head of Procurement & Internal Services

i. A. Frank Marquard
Procurement & Internal Services

The tender is valid without original signature as well.

ANNEX I - Supplier Identification

General Information

Name of Company	
Legal Form	
Established since	
Postal Address	
Physical Address	
Phone Number	
Fax Number	
E-Mail	
Website	
Name of General Manager	
Contact Person(s) Sales & Marketing	
Contact Person (s) Freight/Shipping/Logistics	
Number of employees	
Annual Turnover	
Range of Products offered	

Note: Part of this Pre-Qualification is the following declaration of your company (according to “Rules and Procedures for Service, Supply and Works Contracts Financed From the General Budget Of The European Communities In The Context Of Cooperation With Third Countries”).

ANNEX II – Pre-Qualification of Suppliers

We herewith _____ (company name) declare

a) we are not bankrupt or being wound up, we are not having our affairs administered by the courts, have not entered into an arrangement with creditors, have not suspended business activities, are not the subject of proceedings concerning those matters, or are not in any analogous situation arising from a similar procedure provided for in national legislation or regulations,

b) we have not been convicted of an offence concerning our professional conduct by a judgement which has the force of res judicata,

c) we have not been guilty of grave professional misconduct proven by any means which the contracting authority can justify,

d) we have fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which we are established or with those of the country of the contracting authority or those of the country where the contract is to be performed,

e) we have not been subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities financial interests,

f) following another procurement procedure or grant award procedure financed by the Community budget, we have not been declared to be in a serious breach of contract for failure to comply with their contractual obligations,

g) we are not guilty of serious misrepresentation in supplying the information required by the contracting authorities as a condition of participation in a tender procedure or contract,

h) we have not been declared to be in serious breach of contract for failure to comply with obligations in connection with another contract with the same contracting authority or another contract financed with Community funds,

i) we are not in a situation of being excluded from Community funds due to ethical aspects,

j) we will guarantee the European Commission, the European Anti-Fraud Office and the Court of Auditors, appropriate right of access to our financial and accounting documents for the purposes of checks and audits,

k) we do respect basic social rights and condemn exploitation of child labour.

Date, Name of Company, Signature, Name in printed letters, Stamp