



**Mercy Corps**

**Request for Proposal – Online Course Development**

Date – March 9<sup>th</sup> 2021

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## I. MERCY CORPS OVERVIEW

Mercy Corps is a global team of humanitarians, working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We're committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we've provided \$4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

### **Through our impact, influence and innovations, in 2020 we:**

- Reached nearly 37 million people in more than 40 countries.
- Raised \$60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
- Provided 1.8 million people with emergency cash assistance.
- Our work in the Democratic Republic of the Congo alone reached more than 4.9 million people
- Secured \$490 million in revenue from institutional and private funders in 2019.
- Piloted the use of 3D printing to support children with disabilities in Jordan's Za'atari refugee camp.
- Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
- Launched FInX with a \$10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

## II. PROJECT BACKGROUND AND CONTEXT

Mercy Corps has been rolling out Project D Pro (formerly PMD Pro) trainings since 2011. This has primarily been through the utilization of self-taught modules provided by LINGOS and then Humentum and hosted on Mercy Corps' internal Learning Management System. In parallel Mercy Corps has been implementing their own bespoke exclusively face to face PM@MC (Program Management at Mercy Corps) trainings. These face to face trainings focus more on application of the knowledge and skills developed by individuals through the Project D Pro but through more of a collaborative team lens. As PMD Pro was updated to Project D Pro and the PM@MC evolved there is now a lack of alignment between Project D Pro and PM@MC, both in terms of learning pathways and content. The introduction of Program D Pro has further exacerbated this.

Mercy Corps is seeking a provider to develop an on-line internally facilitated package of project and program management courses for Mercy Corps and partner staff. This package should include and create a clear pathway between Project D Pro, Program D Pro and Mercy Corps' internal PM@MC Program Management training materials. Each element of this course should be able to be taken in isolation or as part of a suite of trainings.

Important Mercy Corps policies and procedures should be included in the Project and Program D Pro content, but not in a way that replaces content required to sit the respective exams. This should be light touch and only where it adds value for the learner.

Mercy Corps requires a provider, who has detailed knowledge of Project and Program D Pro, ideally has already created Project and Program D Pro online content that can be adapted quickly and can advise on appropriate learning methodology and options to be utilized throughout.

## III. DESIRED SERVICES & SCOPE OF WORK

### The provider will:

- Review current relevant Mercy Corps materials, including all PM@MC modules.
- Work with the Program Standards Team and PM@MC Working Group to discuss potential learning gaps/additions
- Support Mercy Corps decision making on learning options/methodology and course structure appropriate for the package, including gamification elements
- Advise on LMS, Mercy Corps currently utilizes UKG and has access to Curatr
- Create Project and Program D Pro content with embedded (light touch introductory) Mercy Corps materials. Ideally, Project and Program D Pro content will be translated into Arabic, French and Spanish in line with current PM4NGOs translations.
- Draft a revised PM@MC course outline, updating the face to face course curriculum for online learning, creating online PM@MC training and all accompanying instructional and training materials
- Create an introductory online short induction session for Mercy Corps' new Program Management Policy
- Test the course for effectiveness, and modify based on feedback.

**Provider Deliverables:**

1. Create an online self-paced facilitated course for Project D Pro and Program D Pro with a clear learning pathway to an online PM@MC course.
2. Provide Project and Program D Pro online content and align to core Mercy Corps policy and procedures
3. Create online learning materials and a facilitated online learning option for Mercy Corps current face to face Program Management training (PM@MC). This would include a menu of modules that can be selected to tailor the course to context
4. All content must be easily editable and source materials owned by Mercy Corps
5. Work is to be completed by June 20<sup>th</sup>, 2021

**Required Experience, Skills and Knowledge:**

- Experience of supporting Humanitarian and Development organizations on training and learning pathways
- Direct experience of working within the sector for a Humanitarian or Development organization,
- Familiarity with the complexities of developing training and learning content for an international audience
- Experience of working with and creating content in a Learning Management System
- Full working knowledge of Project D Pro and Program D Pro as methodologies, as a training or learning package

**IV. EVALUATION OF PROPOSALS**

Proposals will be scored using the following technical criteria. Points for each question will range from 0-25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-10)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-35)
- Management Criteria: Includes the bidder's experience on similar projects, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-30)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

## V. PROPOSAL FORMAT & REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
  - Full legal name, jurisdiction of organization or incorporation and address of the company
  - Full legal name and country of citizenry of company's President and/or Chief Executive Officer, and all other officers and senior managers of the company
  - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

### CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer | Global Procurement | [m Spencer@mercy Corps.org](mailto:m Spencer@mercy Corps.org)
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Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercy Corps.org/tenders](http://www.mercy Corps.org/tenders)

### RFP CALENDAR/TIMELINE

- RFP published March 9<sup>th</sup> 2021
- Questions and Answers period March 9<sup>th</sup> to March 17<sup>th</sup>
- RFP responses due April 5<sup>th</sup>
- Vendor selected and notified April

## VI. OTHER TERMS & CONDITIONS

### WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

### **RFP COSTS**

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

### **AWARD BASIS**

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

### **CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

### **CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

### **EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

### **LIMITATIONS**

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.