

Terms of reference (ToR) for the procurement of services below the EU threshold

CONFIDENTIAL

E-LEARNING PLATFORM DEVELOPMENT	Project number/ cost centre: 21.9018.9-004.00
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0. List of abbreviations

ToRs	Terms of reference
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
ICRAF	World Agroforestry
KEHATI	Keanekaragaman Hayati
LASSO	Land and Seascape Solutions for Indonesia or SOLUSI in Bahasa
LaS	Land and Seascape
SNV	Stichting SNV Nederlandse Ontwikkelingsorganisatie

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an international cooperation enterprise for sustainable development with worldwide operations on behalf of the German Government. We work to shape a future worth living in over 120 countries around the world.

Over the past decades, integrated management on terrestrial and coastal-marine areas has been gaining attention of the Government of Indonesia. However, on-the ground implementation is a complex and formidable task that still become an issue to be solved. The increasing development by the time decreasing the environmental quality. Sectoral and silo approach according to each jurisdiction may no longer applicable. Instead, collaborative, integrated, and transformative approaches are keys to achieve sustainable development at various scales. The current national agenda, for instance, highlighted the green economy transformation and observed the nexus between climate, biodiversity, and development. The integrated management of land- and seascape in Indonesia is therefore, one of the keys to support the sustainable development.

The project “Land- and Seascape Solutions for Indonesia (SOLUSI)” aims at developing and deploying an ecosystem approach for land and seascapes in at least three regions in Indonesia. As such, the main focus lies on biodiversity conservation and ecological restoration, including efforts to strengthen the sustained provision of eco-system services, strengthen blue and green economies as pathways to sustainable development, including agroforestry, aquaculture and the promotion of ecotourism. SOLUSI promotes enhanced climate-resilient livelihoods through PPCP, policies and investments and facilitates learning among partner provinces and scaling-up to others using an inter-provincial knowledge sharing platform. This project will be implemented by a consortium consist of GIZ, ICRAF, SNV and Yayasan KEHATI Indonesia.

SOLUSI project will achieve its objectives through 4 main outputs: (1) National policies and guidelines on LaS development incorporating the aspect of climate resilience and biodiversity are developed and provide support for innovative development models and planning processes at the national and sub-national levels. (2) Innovative financing and investment mechanisms for integrated LaS management are designed for the national and sub-national levels. (3) LaS planning laboratories which integrate the nexus on climate resilience, biodiversity and development, are implemented at national and sub-national levels. (4) Key stakeholders have improved their capacity and knowledge on integrated LaS management are able to promote and share experiences.

As part of the implementation of the project particularly Output 4, currently SOLUSI has initiated the development of the e-learning platform using Learning Management System (LMS) of Moodle. Moodle is chosen because its open source, flexibility and customizable, support to various content format as well as effective course management. While ICRAF will handle the Moodle installation and basic configuration; and will manage the basic system settings as well as setting up course categories and templates, this Terms of Reference (ToR) therefore had been prepared to enable the procurement of expert consultancy services to support the development of the e-learning platform for SOLUSI.

2. Tasks to be performed by the contractor

2.1. The contractor is responsible for providing the following services:

1. Develop the e-learning **platform** for SOLUSI project using the Learning Management System (LMS) of Moodle.
2. Structure and provide layout for the **courses** and learning environment **development**.
3. Provide **operations**, user management mechanism as well as system back up and **maintenance** the e-learning platform.
4. Ensuring **transferability and compatibility** of courses and all learning materials developed to be used on other e-learning platforms

The contractor is responsible for providing the following services:

1. Preparation and Planning:
 - Mock up and UI/UX Design: Designing mock up for the landing page, course page, login page, and dashboard; creating wireframes and theme designs (colour branding, logo, navigation structure).
2. Course Structure Development:
 - Course design based on curriculum and syllabus established within the SOLUSI consortium: Collecting all relevant information and materials on the components of the modules and competencies, as well as creating the course as a package
 - Content and Learning Material Integration: Uploading all relevant course materials such as files and videos to complete the SOLUSI courses on Moodle.
 - Learning Navigation Design: Setting prerequisites and module access restrictions.
 - Additional Feature Configuration: Installing plugins for certificates, advanced quizzes, and gamification.
3. Operations, User Management, and Maintenance:
 - User Management: Creating accounts for admins, trainers, and participants; enabling self-registration or Google login if needed; setting up enrollment methods: manual, CSV, auto-enroll.
 - Communication and Information Channel Management: Activating announcement and discussion forums; enabling email notifications and deadline reminders.
 - User Progress Monitoring: Enabling progress reports and using reporting features (progress bar, completion report); monitoring user logs.
 - Assessment and Feedback: Configuring grading systems; enabling automatic feedback on assignments and quizzes; issuing certificates of completion.
 - Beta version of e-learning platform, internal testing, and launch the e-learning platform.
 - System Backup and Maintenance: Managing the server, performing regular system backups; updating plugins and the Moodle core guideline, troubleshooting. Updating the Moodle environment to account for intended changes.
4. Transferability Assessment:
 - Technical analysis of other relevant platform including SDG Learning Center, Green Academy Platform, and ATINGI in terms of technical and content requirements from each platform to allow efficient transfer of all courses to the specified platform
 - Development of a clear transfer processes and requirements overview for each platform.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/partial works	Period/Deadline/Place	Criteria for acceptance	Work% - Estimated Payment
<u>Output 1</u> Task 1: Transferability assessment <ol style="list-style-type: none"> Technical analysis of other relevant platform including SDG Learning Center, Green Academy Platform, and ATINGI in terms of technical and content requirements from each platform to allow efficient transfer of all courses to the specified platform Development of a clear transfer processes and requirements overview for each platform 	20 October – 14 December 2025 Remotely, offline and online meeting update by the consultant	Different platforms assessed and a clear transfer processes and requirements overview for each platform developed	25% interim payment 1, after approval of Output 1
Task 2: Preparation and Planning <ol style="list-style-type: none"> Mock up and UI/UX Design: Designing mock up for the landing page, course page, login page, and dashboard; creating wireframes and theme designs (colour branding, logo, navigation structure) 	20 October – 14 December 2025 Remotely, offline and online meeting update by the consultant	Moodle installed and can be accessed online through SOLUSI-server	
<u>Output 2</u> Task 3: Course Structure Development <ol style="list-style-type: none"> Course design based on curriculum and syllabus established within the SOLUSI consortium: Collecting all relevant information and materials on the components of the modules and competencies, as well as creating the course as a package Course Structure Development: Adding topics per module; adding descriptions, labels, and instructions Content and Learning Material Integration: Uploading all relevant course materials such as files and videos to complete the SOLUSI courses on Moodle Learning Navigation Design: Setting prerequisites and module access restrictions Additional Feature Configuration: Installing plugins for certificates, 	15 November 2025 – 30 April 2026 Remotely, offline and online meeting update by the consultant	Course structure and layout that is transferable, compatible, and adaptable to be used on other e-learning platforms	25% interim payment 2, after approval of Output 2

<p>advanced quizzes, and gamification</p> <p>f. Course structure and layout that is transferable, compatible, and adaptable to be used on other e-learning platforms (e.g.: support SCORM and H5P format courses)</p>			
<p><u>Output 3</u></p> <p>Task 4: Operations and User Management</p> <p>a. User Management: Creating accounts for admins, trainers, and participants</p> <p>b. User Management: Enabling self-registration or Google login if needed; setting up enrollment methods: manual, CSV, auto-enroll</p> <p>c. Communication and Information Channel Management: Activating announcement and discussion forums; enabling email notifications and deadline reminders</p> <p>d. User Progress Monitoring: Enabling progress reports and using reporting features (progress bar, completion report); monitoring user logs</p> <p>e. Assessment and Feedback: Configuring grading systems; enabling automatic feedback on assignments and quizzes; issuing certificates of completion</p> <p>f. Beta version of e-learning platform, internal testing, and launch the e-learning platform</p>	<p>1 February – 31 October 2026</p> <p>Remotely, offline and online meeting update by the consultant</p>	<p>Operations and User Management in place, e-learning platform launched</p>	<p>25% interim payment 3, after approval of Output 3</p>
<p><u>Output 4</u></p> <p>Task 5: System Backup and Maintenance</p> <p>a. Managing the server, performing regular system backups; updating plugins and the Moodle core guideline, troubleshooting. Updating the Moodle environment to account for intended changes</p>	<p>1 February 202 – 30 June 2027</p> <p>Remotely, offline and online meeting update by the consultant</p>	<p>System backup and maintenance services available until end of contract</p>	<p>25% Final Payment, after approval of Output 4</p>

Period of assignment: from **20 October 2025** until **30 June 2027**.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert days) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

The tenderer is required to describe its backstopping concept. The following services are part of the standard backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules of the staff listed in the tender in accordance with Section 3.3.1 of the GIZ AVB:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between the tenderer and GIZ
- Assuming personnel responsibility for the contractor's experts

- Process-oriented steering for implementation of the commission
- Securing the administrative conclusion of the project

Further requirements (1.7): N/A

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Team Leader:

Tasks of Team Leader:

- Lead and coordinate e-learning project assignment, ensuring timely delivery, resource alignment, and stakeholder communication
- Develop a detailed project plan, scope, timeline or roadmap
- Assign tasks and track progress using project tools
- Communicate with team and stakeholders
- Monitor risks, issues, and ensure quality standards

Qualifications of Team Leader:

- Education (2.1.1): Bachelor of Management or communication or other relevant study
- Language (2.1.2): Business fluency in Bahasa Indonesia and English
- General professional experience (2.1.3): 8 years of experience at the level of expertise required to carry out the main duties and responsibilities
- Specific professional experience (2.1.4): 5 years of proven experience in similar projects in the field of LMS development, particularly with Moodle. Furthermore:
 - Good knowledge of server and active directory experience in developing LMS systems that support SCORM and H5P format course; Possession of creative flair, versatility, conceptual/visual ability, and originality; Demonstrable communication skills, management, and project operationalization
 - Ability to interact, communicate and present ideas
 - Up to date with industry-leading software and technologies of multimedia
 - Ability to prioritize and manage multiple projects under tight timelines
 - Flexibility to work successfully in a fast-paced environment
- Leadership/management experience (2.1.5): 5 years of proven experience in leadership on similar projects
- Development co-operation experience (2.1.7): 5 years or more of experience in working in the development sector involving donors and multi-stakeholder NGOs

Key Expert 1 – Programmer (1 person)

Tasks of Key Expert 1 - Programmer:

- Develop LMS Setup and Configuration
- Set up database connections, user roles, permissions, and system settings
- Enable and configure core modules
- Develop custom plugins, blocks, or modules based on specific learning needs.
- Create or modify themes to meet branding and UI/UX requirements.
- Implement interactive learning components (e.g., using SCORM or H5P)

- Integrate the LMS with third-party systems (e.g., SCORM cloud, Open edX)
- Conduct unit testing, integration testing, and regression testing.
- Identify and fix bugs related to functionality, layout, and performance.
- Monitor and maintain database integrity and backups.
- Implement automated backups and system monitoring scripts.

Qualifications of Key Expert 1 - Programmer:

- Education (2.2.1): Bachelor of Computer Science, Information Technology, Software Engineering, Educational Technology or other degree in a related field
- General professional experience (2.2.3): 5 years of proven experience in the field of programming and IT-related applications
- Specific professional experience (2.2.4): 5 years of proven experience in similar projects in the field of LMS development, particularly with Moodle. Furthermore: -
 - Possession of creative flair, versatility, conceptual/visual ability, and originality
 - Demonstrable graphic design with a strong portfolio
 - Ability to interact, communicate, and present ideas
 - Up to date with industry-leading software and technologies multimedia
 - Highly proficient in all graphic design aspects
 - Flexibility to work successfully in a fast-paced environment.

Key Expert 2 - Instructional Designer (1 person)

Tasks of Key Expert 2 - Instructional Designer:

- Design course structures, learning paths, and instructional sequences.
- Design multimedia elements (text, audio, video, animation) and collaborate with graphic designer
- Create and organize courses, modules, and activities within the LMS
- Configure course settings, availability, prerequisites, completion tracking, and grading criteria.
- Design course outlines, learning objectives, and assessments
- Develop storyboards and scripts for e-learning modules
- Upload SCORM/xAPI packages and test them for proper functionality
- Conduct course reviews and usability testing with pilot users or reviewers
- Gather feedback and revise content accordingly

Qualifications of Key Expert 2 - Instructional Designer:

- Education (2.3.1): Bachelor of Instructional Design, Educational Technology, Curriculum & Instruction, Psychology or Cognitive Science (with a focus on learning), or other degree in a related field
- Language (2.3.2): Business fluency in Bahasa Indonesia and English
- General professional experience (2.3.3): 5 years of proven experience in the learning design
- Specific professional experience (2.3.4): 5 years of proven experience in similar projects in the field of LMS development, particularly with Moodle. Furthermore:
 - Possession of creative flair, versatility, conceptual/visual ability, and originality
 - Demonstrable graphic design with a strong portfolio
 - Ability to interact, communicate, and present ideas
 - Up to date to learning theories (e.g., Bloom's Taxonomy)
 - Up to date with industry-leading software and technologies multimedia
 - Highly proficient in all graphic design aspects
 - Flexibility to work successfully in a fast-paced environment.

Key Expert 3 - Graphic Designer (1 person)

Tasks of Key Expert 3 - Graphic Designer:

- Design and develop visual, video, and animation assets for e-learning modules, ensuring brand alignment and learner engagement
- Create infographics, animations, icons, and illustrations
- Customize LMS themes (e.g., Moodle themes) to align with project branding
- Design branded course templates, certificates, and visual identities for learning modules
- Record and edit videos, screen captures, and voiceovers
- Optimize media for web and LMS use

Qualifications of Key Expert 3 - Graphic Designer:

- Education (2.4.1): Bachelor of Graphic Design, Multimedia Arts, Digital Media, Visual Communication Design, or other degree in a related field
- General professional experience (2.4.3): 5 years of proven experience in the field of graphic design
- Specific professional experience (2.4.4): 5 years of proven experience in similar projects in the field of LMS development, particularly with Moodle. Furthermore:
 - Capability to design UI/UX for an interactive web-based learning platform
 - Possession of creative flair, versatility, conceptual/visual ability, and originality
 - Demonstrable graphic design with a strong portfolio
 - Ability to interact, communicate, and present ideas
 - Up to date with industry-leading software and technologies multimedia
 - Highly proficient in all graphic design aspects
 - Flexibility to work successfully in a fast-paced environment.

Key Expert 4 - LMS Administrator (1 person)

Tasks of Key Expert 4 – LMS Administrator:

- Manage the Learning Management System (LMS), ensuring seamless course deployment, tracking, and reporting
- Install and set up the LMS on a server or cloud environment.
- Upload and configure courses in the LMS
- Set up course categories, user roles, permissions, and enrollment methods.
- Manage users, enrollments, and permissions
- Generate learning reports and analytics
- Troubleshoot technical issues with users and developers

Qualifications of Key Expert 4 – LMS Administrator:

- Education (2.5.1): Bachelor of Computer Science, Information Systems, Network Administration, or other degree in a related field
- General professional experience (2.5.3): 5 years of proven experience in the field of IT administrative management
- Specific professional experience (2.5.4): 5 years of proven experience in similar projects in the field of LMS development, particularly with Moodle. Furthermore:
 - Understanding of SCORM/xAPI standards
 - Basic HTML/CSS skills preferred
 - Strong troubleshooting and support skills
 - Possession of creative flair, versatility, conceptual/visual ability, and originality
 - Demonstrable graphic design with a strong portfolio
 - Ability to interact, communicate, and present ideas

- Up to date with industry-leading software and technologies multimedia
- Highly proficient in all graphic design aspects
- Flexibility to work successfully in a fast-paced environment.

5. Costing requirements

Assignment of personnel and travel expenses

Per diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law.

Accommodation allowances are reimbursed as detailed in the specification of inputs below.

With special justification, additional Accommodation costs up to a reasonable amount can be reimbursed against evidence.

All business travel must be agreed in advance by the officer responsible for the project

Sustainability aspects for travel

GIZ has undertaken an obligation to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, such as selecting the lowest-emission booking class (economy) and using means of transport, airlines and flight routes with a higher CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

-not applicable-

Specification of inputs

Fee days	Number of experts	Number of days per expert (up to)	Total	Comments
• Team Leader	1	60	60	Lumpsum Output/deliverable based.
• Expert 1 - Programmer	1	80	80	Lumpsum Output/deliverable based.
• Expert 2 - Instructional Designer	1	80	80	Lumpsum Output/deliverable based.
• Expert 3 - Graphic Designer	1	80	80	Lumpsum Output/deliverable based.

• Expert 4 - LMS Administrator	1	80	80	Lumpsum Output/deliverable based.
Travel expenses	Number of experts	Number of days/nights per experts		Comments
• Per-diem allowance in country of assignment	5	10	35	In Jabodetabek Lumpsum.
• Accommodation in country of assignment	5	2	10	In Jabodetabek Against Evidence.
• Rent Car	1 unit	10	10	Car travel in Jabodetabek Against Evidence.
Other costs	Number	Price	Total	Comments
• Flexible remuneration	1	IDR104.760.000	IDR104.760.000	A budget of IDR104.760.000 is foreseen for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.

6. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

As the contract to be concluded is a contract for works, please offer a fixed lump sum price that covers all relevant costs (fees, travel expenses etc.). The price bid will be evaluated on the basis of the specified lump sum price. In addition, please also provide the underlying daily rate. A breakdown of days is not required.