TERMS OF REFERENCE (EXTENDED)

CONSULTANCY SERVICES PROVISION FOR THE DEVELOPMENT OF SELF-PACED E-LEARNING COURSE ON MIGRANT MANAGEMENT AND OPERATIONAL SYSTEMS APPLICATION

The International Organization for Migration (hereinafter called **IOM**) is looking for a **Service Provider** to develop a **self-paced E-learning course on IOM's Migrant Management and Operational Systems Application (MiMOSA).**

MiMOSA is the IOM's institutional and global tool used to record biographic and demographic information required for processing various migrant programmes. It ensures streamlined processes to capture standard Migrant Movement, Migrant Assistance and Refugee medical data, facilitate case management, generation of statistical data, financial and operational reports required by IOM centrally and by the Donor community. Currently, MiMOSA is used by 1,345 IOM staff members in 122 offices worldwide.

1. Nature of the Consultancy Services Provision

Under the direct supervision of the Data Management and Research Specialist based in the Migrant Protection and Assistance (MPA) Unit in Geneva (IOM Headquarters) and in coordination with the MPA and ICT Units in the IOM Regional Office Brussels, the successful Service Provider will be responsible for developing a self-paced E-learning course for **Migrant Protection and Assistance processes in MiMOSA.**

Migrant Protection and Assistance (MPA) includes Assisted Voluntary Return and Reintegration (AVRR) and Assistance to Vulnerable Migrants (AVM), with a particular emphasis on counter-trafficking (CT) in persons.

The E-learning course will be developed **in English**, with the following main objectives:

- To improve user acceptance of MiMOSA as an institutional case management tool.
- To familiarise users with MiMOSA, its processes and functionalities.
- To increase staff capacity in systematically using MiMOSA and the accuracy of data entry.

The course targets staff who has recently joined IOM and who, because of the COVID-19 sanitary measures in place, could not benefit from in-person training. The E-course can as well be used as a refresher course for IOM staff already familiar with MiMOSA. The course will be interactive and will include the following modules: Introduction to MiMOSA, Registration, Case Management, Screening and Counselling, Reintegration, Monitoring and Evaluation, Reporting, Customization, Direct Assistance and Mobile Application.

2. IOM Project to which the Consultancy Services Provision Contributes

The assignment is part of the project **EEA MiMOSA Regional Resource**, implemented by the IOM Regional Office in Brussels (RO Brussels) and funded by the Migration Resource Allocation Committee (MiRAC).

The project aims to strengthen IOM's institutional capacity for the management and use of MPA data. It will consolidate IOM staff capacity in working with MiMOSA. It will also improve return and reintegration data export and donor reporting and increase interoperability between MiMOSA and other case management and referral systems.

The COVID-19 pandemic outbreak and the related sanitary measures resulted in a shift in designing and organizing training activities. In person training remains challenging to organize. This intervention will be used to develop on-line training for MiMOSA MPA. Such training has the advantage to ensure timely access to information and in-depth understanding of MiMOSA functionalities to IOM staff worldwide.

E-learning is already considered a powerful tool to deliver trainings online and reach a higher number of learners at a given time without the need for travel. Development of courses in this modality requires a different set of skills, tools and expertise on online instructional design due to which this ToR is being launched.

In particular, this Consultancy Services Provision will contribute to:

- Enhance IOM MPA staff capacities on case management and related processes in MiMOSA
- Enlarge IOM's E-Learning portfolio

3. Responsibilities and Expectations

The Service Provider will be expected to:

- Coordinate with IOM subject matter experts (SME's) to develop the storyboard in line with the learning objectives.

- Upon sign-off on a functional prototype, complete the design and development of the self-paced and interactive learning modules (delivering alpha, beta and gold versions), test the modules with a group of IOM participants and update/revise it post-launch.

- Develop an evaluation framework that allows IOM to measure the impact of the training.

Service Providers interested in the ToRs shall also consider the following requirements for the E-learning course:

Technical requirements:
- SCORM 1.2 or SCORM 2004 (3rd edition) course package with source files
- Developed via standard/commercial authoring tools (to allow IOM to make future changes independently)

User experience and accessibility:

- Accessible in various handheld devices including mobiles and tablets
- Compliant to the international accessibility standards (accessible via screen readers, colour-blind friendly colour schemes, etc.)
- Compatible in all browsers
- Optimal performance in low-bandwidth locations

Design standards

- Incorporating sound instructional design principles for achieving varying learning outcomes (e.g. knowledge-based; skills-oriented etc.)
- Reflection of diversity, e.g. in voice overs (accents, gender representation, etc.), images, characters used and so on.

In addition, the learning content shall be developed and delivered in line with internal policies and frameworks. It shall be aligned with IOM brand guidelines and IOM's Staff Development and Learning Unit's (SDL's) Quality and Assurance Check list and Guidelines on Inclusive and Accessible Learning.

4. Project Duration/ Timeline

All activities should be completed **by the end of July 2021** from the date of inception, which is estimated on the **17th of May 2021**. Extension of the duration may be possible, pending revision of the main project.

5. Deliverables

The Service Provider is expected to provide the following:

- Design, development and delivery of a fully tested and functional SCORM package with source files that are compatible with and can be deployed in the IOM Learning Management System (Cornerstone On Demand).
- Integrated evaluation framework.

6. Required Documents

Service Providers interested need to submit the following:

- An overview and examples of past e-learning projects delivered, preferably with other international organizations, including an overview/presentation of the Service Provider and contact details of references.
- A work plan including start date and date of completion of deliverables, including risk management and information on the proposed team and their roles, based on the information provided above.
- A breakdown of expected services and associated costs, without VAT for the completion of all deliverables.

Incomplete proposals will not be considered.

The above-mentioned documents shall be prepared in English and sent by e-mail to ROBrusselsProcurement@iom.int , no later than the **5 May 2021.**

7. Intellectual property

All outputs and intellectual property created during this consultancy, including but not limited to data, findings, results, solutions, recommendations and any other documents developed throughout the project shall be owned by IOM. The Service Provider shall develop materials and recommendations assuming current business processes and retention of current duties, accountabilities and responsibilities but may make recommendations for changes. Documents provided to IOM shall be considered "draft" until IOM provides feedback and comments which the service provider shall incorporate, as appropriate; at that point, the document will be considered "final" by the Service Provider. If no comments are received by the Service Provider, the "draft" will be considered final by IOM.

8. Confidentiality

Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to those who submitted proposals or to other persons not officially concerned with the process.

All IOM proprietary data shared with the service provider shall be governed by a non-disclosure agreement as part of the agreement.

9. Requests for clarification

Service Providers requiring any clarifications on the content of this ToR may notify IOM in writing at the following addresses: ROBrusselsProcurement@iom.int and mvoica@iom.int.