

**Terms of Reference (ToR): Institutional Contract**

**Request for proposal:** Technical support in the deployment of Mobile Device Management for Digital Learning Devices Deployed for the Nigeria Learning Passport

<b>Assignment:</b>	Software as a Service (SaaS or subscription-based solution) Mobile Device Management (MDM) solution, FocusMDM, for devices used by teachers and students in participating Nigerian schools as part of connectivity and digital learning utilizing the Nigeria Learning Passport
<b>Estimated budget:</b>	TBD
<b>Budget Source:</b>	SC200357/WBS 3210/A0/06/005/002/027
<b>Location:</b>	International
<b>Duration:</b>	6 months
<b>Estimated number of working days:</b>	100 days
<b>Start date:</b>	TBD
<b>End date:</b>	TBD
<b>Reporting to:</b>	UNICEF Education Programme Manger
<b>Closing date for proposals:</b>	TBD

Reference: LTAS Nos:

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**TITLE: Terms of Reference for the Software as a Service (SaaS or subscription-based solution) Mobile Device Management (MDM) solution, FocusMDM, for devices used by teachers and students in participating Nigerian schools as part of connectivity and digital learning utilizing the Nigeria Learning Passport.**

**1. Justification/Background**

Nigeria has made great strides in improving access to education, building school infrastructure, and increasing on-time school enrollment. However, education has experienced unprecedented disruption to schooling and learning during the COVID-19 pandemic. At the peak of the pandemic, nationwide closures of schools impacted more than 50 million learners, and more than half a school year was lost. Recent attacks on schools in north and central regions is exacerbating the disruption to education. In Nigeria only 51% of the population has some level of internet use and large parts of the country have no or limited internet coverage.

The Federal Ministry of Education (FME), with support from UNICEF and UNESCO and other partners, has developed a digital learning policy to increase public provisioning for digital learning. It aims to guide the development and rollout of free, open-source digital tools to provide large-scale remote learning, including television and radio programmes, online content, internet-based learning, and print materials for home use. It also aims to increase government and private investments toward equipping schools with infrastructure for digital learning. The FME is now working in partnership with UNICEF, GenU<sup>1</sup> and others to address the digital divide to ensure the equitable implementation of the digital learning policy and to improve learning outcomes by connecting schools to the internet and providing quality digital content via the [Nigeria Learning Passport](#). With a focus on the primary 1-6 and junior secondary 1-3 grades, 500 schools in 14 states will receive ICT capacity building and will be equipped with a basic device package to deploy the Nigeria Learning Passport. The device package consists of common devices for teachers and students (tablets), smart projectors, 2-in-1 keyboard with mouse, and an innovative content hub. A mobile device management (MDM) solution is required for the 10,000 tablets to be distributed to teachers and students as part of this package.

## 2. Purpose, objective and expected results

This term of reference (TOR) seeks a solution from a competent vendor with demonstrated experience in implementing a MDM platform for tablets in a context with unreliable power, intermittent internet and security constraints. The MDM platform sought will track tablet use, operational status and location and will enable data synthesis and monitoring via a dashboard and regular reports. The solution will ensure compliance with the programme requirements, device management and device and data security.

**Objectives:** The MDM platform is needed for tracking and monitoring the devices to ensure appropriate use (batch management of access to only approved applications/websites and banning inappropriate ones), managing access to only approved materials and applications, tracking data and device security, internet data consumption, offline data collection, and for monitoring a large quantity of devices in the field for securing the devices by generating reports about the operational status in the field.

Vendor is expected to provide technical support and fully engage with UNICEF and education partners in the planning, training, implementation, monitoring and reporting of the MDM solution.

## 3. Description of the assignment

### 3.1 Requirements

The MDM solution type of delivery should be **Out of the Box** or **Configurable** by UNICEF and partners with easy-to-use tools provided by the Proposer. If any customization is necessary, the Proposer shall specify the approximate number of man-hours and hourly rate that will be required to complete the customization. Please account for all phases of the project implementation lifecycle, including testing and integration, when providing time estimates.

The following definitions of Type of Delivery apply:

- **Out of the Box:** Fully supported, standard functionality and technical requirements can be fulfilled with the MDM solution that the Proposer is offering, without any additional work (i.e., configuration or programming).

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<sup>1</sup> Generation Unlimited is the world's first Public-Private-Youth Partnership (PPYP) on a mission to skill and connect the world's 1.8 billion young people to opportunities for employment, entrepreneurship, and social impact.

- **Configuration:** Fully supported, requirements cannot be fulfilled “out of the box” but it can either be configured with parameters or easy-to-use tools provided by the Proposer or the functionality needs to be developed by a programmer or a technical consultant specialized in the product without additional cost to the education section; Light to medium configuration required; Potential additional costs.
- **Customization Required- additional cost:** Requirements cannot be fulfilled “out of the box” and cannot be easily configured. To fulfil these requirements the functionality needs to be developed by a programmer or a technical consultant specialized in the product. Proposer should specify the estimated man hours and hourly rate. If man hours cannot be provided, at least the hourly rate should be given.
- **Available in a future release**
- **Not Available:** The requirement cannot be easily configured or customized.

### 3.2 Functions and Features in line with the Project Scope

The scope of work includes

- MDM solution that meets the requirements included in the [Annex 1 Detailed Requirements.xlsx](#) checklist: data analytics, device management, app management, custom branding management, utilities security settings management, device security settings management, reporting, support management, location and geofences management, content management, identity and access management (IAM), remote access, communications management, workflow management, admin roles, license model and hardware/OS compliance and support.
- Device set up and ongoing support services, maintenance, upgrades and troubleshooting to improve the user experience, including data protection and backup.
- Provide a comprehensive up-to-date knowledge base that is available to support users and administrators.
- Online and onsite technical training for the UNICEF Nigeria Team and Government stakeholders in all aspects of maintenance and administration, operating and troubleshooting the MDM solution. Training shall also cover the basic and advanced functionalities of the MDM tool and any other necessary functions.
- Hands-on training for device users at school level
- Monitoring activities and transactions, auditing and compliance reporting, reporting and analytics including any other areas of reports/dashboards development, customization and embedding.

### 3.3 Platform and Infrastructure Architecture

The education section requires a Software as a Service (SaaS or subscription-based model) hosted and managed by the Proposer utilizing the Proposer’s servers that comply with safety specifications.

### 3.4 Support of Devices and Operating Systems (OS)

The MDM software will be installed onto 10,000 tablets per the below technical specification (e.g., Samsung Tab A8):

Screen Size: 8 inches  
 CPU multi-core 1.6 GHz  
 RAM: 2GB  
 ROM: 64GB  
 Main Camera: 8 MP  
 Selfie Camera: 1 MP

MicroSD card slot: 500GB capacity  
 Screen Resolution: 800 x 1280 pixels  
 Operating System: Android 9.0  
 Output: 3.5mm Jack  
 Comms: WLAN Wi-Fi 802.11 a/b/g/n, Bluetooth Ver. 4.x  
 Battery: 4500maH  
 Protection: Casing with screen cover  
 Operating system: Android

UNICEF requests the option to add additional tablets during the contract period at the same unit cost for the initial set of devices.

#### 4. Deliverables and Timeline

Implementation timeline:

- July, MDM solution configuration, testing and dashboard development with remote technical support from the proposer,
- August, MDM solution installation onto 10,000 tablets in batches of tablets. 500 schools will each receive 20 tablets per school. The schools are spread across 14 states, approximately 35 schools/state.

SN	Activity and Deliverable	Deliverable Due Date
1	Work plan with: (i) deliverables, (ii) features, (iii) schedule and milestones, (iv) roles and responsibilities	August 18, 2022
2	Online platform configuration for device management, user and device profiles with appropriate restrictions in place for devices as well as monitoring dashboards.	August 20, 2022
3	Training guides, manuals and workshop(s) for platform administrators of MDM services and device users disseminated via the MDM software	August 25, 2022
4	Roll out online technical training for the UNICEF Nigeria Team, Government stakeholders and local implementation teams in all aspects of maintenance and administration, operating and troubleshooting the MDM solution.	August 29, 2022
5	Set up of the devices	August 29, 2022
6	Pilot with users and devices. Adapt and adjust as per the pilot assessment findings.	August 30, 2022
7	Develop and embed reporting template (feedback form or help request form in the software) for capturing lessons learned and dashboard for real time visualization	August 31, 2022
8	Manuals for ethics and appropriate processes for collection and sharing of collected data about device use in the field.	August 31, 2022 rolling
9	Onboard devices through rapid enrolment, training and mass deployment	August 31, 2022 rolling
10	Support local implementation teams in managing devices and monitoring usage.	August 31, 2022 rolling
11	Sustainability plan	September 14, 2022
12	Ongoing support to the FME/UNICEF	September 14, 2022 rolling
13	Final report with narrative on lessons learned, improvements over the lifecycle of the contract, and actionable recommendations	January 14, 2023

**Note :** above delivery timeline subject to changes upon completion of the procurement processes

## 5. Selection Criteria

All applicants will be screened against qualifications and requirements set above. Candidates fully meeting all the requirements will be further evaluated based on the criteria below.

- a. Technical Criteria - 70 % of total evaluation– max. 70 points
  - Previous experience in MDM: 30 points
  - Technical team composition 20 point
  - Time management- 10 points
  - Local support – 10 points
- b. Financial Criteria - 30 % of total evaluation – max. 20 points.
  - Financial scores will be calculated using the formula [lowest offer / financial offer of the candidate x 20].

As part of the selection process, the office will select the individual who quoted the lowest fee from the list of individuals who are deemed suitable for achieving all tasks in time, and as per the criteria and deliverables stipulated in the Terms of Reference.

## 6. Reporting requirements

These can include:

- Frequent contact with project focal point to ensure clear communication, expectations, and update project progress and performance.
- Periodic performance update following the launch.
- Monthly report on the maintenance service in the soft file.
- Training for government/UNICEF staff.
- Manual of the solution in both hard copy and soft file.
- Quarterly meeting and report in soft file. This can be done remotely.
- In case of additional requirements such as platform modification with major changes, the Proposer shall provide a separate quotation for each requirement, including the training fee (if any).

## 7. Location and Duration

3 years, Abuja FCT Nigeria

## 8. Payment Schedule

Payment schedule to be consistent with the LTAS. Payment terms 30 days net upon receipt of approved invoice.

- 10% after the completion of deliverable 1, 2, 3
- 10% after the completion of deliverable 4 and 5
- 10% after the completion of deliverable 6, 7 and 8
- 50% after the completion of deliverable 9 and 10
- 10% after the completion of deliverable 11
- 10% upon satisfactory completion of deliverable 12, 13 and all other deliverables
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## 9. Administrative details:

The consultancy is expected to include travel to Nigeria (Abuja) for the consultations and workshops. Travel is expected and will be reimbursed separately. It is understood that diverse expertise that extends beyond the capacity of a single person may be required for this consultancy. Nevertheless, it is expected that there will be a lead consultant, who will serve as the main point of contact for this work, who will supervise and coordinate other expertise, and who will be held accountable for delivering on the tasks outlined here. It would be the lead consultant's task to mobilize other expertise required. Sub-contracting costs and responsibilities (if any) will be borne by the consultant; however, those need to be built into the financial proposal.

The selected candidate is solely responsible to ensure that the visa (applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.

## 10. Signatures

Prepared by:	Reviewed by:	Endorsed by:	Approved by:
M&E Learning Passport Consultant	Education Officer	Education Manager OIC Chief of Section	Deputy Representative

## Annexes to the TOR

### Annex 1 Requirements Checklist

[Annex 1 Detailed Requirements.xlsx](#)