



TERMS OF REFERENCE

Recruitment of a Consulting Firm or consortium of Consulting Firms for Capacity Building in Digital Literacy of Civil Servants in Benin under framework agreement.

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| Reference addresses | Smart Africa Secretariat 10th Floor, in Career Center Building KG 541 ST, Kigali, Rwanda +250 788-300-581/ 784013646 P.O. Box:4913 info@smartafrica.org www.smartafrica.org |
| Tender Number | 094/SA/RFP/ 05/2023 |
| Opening Date: | 12th May, 2023 |
| Closing Date: | 12th June 2023 at 5:00 p.m. (Local time, Kigali, UTC+2) |
| Contacts | For any questions or enquiries, please write to: tenderenquiries@smartafrica.org For Proposal Submissions: procurement@smartafrica.org |

I. Organization Background

Smart Africa is the materialization of a bold and innovative commitment by African Heads of State and Government to accelerate sustainable socio-economic development on the continent, bringing Africa into a knowledge economy through affordable access to Technology, use of broadband and information and communication technologies.

The Smart Africa initiative aims to connect, innovate and transform the continent into a knowledge economy, thereby boosting global competitiveness and job creation. It participates in placing ICTs at the center of the national socio-economic development agenda of member countries, promoting the introduction of advanced technologies in telecommunications and leveraging ICTs to promote sustainable development.

II. The Smart Africa Digital Academy (SADA) Background

To do this, Smart Africa has aimed to support the development of digital skills. Thus, the Smart Africa Digital Academy (SADA). SADA was initiated as a lever for the implementation of capacity building and digital skills development activities. It is a pan-African dynamic learning ecosystem in which African citizens of all ages and social classes can acquire or improve their digital skills, acquire qualifications, meet the emerging talent needs of employers, the industry or be self-sufficient.

III. Context and Rationale

The Smart Africa Secretariat and the Ministry of Digital and Digitization of Benin are cooperating to implement digital skills development initiatives through the Smart Africa Digital Academy in Benin (SADA Benin) program. This joint initiative aims to bridge the digital divide within different government agencies and contribute to digital transformation and the adoption of 21st century skills.

To assess the level of digital readiness of its citizens, the government of Benin has deemed it necessary to set up a mechanism for evaluating the digital readiness of civil servants. This will have the impact of preparing, giving all the necessary technical predispositions to State agents for the development of digital expertise in order to be effective and productive in the context of their missions within public institutions. To this end, the current procedure will make it possible to select candidates in all the administrations of Benin with quotas to be defined by sector of activity according to the criticality of the need (to be evaluated by the service provider on the basis of surveys to collect needs).

The Smart Africa Digital Academy in Benin, led by the Ministry of Digital and Digitalization, will support the digital literacy training of one thousand (1000) civil servants for the year 2023.

IV. Consultancy Objectives

The overall objective of the mission is to equip Beninese civil servants from the various regulatory bodies and ministries with the digital skills necessary for the efficient use of digital technologies in order to meet the demand for highly qualified expertise. In view of the current challenges and the need to develop a digital culture among the personnel of the Administration, recruitment at all levels of the Administration will be the target. And this around the following specific objectives, namely:

- The implementation of the training plan (including Curriculum) structured to meet the needs of the Smart Africa Digital Academy (SADA) and the administrative structures of the Beninese State on useful digital skills.

- The proposal of selection test levels during the recruitment process and ensuring the management of the process.
- The provision of the skills necessary to understand the key concepts relating to the use of basic tools in digital uses within administrations.
- The provision of key concept skills related to document processing (Text entry, manipulation of spreadsheets and production of good, adapted presentations).
- The provision of essential skills and concepts related to digital equipment and embedded software for useful use in the professional context.
- Develop the culture and reflexes related to the security, protection, and confidentiality of data on the web and in the private networks of the Administration.
- Training in business skills and behaviors.
- Training in efficiency, time management and leadership.

V. Expected Courses and Deliverables.

The content of the course to be offered by the training firm to be provided must be oriented towards skills aimed at mastering the following components of digital literacy:

| Main Components of Digital Literacy Courses | |
|---|---|
| 1. | General knowledge of computer tools |
| 2. | Introduction to the use of the web and related essential tools |
| 3. | Word processing with office tools |
| | <ul style="list-style-type: none"> - Typing and word processing - spreadsheets - PowerPoint presentation |
| 4. | Intranet collaborative tools |
| | <ul style="list-style-type: none"> - Email - Shared documents and online processing - Management of shared calendars - Cat. |
| 5. | Fundamentals of user safety |
| | <ul style="list-style-type: none"> - In a collaborative work environment - On the web. |

The realization of modules which will be proposed and detailed must be sanctioned by a certificate of participation.

Notes:

- Structures with specific needs can make suggestions and/or recommendations to best adapt to their needs insofar as there is availability and the consultant's field of work.
- The firm will take steps to raise awareness among learners of the basic notions of Artificial Intelligence and data management to support the awareness actions identified in the national strategy.

VI. Desired Scope of Work

The scope of this consultation is around the following points:

- Preparation and provision of a training plan and schedule structured into sub-target groups and centers of sectoral interest over a period of six (06) months maximum. This agenda will be validated at the scoping meeting for this consultation mission by the Ministry of Digital and Digitalization, which must receive a copy beforehand.
- Provide evidence of the availability of qualified trainers capable of delivering each module.
- Ensure availability to provide logistics related to the transport of trainers to the chosen training location (including transport / accommodation costs, travel authorizations, health obligations, etc).
- Ensure the availability of suitable rooms and environments for holding the training.
- Provide training in accordance with the timetable validated at the framing meeting while maintaining flexibility to consider the inherent constraints beyond the control of the government party.
- Guarantee the maintenance of quality standards and essential audits of the centers and rooms that will be chosen.
- Ensure adequate assistance for the entire intern selection procedure and ensure follow-up by register of the latter.
- Make available the approved basic certificates to the successful candidates at the end of each training session.
- Produce and maintain the syllabus and learning materials.
- Design and make available the materials (content) of each training module to trainees while integrating it into an online learning platform, with a transfer of hosting and administration of the platform to the Ministry at the end of training, the idea being that the platform remains online indefinitely.
- Provide a training report for each session according to a pre-established outline and a general report to be submitted for the approval of the Ministry of Digital and Digitalization.
- Coordinate the whole process with the designated focal points of the Ministry of Digital and Digitalization.

VII. Duration of Sessions and Training Methodology

The training method recommended for this mission is a face-to-face approach, even if the hybrid approach is not to be excluded. standard training materials to be developed and delivered in a module pack. The recommended mod pack could contain the following:

- Quick Reference Guide that includes a Learning Kit summary of standardized content developed by the content provider as a test preparation tool.
- Learning material (Courseware Book) including Detailed standardized learning material developed by the content provider to guide the candidate through the training period.
- Diagnostic test including elements supporting the extended test that would allow candidates to identify their strengths and weaknesses and practice for their certification test.
- Online learning platform that will be used to make the 5 online racing modules available, with a transfer of hosting and administration of the platform to the Ministry at the end of the training, the idea being that the platform remains online indefinitely.

The training program for the modules that will be proposed above should not exceed one (01) week for each module.

VIII. Mission Execution

The implementation will be done according to a contractual framework to be defined between the Smart Africa Secretariat and the recruited firm.

IX. Consulting Firm Profile and Experience

The firm sought can be a company or a group of companies.

The selected firm must meet the following requirements:

- Have at least ten (10) years of experience in capacity building and training in the field of Information and Communication Technologies (ICT).
- Possess the relevant accreditation and experience required to provide training that meets the objectives described above.
- Demonstrate the ability to have the infrastructure and logistics necessary to provide the ideal framework for providing mass training in literacy and digital culture.
- Have at least two (02) similar experiences.

The mission must be carried out by highly qualified consultants/experts in the specialties of the modules listed, namely:

- **The Lead Consultant / Head of Mission (1)**

- Expertise level BAC + 5 minimum in the following fields: computer science, information technology, capacity building, social sciences, economics, and project management or in related fields.
- Have at least five (05) years of experience in capacity building and professional training in the field of Information and Communication Technologies (ICT) and the development of digital culture.
- Have the relevant certification in the field of the specific training mentioned and have carried out at least one (01) similar project during the last three years.

- **Lead Trainer**

- Have at least a master's degree in computer engineering, electrical engineering, and telecommunications with a specialization in digital transformation and training in emerging technologies.
- Have relevant and valid industry accreditation at the Expert level.
- Have solid experience in conducting executive training, particularly in public administration and capacity building.

- **Trainers:**

- Have a university degree with at least a bachelor's or master's degree in computer science, telecommunications or an area of information and communication technologies (ICT).
- Have a relevant professional certification in the field.
- Have formed professional groups of candidates over the last three (3) years.

X. Evaluation Method and Criteria

All bidders should note that the method of evaluation is Cost Quality Based Selection (QCBS) for consultants. The technical and financial scores are respectively 0.8 and 0.2 (0.8 + 0.2=1).

The following template will be used to evaluate all offers received:

- a. **Technical Evaluation Criteria**

| Details | Point interval |
|--|----------------|
| Methodology and work plan | |
| i. Proposed Methodology and Approach | 20. |
| ii. Workplan and Timelines | 10 |
| Firms Experience | |
| • Number of years of experience for the consulting firm delivering similar trainings | /20 |
| i. More than 10 years | 20 |
| ii. Between 5 and 10 years | 15 |
| iii. 5 years | 10 |
| iv. Less 5 years | 5 |
| Experience of Experts / Team | |
| • Lead Consultant / Head of Mission: | /20 |
| i. 10 years and above | 20 |
| ii. Between 7 and 10 years | 15 |
| iii. Between 5 and 7 years | 10 |
| iv. Less 5 years | 5 |
| • Lead Trainer: | /15 |
| i. 5 years and above | 15 |
| ii. Between 2 and 5 years | 10 |
| iii. Less than 2 years | 5 |
| • Trainers: | /15 |
| i. 5 years and above | 15 |
| ii. Between 2 and 5 years | 10 |
| iii. Less than 2 years | 5 |

The financial proposals of bidders who have obtained a minimum score of 70/100 in the technical evaluation will be opened.

St= Score for the technical evaluation.

b. Financial Evaluation Criteria

Once the technical criteria have been evaluated, the costs of all financial offers will be ranked from lowest to highest. The calculation of the cost criteria score will be done using the following formula:

$$\frac{\text{Lowest cost of all proposals}}{\text{Firm's bid cost}} \times 100 = \text{Financial Score} = F_s$$

The candidate obtaining maximum marks on a weighting of 80 to 20 (80% for the technical aspects and 20% for the financial aspects) will be retained.

The weightings attributed to the Technical (T) and Financial (F) Proposals are respectively: T = 0.80 and F = 0.20

The final grade (S) is calculated as follows: $S = St \cdot T + Sf \cdot F$

XI. Submission Requirements for Technical & Financial Proposals

A specific outline must be followed to facilitate the Smart Africa Secretariat's review and evaluation of the responses received.

A response to this RFP must include the following sections in the order listed:

- i) A cover letter confirming the firm's interest to provide the services required.
- ii) Mandatory Administrative documents
 - Company registration certificate
 - Tax registration and clearance certificates
 - Membership and Accreditation Certificates for the consulting firm/firms
- iii) A technical proposal containing the following content:
 - Executive summary
 - Business experience/Profiles
 - Approach and Methodology
 - Work Plan / Schedule
 - Mission team experience/profiles
 - Updated Curriculum Vitae for the team and academic certificates required.
 - Company/Firm Certificates or Recommendation letters of successful completion for similar past assignments, duly signed and stamped.
- iv) Financial Proposal containing the following tables.
 - Summary of Costs.
 - Breakdown of price per user group
 - Breakdown of remuneration user group on daily rate.
 - Reimbursable expenses user group applicable.
 - Miscellaneous Expenses if any

Notes:

- i. *Indicate your preferred payment terms under financial proposal.*
- ii. *A withholding tax of 15% will be deducted from payments for Firms not VAT-registered with Rwanda Tax Administration (RRA) and 18% VAT will be applicable for registered firms in Rwanda.*
- iii. *All Financial Proposals/offers should be password protected and Smart Africa will request for it for bidders who have been qualified in the technical evaluation.*
- iv. *All Financial Offers should be quoted and submitted in USD Currency.*

XII. Submission Process

Soft copies of both Technical and financial proposals must be sent to: procurement@smartafrica.org showing each the nature of the offer concerned (technical or financial offer), not later than **12th June 2023** at, 5:00 PM local time (Kigali), addressed to Procurement Office of Smart Africa Secretariat, with subject marked: **094/SA-GIZ-SADA/RFP/05/2023: Recruitment of a Consulting Firm or consortium of Consulting Firms for Capacity Building in Digital Literacy of Civil Servants in Benin** under framework agreement..

XIII. Rights Reserved

- a) This RFP does not obligate the Smart Africa Secretariat (SAS) to complete the RFP process. SAS reserves the right to amend any segment of the RFP prior to the announcement of a selected firm.
- b) SAS also reserves the right to remove one or more of the services from consideration for this contract should the evaluation show that it is in SAS's best interest to do so.
- c) SAS also may, at its discretion, issue a separate contract for any service or groups of services included in this RFP. SAS may negotiate a compensation package and additional provisions to the contract awarded under this RFP.
- d) The Smart Africa reserves the right to debrief the applicants after the completion of the process due to expected high volume of applications and avoiding the compromise of the process.

Late proposals will be rejected.

XIV. Validity

Proposals and quotes must remain valid for 180 days after the date of closing noted above. After, the closing date and time, all proposals received by the Smart Africa Secretariat become its property.

XV. Enquiries

Any inquiries will only be received at least 5 working days before the bid submission deadline. Prospective respondents who may have questions regarding this RFP may submit their inquiries to tenderenquiries@smartafrica.org

XVI. Anti-Corruption

Smart Africa is committed to preventing and not tolerating any act of corruption and other malpractices and expects that all bidders will adhere to the same ethical principles.