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Eastern Partnership Regional Fund for Public Administration Reform Activity: Technical design/Development of E-Learning Course in Anticorruption for Georgian Civil Servants	**Project number/ cost centre:** **20.2247.3-008.00**

0.   List of abbreviations

AG	Commissioning party
AN	Contractor
BMZ	Federal Ministry for Economic Cooperation and Development
CV	Curriculum Vitae
EaP	Eastern Partnership
EU	European Union
ToRs	Terms of reference

1. Context

The Eastern Partnership (EaP) the specific Eastern dimension to the European Neighbourhood Policy (ENP) was launched in 2009. The aim of the partnership is to strengthen and deepen the political and economic relations between the European Union, its Member States and six Eastern European and South Caucasus partner countries (Armenia, Azerbaijan, Belarus (suspended). Georgia, Republic of Moldova, Ukraine). Despite the EaP's achievements over the past ten years, good governance, democratic standards, rule of law, successful anti-corruption policies, and respect for human rights remain major challenges in each country (albeit to different degrees). Recent developments in the region have brought serious challenges to the rule of law and human rights. Russia's unprovoked and unjustified military aggression against Ukraine is undermining European and global security and constitutes an attack on the values and principles enshrined in EU treaties. At the same time, the June 2022 Council Conclusions have given a clear European perspective to Georgia, Moldova, and Ukraine, reinforcing the need to strengthen good governance. Furthermore, Armenia and Azerbaijan have also agreed to carry out reforms in line with the agreed priorities and commitments made within this framework of the EaP, while the government of Belarus has suspended participation in the EaP.

On behalf of the BMZ GIZ completed the first phase of the regional project in the EaP countries, which pursued the following objectives:

- improving the regulatory and institutional framework for implementing public administration reform.

- strengthening capacity of experts and managers involved in public administration reform;

- enhancing performance of public administration system, e.g. ministries, state committees, national and regional agencies, and

- promoting learning and creating a network for the relevant stakeholders.

From October 2020 the second phase of the Regional Fund of Public Administration Reform in the Eastern Partnership has been started to promote good governance and public administration reform in the EaP countries in the following areas:

1. Supporting the Parliamentary Administration
2. Promoting civil service system
3. Performance of public Institutions
4. Boosting digitalization and e-governance
5. Support good governance reforms

The fifth project of the EaP Regional Fund multi-donor action "Governance Progress Board of the Eastern Partnership Countries" is invited by EU DG Near to contribute to the enlargement

package and fulfil the respective recommendations, which includes ensuring the transparency of public action and creating effective anti-corruption mechanisms.

The GIZ project aims to support the newly established Georgian Anti-Corruption Bureau. In this framework, it is intended to support them in the technical set-up audio-video design of an e-learning course aimed at all public officials in Georgia to raise awareness and knowledge of national and international regulations and standards on anti-corruption, as well as skills in dealing with risk situations and prevention in everyday professional life. The content part will be fully handled by the Anti-corruption bureau itself.

The purpose of the electronic course is acquisition of basic information (knowledge) necessary for a public servant. **It requires passing a test and finally the civil servant will have the opportunity to receive a certificate.**

It will serve to support development of uniform practice related to its application, as well as facilitation of professional knowledge for anticorruption regulations, their significance for professional behaviour and practical implications within the public servants by means of raising awareness on professional standards set by the Georgian legislation, as well as standards laid by European framework documents.

The electronic model of learning will enable retraining of public servants on antidiscrimination law in public service, by distance. Within the course, without leaving their workplace and environment, they will be able to obtain information on the notions set by EU standards and Georgian legislation, as well as on their application in practice, which in the long term, aims to prevent potential risks for breach regulations on anticorruption.

The content of the course will be fully covered and handled by the experts of Anticorruption Bureau of Georgia

The Civil Service Bureau of Georgia will provide its e-learning platform to place the e-course on anticorruption and further maintain it in collaboration with the Anticorruption Bureau of Georgia.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

Task 1: First Draft design

1.1. Designing and Developing of technical concept/draft design of e-course, based on the methodology and course modules elaborated by experts of Anticorruption Bureau, in close cooperation with them.

1.2. Presentation, discussion and revision of the draft design jointly with GIZ Project EaP Regional Fund for Public Administration Reform and Anticorruption Bureau of Georgia.

Once the first draft of digital content design has been developed and presented, the consultants will revise the draft design approach based on the received feedback.

Task 2: Finalisation of of the design of e-course based on provided methodology

- technical equipment (with audio- and video materials) and design of modules in close cooperation with Anticorruption Bureau

Milestones

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

Milestones/process steps/partial services	Deadline/place/person responsible
1st Draft design version of the electronic course in Georgian.	10 June, 2024
Final version of the e-course in Georgian	July 22, 2024

Period of assignment: from 01.05.2024 until 26.07.2024.

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.

The structure, format and design of e-course should be discussed and agreed with Anticorruption Bureau Georgia and GIZ.

a.   Substantive part of the electronic course

(The content of the course will be fully covered and handled by the experts of Anticorruption Bureau of Georgia)

Electronic course should consist of **11** thematic modules.

Module 1: What is corruption?

Module 2: Legislation on combating corruption.

Module 3: Corruption and Good Governance

Module 4: Corruption preventing mechanisms

Module 5: Diligence

Module 6: Assessing the risks of corruption

Module 7: Conflict of interests

Module 8: Gifts and other benefits

Module 9: Declaration of economic interest and asset declaration of public officials

Module 10: Whistle-blower Institute

Module 11: Transparency in political Finances

b. The structure of the electronic course

The structure of the electronic course and of each of its modules should include:

•   Introductory part: basic information on legal framework in Georgia and EU

•   Practical part with animation videos on practical cases which the public servants may confront in their everyday work.

•   Questions and options to choose on how one should act in the given case

•   Analysis of the concrete cases

•   Self-assessment part: questions with multiple choices to pass the module, with ability to make mistake two times.

c.   Technical and methodological side of the electronic course

General Remarks:

*The content of the electronic course should not be overloaded with specific terminology and large amount of texts, should be **easy to understand**, main messages should be **vivid, practice-oriented, short and precise**. In case of further interest in the theme, the participants should be able to obtain detailed information by means of the additional literature.*

To consider for technical equipment (with audio- and video materials) and design:

Each module of the electronic course should contain additional resources related to each theme discussed in the module (guides, handbooks, commentaries, etc.).

Electronic course should be **interactive and should facilitate engagement** of the participants by using various interactive methodologies (open questions, video materials, examples of specific unethical pathologies, etc.

Electronic course should have a **simple and user-oriented navigation** system, so that the course can be undertaken by any public servant.

It must ensure that the user fully gets familiar with the materials and does not run only formally through it. Specifically, in case of closing of the window of the course skipped by the user, the course should be terminated (e.g., audio or video) and should await reactivation of the window by the user. If the user does not interact for 2 minutes, the user's session must be ended.

After each information cycle, the user should answer **questions** which will be based on the materials, and after 5 incorrect answers the course should be terminated and should direct the user to **retake the course anew**.

The course should have an easy-to-use interface for users.

The course should have a Georgian-language interface and support for Unicode standard.

The course should allow its simultaneous usage by the adequate number of users without loss of performance.

*! **The course should be technically developed in such a way to comply with technical requirement for integration into electronic platform of Civil Service Bureau and other electronic platforms.***

d. Duration of the electronic course

The course should consist of **11** modules as listed above and be based on the content of the Georgian Legislation, EU framework documents, as well as guiding documents provided by Anticorruption Bureau of Georgia.

Duration of each video lecture last up to 15-25 minutes, the total course duration should not exceed 6 hours.

Electronic course should technically enable the user to divide the duration as per his/her own needs. However, the electronic course should be undertaken within a pre-determined time after its commencement.

e. Methodology

Electronic course should envision **self-assessment mechanism**. Each module should contain a self-assessment mechanism, either at the end of the module or at the end of each tutorial.

Self-assessment should be carried out using various methods: open and closed questions, tests, decision-making in a specific case scenario, etc. Each method should allow possibility to see correct answer and should provide short explanation with respect to the short answer.

The **materials** of the electronic course should contain **tests, as well as practical examples, short videos, instructions, advises, key messages, animations**, etc.

At the end of the course a **threshold** of minimum 80% of final test results should be set, passing of which will lead to successful completion of the course and electronic certificate should be generated automatically.

After successful completion of the course, the applicant should have the opportunity to give **assessment feedback**.

The last block should be dedicated to additional sources and reading material.

Civil Service Bureau shall have access to analytical and statistical information, for example, how many public servants have gone through the course, which issues were most problematic, interesting, etc. The statistical information may also become publicly available.

f. Target audience

Target audience for the electronic course is:

• Public servants – professional public servants and persons employed on the basis of administrative contract.

• Persons employed at management level.

• Persons employed in public agencies based on labour contract.

• Persons employed at the Legal Entities of Public Law (LEPL).

Electronic course should be mandatory for all public servants, including the newly appointed public servants and managers; as well as for persons employed at LEPLs.

For persons employed based on administrative and labour contract the electronic course shall be recommendatory.

3.1 Technical-methodological concept

(to be submitted by the bidder)

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

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 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 Technical Proposal must entail:
- Description of the profile and experience (3.1)

- Information on at least 2 successful projects of similar nature (3.2) (relevant papers should be attached);

- Detailed description of the method of implementation and conceptual approach for each task of the assignment, clear description of the roles of the proposed individual experts;

- Description of proposed work schedule;

- CVs of involved experts.

3.2 Further requirements (1.7)

! The course should be technically developed in such a way to comply with technical requirement for integration into electronic platform of Civil Service Bureau and other electronic platforms.

4.   Personnel concept

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

The tenderer is required to provide personnel/ expert pool suited to filling the tasks described, on the basis of their CVs (see Chapter 6), 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.

Short term expert pool

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 6 Requirements on the format of the bid) for the assessment.

Tasks of the short-term expert pool with minimum one and maximum two experts

Task 1: First Draft design

1.1. Designing and Developing of concept of e-course, based on the methodology and course modules elaborated by experts of Anticorruption Bureau

1.2. Presentation, discussion and revision of the draft design jointly with GIZ Project EaP Regional Fund for Public Administration Reform and the Anticorruption Bureau of Georgia

Once the first draft of digital content design has been developed, the consultants will revise the draft design based on the received feedback.

Task 2: Finalisation of the design of e-course based on provided methodology

Technical equipment and design of modules in close cooperation with Anticorruption Bureau of Georgia

Qualifications of the short-term expert pool

- Education/training (2.6.1): all experts with university qualification in public administration or other similar fields or course of study relevant to the sector

- General professional experience (2.6.3): all experts with 5 years of professional experience in e-course designing.
    - Experience of designing, monitoring or creating electronic platforms and/or separate electronic learning module
- Specific professional experience (2.6.4): All experts with at least 2 successful projects in training and didactics in the sphere of public administration
- Development cooperation (DC) experience (2.6.6): All experts with at least 2 years of experience in DC
- Other (2.6.7): All experts with at least 2 years of professional experience in educational sector.
    - Expert level competencies in elaborating different training courses
    - Strong analytical, didactical, and writing skills.

The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.

5.   Costing requirements

Assignment of personnel

Specification of inputs

Fee days		Number of experts	Number of days per expert	Total	Comments
Designation of expert pool		max. 2	20	40	

– With each payment stipulated in the Contract the Contractor should provide reports indicating precisely the actual working days spent, activities and deliverables. Payments will be made based on the submitted reports.

6. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. 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 0 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.

Reporting

– The Contractor is obliged to perform the assignment based on these ToRs while ensuring close contact with GIZ throughout the implementation of the assignment.

– The Contractor shall provide all the results directly and in the first turn to GIZ for discussion and further action.

– The Contractor will directly report to the GIZ Programme on the progress and completion of the tasks.