TERMS OF REFERENCE

Appointment of Service Provider to provide content for the Online Training platform

A. Background

SME Mauritius Ltd is seeking to hire a service provider for online training material and related support with the objective to allow MSMEs to update and upgrade their products, services and skills and be at the forefront of market development and trends.

B. Scope of Work

The service provider will be hired on an initial contract of two years, which may be renewable, conditional to satisfactory service. The service provider shall satisfy the following requirements:

1. The service provider will provide SME Mauritius Ltd with online training materials and create a video library on its platform which will be accessible to subscribers referred by SME Mauritius Ltd.

2. The video library of SME Mauritius Ltd. shall contain a wide variety of well-organised categories of courses in areas, such as, but not limited to:

   i. Design
   ii. Finance and Accounting
   iii. Human Resources
   iv. Communication
   v. Leadership and Management
   vi. Strategy
   vii. Marketing
   viii. Personal Development
   ix. Project Management and Operations
   x. Sales
   xi. Skills Development

3. The course materials should be updated frequently, at minimum, annually.

4. The course materials should be downloadable.

5. The service provider shall provide designated users, channelled by SME Mauritius Ltd, unlimited and concurrent access to the videos listed on the video library designated to SME Mauritius Ltd on the service provider’s platform. The material, along with other videos, should include exercise files and quizzes, (where appropriate), to allow MSMEs to put into practice what they have learned.

6. All users channelled by SME Mauritius Ltd should be able to preview the catalogue of courses available to them in order to help them in the choice of their preferred training course.

7. All users channelled by SME Mauritius Ltd should be able to access the downloadable courses they have purchased for unlimited time. The material, along with the videos, shall consist of short, bite-sized and easily digestible learning units (e.g. 3 to 5 minutes video).

8. Should the course material already purchased by the user be subsequently updated, the user should be able to access the updated course video, free of charge.

9. The videos should allow MSMEs to personalize learning experience by allowing the user to perform, but not limited, to the following tasks:
i. Bookmark preferred videos  
ii. Have access to course history  
iii. Receive course completion certificates  

10. The video playback should include closed-captioned transcripts so that MSMEs can search the text to find information quickly. The videos should be in English and have English subtitles. Additional French subtitles will be an advantage.

11. The Provider should enable users to share their professional skills achieved by completing the videos in the library via social media platform.

12. All videos shall be available via multiple delivery platforms such as, but not limited to, tablets, mobile devices, and desktop/laptop/computer.

13. The platform should support question and answer discussions between the learner and instructor.

14. The videos library shall allow multiple System Administrators to:  
   i. Create and customize learning paths that map to RP’s course curricula  
   ii. Share content and assign customised learnings paths in the Library to teams, departments or other user groups  
   iii. Manage users and licenses for specific groups

15. The videos library shall provide a robust system administrator console to generate data, reports and insights on learners through different levels of content usage/engagement (e.g. individual, specific group, activity). It shall include, but not limited to, the following insights:
   • Utilisation  
   • Duration  
   • Completion  
   • Popularity  
   • Rating

16. Customer Success Services  
The training provider should provide technical implementation and continuing engagement services to SME Mauritius Ltd. over the duration of the contract.  
Technical Integration  
• Single sign on implementation  
• Content Integration  
• Reporting Integration

Customer Success  
• Dedicated Customer success Manager  
• Program Design  
• Change Management  
• Business objective Definition  
• Deployment Strategy  
• Insights and Analysis  
• Continuing Learner Engagement Support

D. Contract Duration and Fees  
The contract is expected to be for the training of Mauritian MSMEs registered with the SME Mauritius Ltd. SME Mauritius Ltd. may award contracts to different training providers for this project.
E. **Reporting**

The selected Service Provider/s will be responsible to SME Mauritius Ltd. for all aspects relating to the mounting, delivery, monitoring and reporting of the training courses.

**How to apply**

Service Providers should fill up the attached sheet as part of the quotation exercise. Quotations in sealed envelopes should reach SME Mauritius Ltd by Monday 9th September 2019 at 16hrs. Envelopes should be addressed to:

**The Chief Executive Officer, SME Mauritius Ltd, 25, Pope Hennessy Building, Pope Hennessy Street. Port Louis, Mauritius.**

**Note:** SME Mauritius Ltd reserves the right not to proceed with this exercise.
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<th>SN</th>
<th>Items</th>
<th>Comply</th>
<th>Unit Cost</th>
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<tr>
<td>1</td>
<td>Cost of 1000 multiplatform responsive video courses (downloadable/frequently updated/ serviced for 2 years)</td>
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<td>2</td>
<td>Servicing and maintenance fee for 2 years</td>
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<td>3</td>
<td>Creating /hosting an SME Mauritius Ltd course video library on the service provider's platform</td>
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<td>Course Preview option</td>
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<td>Interactive option between learner and instructor</td>
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<td>6</td>
<td>Management of subscriptions, users and licences</td>
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<td>Reporting mechanism and customer related services</td>
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<td>Exercise files and quizzes</td>
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<td>Awarding of certificates</td>
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<td>Multiple System Administrator</td>
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