

CATHOLIC RELIEF SERVICES - UNITED STATES CATHOLIC CONFERENCE OF BISHOPS

TENDER FOR HIRING AN INDIVIDUAL CONSULTANT / FIRM FOR CHILD DEVELOPMENT CONTENT CREATION AND E-LEARNING PLATFORM SETUP

Title: Hiring an Individual Consultant / Firm for Child Development Content Creation and E-Learning Platform Setup

Tender Reference Number: CRS-Rwanda 010 – FY26 – TN/2026

Procurement Method: Open Tender

Date of Issue: April 20, 2026

Date of Submission: May 1, 2026

TENDER FOR HIRING AN INDIVIDUAL CONSULTANT / FIRM FOR CHILD DEVELOPMENT CONTENT CREATION AND E-LEARNING PLATFORM

1. Project Background

In alignment with its vision to ensure every child has access to comprehensive care, the National Child Development Agency (NCDA) is committed to enhancing the capacities of all stakeholders involved in child development. Recognizing that traditional workshop-based training is not cost-effective in reaching the vast number of ECD caregivers and actors, NCDA is establishing a "Child Development Online Education Platform."

This platform aims to provide a standardized, consolidated, and transformative curriculum. To ensure the platform's success, there is a critical need to transform existing training materials, policies, and strategies into engaging, interactive, and self-paced digital content specifically tailored for Early Childhood Development (ECD) caregivers and other actors involved in childcare at different levels.

2. Objective of the Assignment

The primary objective of this consultancy is to provide expert services in Child Development and Early Childhood Education to support the creation of the e-learning platform. The consultant will be responsible for curating, adapting, and transforming existing NCDA materials into a comprehensive, interactive, and user-friendly self-paced curriculum. This includes defining the pedagogical structure, guiding the creation of supporting multimedia, and developing assessment tools to ensure effective learning and certification.

3. Scope of Work and Responsibilities

The expert will work under the direct supervision of NCDA and in close collaboration with the software development team (**BK Techhouse**) and the two technical departments (Nutrition and Hygiene; Child Development, Protection and Promotion).

The specific tasks include:

A. Inception, Stakeholder Engagement, and Content Auditing (Weeks 1-3)

- Conduct a thorough review and audit of all existing NCDA materials relevant to ECD. This includes, but is not limited to:
 - Training manuals and facilitator guides from past workshops.
 - PowerPoint presentations and policy briefs.
 - National ECD policies, strategies, and legal frameworks.
 - Existing awareness materials (brochures, posters).
- Facilitate workshops with the two NCDA departments to validate the scope of content and identify priority modules for the pilot phase.
- Identify gaps in the current materials and propose a comprehensive curriculum outline for the self-paced online platform.
- Define clear learning objectives, target audience personas, and a logical flow of modules and chapters.

Deliverable: *Inception Report detailing the curriculum framework, content map, and work plan.*

B. Content Adaptation and Instructional Design (Weeks 4-8)

- Rewrite and adapt the existing technical content into a concise, engaging, and easy-to-understand format suitable for online self-learning (e.g., short text blocks, bullet points, case studies, scenarios).
- Ensure the content is pedagogically sound and follows a logical progression for self-paced learners.
- Develop detailed storyboards and scripts for audio-visual materials (animations, short videos) that can enhance learning and engagement. These concepts will be handed over to the multimedia firm for production.

Deliverable: First draft of adapted digital-ready content for all modules.

C. Assessment and Certification Tool Development (Weeks 7-10)

- Design a robust assessment framework to control learner progress.
- Create a bank of assessment questions and quizzes for each module/chapter, primarily in multiple-choice format, but also exploring other interactive formats (e.g., drag-and-drop, true/false, scenario-based learning).
- Define the criteria for course completion and the requirements for the "Certificate of Completion."

Deliverable: Comprehensive assessment bank mapped to learning objectives.

D. Platform Configuration Guidance and Review (Weeks 2-12)

- Work hand-in-hand with **BK Techouse** to advise on the pedagogical configuration of the chosen LMS (Moodle, Canvas, etc.).
- Provide input on the user interface (UI) and user experience (UX) to ensure it is intuitive and conducive to learning.
- Recommend features that enhance self-paced learning while ensuring academic integrity (e.g., advising on how to structure the platform to encourage thorough reading before assessments).
- Review the platform during the development phase to ensure it aligns with the pedagogical goals.

Deliverable: Configuration guideline document and ongoing feedback reports to BK Techouse.

E. Content Finalization, Uploading, and Quality Assurance (Weeks 11-14)

- Finalize all text-based content based on feedback from NCDA technical teams.
- Collaborate with the multimedia firm to review produced videos/animations and ensure they match the storyboards and learning objectives.
- Oversee the uploading of all content and assessments onto the platform to ensure proper formatting and functionality.
- Conduct thorough testing of the platform and content to identify bugs or areas for improvement.

Deliverable: Finalized course content uploaded to the platform, ready for pilot testing.

F. Pilot Testing Support and Handover (Weeks 15-16)

- Support NCDA in facilitating a pilot test with a small group of end-users (e.g., ECD caregivers, journalists).
- Collect and analyze feedback from pilot users.
- Make final adjustments to the content and assessments based on pilot feedback.
- Develop a simple content update guide for NCDA staff to manage minor updates in the future.

Deliverable: Final Report summarizing the process, outcomes, challenges, and recommendations for future expansion, including a handover note for NCDA.

4. Expected Deliverables

#	Deliverable	Description	Timeline
1	Inception Report	Detailed work plan, curriculum structure, and content audit results.	End of Week 3
2	Draft Course Content & Multimedia Storyboards	First draft of digital-ready text content and scripts for multimedia.	End of Week 8
3	Assessment Bank	Comprehensive database of quizzes and assessment questions.	End of Week 10
4	Finalized Content & QA Report	Final content delivered, uploaded to platform, and tested for functionality.	End of Week 14
5	Final Report & Handover Notes	Summary of activities, pilot feedback, and recommendations for future updates.	End of Week 16

5. Qualifications and Experience

A. Education:

- Master's degree in Educational technology, Instructional Design, Early Childhood Education, Child Development, or a related field.

B. Professional Experience:

- At least 5 years of proven experience in curriculum development, instructional design, or content creation, specifically in the field of Early Childhood Development (ECD).
- Deep understanding of ECD core concepts, including nutrition, health, hygiene, child protection, and positive parenting.
- Demonstrated experience in converting traditional training materials into engaging digital/online learning content.
- Experience in developing assessment tools (quizzes, tests) for certification programs is highly desirable.
- Familiarity with e-learning authoring tools and Learning Management Systems (LMS) like Moodle or Canvas is a strong asset.
- Previous work experience with government agencies, UN bodies, or international NGOs in the area of child development is an added advantage.

C. Skills and Competencies:

- Excellent analytical and writing skills with the ability to simplify complex technical information.
- Strong creative and visualization skills to storyboard engaging multimedia content.

- Ability to work collaboratively with technical teams (software developers, multimedia producers) and government departments.
- Highly organized and able to deliver high-quality outputs within a structured timeframe.

6. Management and Collaboration

- The consultant will report directly to the Deputy Director General of NCDA.
- The consultant will work closely with the **BK Techouse** software team and the designated **Multimedia Firm** (for content creation).
- Regular progress meetings will be scheduled to ensure alignment with NCDA's strategic goals and technical requirements.

7. Duration and Timeline

The consultancy will be for a period of **four (4) months** from the date of contract signing.

8. Payment Schedule

Payment will be linked to the successful submission and approval of deliverables:

- **20%** upon submission and approval of the Inception Report (Deliverable 1).
- **30%** upon submission and approval of the Draft Course Content and Assessment Bank (Deliverables 2 & 3).
- **30%** upon successful uploading and QA of finalized content (Deliverable 4).
- **20%** upon submission and approval of the Final Report and successful handover (Deliverable 5).

10. Reporting and Coordination

- The Consultant will report directly to the NCDA with day-to-day coordination through the Deputy Director General.
- NCDA will facilitate access to documents, stakeholders, and required data.
- A Technical Working Group will review draft outputs and provide guidance
- NCDA and CRS technical staff will work with the consultants at all stages

11 Technical Evaluation

Category	Technical Evaluation Criteria	Weighting
Education and qualifications of proposed key personnel	Relevant academic and professional qualifications of the proposed team, including the Team Lead, LMS/Platform Specialist, and System/QA Support personnel	10
Relevant firm and team experience	Proven experience in designing, configuring, deploying, and supporting digital learning platforms or similar systems	20

Methodology and technical approach	Clarity, appropriateness, and feasibility of the proposed methodology in relation to the scope of work, including LMS configuration, hosting/deployment, content integration, testing, training, and support	30
Work plan and staffing	Adequacy and realism of the work plan in covering all key aspects of the assignment within the required timeline, including staffing structure, milestones, and coordination arrangements	10
Sub-Total – Technical		70
Financial proposal	Value for money based on proposed cost, fee rates, staffing inputs, and total cost of the assignment	30
TOTAL		100

11.1. Minimum Technical Threshold

The minimum technical score required to pass the technical stage shall be 70% of the technical score, equivalent to 49 out of 70 points. **Only bidders scoring 49/70 or above in the technical evaluation shall proceed to the financial evaluation stage.**

11.2. Financial Evaluation

The financial proposal shall account for **30%** of the total score. The financial score for each bidder shall be calculated using the following formula:

$$FS = (LF / Fi) \times 100$$

Where:

- **FS** = Financial Score of the proposal under evaluation
- **LF** = Lowest evaluated financial proposal
- **Fi** = Financial proposal of the bidder under evaluation

11.3 Final Combined Score

The winning bidder shall be determined by combining the **normalized technical score** and the **financial score** using the following formula:

$$S = (TS \times 0.70) + (FS \times 0.30)$$

Where:

- **S** = Final Score
- **TS** = Normalized Technical Score
- **FS** = Financial Score

12. Submission Details

Interested and qualified firms are invited to submit their proposals electronically to **Catholic Relief Services (CRS)** as outlined below.

A. Submission Package: Bidders must submit **three separate PDF documents:**

1. Administrative Evaluation

Applicants must provide the following:

1. Legal registration and operation in Rwanda.
2. At least one page of company profile (for consultant firms)
3. A copy of full registration certificate (RDB certificate), if applicable
4. Data Controller/Processor certificate provided by the National Cyber Security Authority
5. VAT and/or tax clearance certificates, if applicable.
6. At least three completion certificates of similar services.
7. Submission of required documents as listed above.

2. Technical Proposal

The technical proposal should include:

- Understanding of the assignment;
- Proposed methodology and technical approach;
- Workplan and implementation schedule;
- Approach to coordination with NCDA and the separate content development firm;
- Company profile and relevant institutional experience;
- CVs of proposed key personnel;
- At least two examples of similar assignments completed;
- Contact details of two professional references.

3. Financial Proposal

The financial proposal should include:

- Detailed budget in **Rwandan Francs (RWF)**;
- Breakdown of professional fees and estimated costs;
- Cost by deliverable or milestone;
- Proposed payment terms aligned with the deliverables in the ToR.

B. Submission Email and Subject Line:

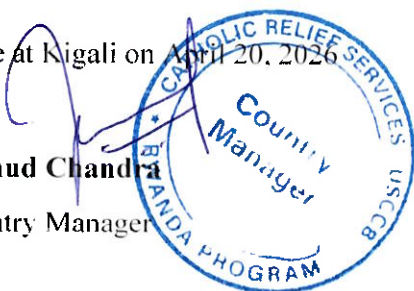
Proposals should be submitted by email to:

Email: Rwandabids@crs.org with **Subject line:** *“Proposal – Child Development Content Creation and E-Learning Platform Setup”* no later than **May 1, 2026, at 5:00 p.m. Rwanda time.** Late submissions will not be considered.

Done at Kigali on April 20, 2026

Kumud Chandra

Country Manager



SUPPLIER / SERVICE PROVIDER CODE OF CONDUCT

[Catholic Relief Services \(CRS\)](#) has committed to the principles of responsible sourcing and we expect our suppliers and service providers to fully follow the applicable contractual obligations to include CRS terms & conditions, local and relevant/otherwise applicable laws and to adhere to internationally recognized environmental, social, and corporate governance standards. We also expect our suppliers to implement these standards with their suppliers and subcontractors, as inspired by the [United Nations Global Compact initiative](#), the [United Nations Guiding Principles and Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), [ETI Base Code](#), and applicable [CRS' Policies, Procedures and Standards](#).

1) SOCIAL

- Prohibit all forms of harassment, sexual harassment, [exploitation and abuse](#), including sexual exploitation and abuse, and [trafficking in persons](#).¹ All sexual activity with a child, defined as person under the age of 18 years, is considered sexual abuse regardless of local age of consent.
- Have mechanisms in place to actively prevent, address, and respond to harassment, sexual harassment, exploitation, and abuse, including sexual exploitation and abuse, and trafficking in persons.
- Support the protection of internationally proclaimed human rights and prohibit forced, bonded, and involuntary labor and child labor.
- Do not recruit or employ children under the age of 15 years. Do not recruit or employ children under 18 years for work that is mentally or physically dangerous or interferes with schooling.
- Treat employees with dignity and respect and supply a workplace that is safe and hygienic, complies with national laws, and is free from discrimination on the basis of race, gender, age, religion, sexuality, culture or disability.
- Provide accessible and confidential reporting mechanisms for employees and other stakeholders to report concerns or suspicions of any forms of harassment, abuse and exploitation described above and potentially unlawful practices by management or employees.
- Commit to protecting reporters or whistleblowers from retaliation.
- Uphold the freedom of association and the right to collective bargaining as set out within applicable laws.
- Ensure wages and working hours meet national legal standards.

2) GOVERNANCE

- Abide by all applicable national and international trade laws and regulations including but not limited to antitrust, trade controls, and sanction regimes.
 - Consider business integrity as the basis of business relationships.
 - Prohibit all types of bribery, corruption, money laundering and terrorism financing
 - Forbid gifts to private or public officials that aim to influence business decisions or otherwise encourage them to act contrary to their obligations.
 - Respect the privacy and confidential information of all your employees and business partners as well as protect data and intellectual property from misuse.
 - Have data protection and managements standards in place that address data collection, safeguarding, sanitation and disposal. The data owner is aware of the data provision terms and conditions and supplies consent as per [CRS Responsible Data Values and Principles](#)
 - Implement a proper Compliance Management policy and procedure, which facilitate compliance with applicable laws, regulations, and standards.
-

¹ Refer to pages 6 and 7 of CRS' Policy on Safeguarding for further details on prohibited exploitative conduct, including procurement of commercial sex, employment practices, and relationships with beneficiaries that are exploitative or abusive.

3) ENVIRONMENT

- Follow all applicable environmental, health and safety regulations.
- Promote the safe and environmentally sound development, manufacturing, transport, use and disposal of your products.
- Ensure by using proper management policies and procedures that product quality and safety meet the applicable requirements.
- Protect your employees' and neighbors' life and health, as well as the public at large against hazards inherent in your processes and products.
- Use resources efficiently, apply energy-efficient and environmentally friendly technologies and reduce waste, as well as emissions to air, water, and soil.

Because CRS is a recipient of numerous grants or contracts provided by governmental, public, and private donors, all suppliers and service providers are hereby notified that other donor-specific compliance measures may be included in the legal instrument through which goods or services are procured.

CRS reserves the right to conduct due diligence audits or assessments to ensure your compliance and will take reasonable steps to investigate or otherwise take appropriate action to address concerns. CRS reserves the right to terminate any relationship for non-adherence to the abovementioned requirements.

Should you have any concerns or suspicions of any forms of harassment, abuse and exploitation described above and in CRS' Safeguarding Policy, illegal or improper conduct, CRS requires you to report through any of the following channels:

- CRS Management
- CRS Whistleblower site: <http://bit.ly/crshotline>
- Email: alert@crs.org
- Phone/Skype: 1-866-295-2632
- Toll free for CRS Rwanda : 8007
- Mail: (mark "Confidential")
Attention: General Counsel
Catholic Relief Services
228 W. Lexington Street
Baltimore, MD 21201

Ensuring the principles of sustainable development in our supply chain is important to CRS. We hope that as our partner you show your commitment via compliance with your own code of conduct or company policies that embrace these standards.

In accepting business from CRS in the form of a purchase order, contract, or agreement, you are implicitly accepting your organization's roles and responsibilities outlined in this document.

Date: _____

Name: _____

Title: _____

