



ONE **ASEAN**
ONE **RESPONSE**

Jakarta, 17 April 2025

To: INTERESTED BIDDERS

Our reference: Tender No: AHA-T/2025/April/T-004

SUBJECT: INVITATION to Tender for Consultant Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre

Dear Sir / Madam,

Following the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier.

Any request for clarification must be received by the AHA Centre by 29 April 2025 at 17.00 Jakarta Local Time and the AHA Centre will reply to the bidder's questions by 30 April 2025 at 17.00 Jakarta Local Time.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your tender at the address specified in the Instructions to Bidders before 15 May 2025 at 17.00 Jakarta Local Time, as stated in the procurement notice.

Yours sincerely,

Procurement – The AHA Centre



ONE **ASEAN**
ONE **RESPONSE**

Call for Tender

Consultant Development of Corporate Affairs and Staff Onboarding
e-Learning Management System (LMS) Courses for the AHA Centre

Publication reference:
AHA-T/2025/April/T-004

17 April 2025

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INSTRUCTIONS TO BIDDERS

In submitting a tender, the bidder accepts in full and without restriction the special and general conditions governing this tender as the sole basis of this tendering procedure. The bidder accepts the AHA Centre General Terms and Conditions of Purchase by default, or will include its own Sales conditions in its offer. If the bidder wishes to point out restrictions to the AHA Centre Terms and Conditions, such reservations should be clearly explained in a letter included in the offer.

Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender.

1. Preamble

With funding from the New Zealand Ministry of Foreign Affairs and Trade (MFAT), the AHA Centre is implementing the Strengthening Institutional Capacity (SICAP) Project. This initiative supports institutional strengthening of the AHA Centre and the broader ASEAN community by promoting inclusive sharing knowledge on disaster management via e-learning platforms.

As part of the SICAP project, the AHA Centre aims to develop an e-Learning Management System (LMS) course on financial management, human resources (HR), administration, and procurement. This course is designed to equip general staff, non-finance personnel, and new hires with essential institutional knowledge, particularly during their induction. The LMS will ensure staff are familiar with the Centre's financial and administrative processes, donor compliance, ERP system usage, and key policies.

2. Purpose of the Call for Tenders

The Objectives of the Consultancy are follows:

To develop and deliver comprehensive, interactive, and user-friendly online training courses with video, sound, and interactive elements, covering the AHA Centre's finance, human resources, procurement, and administration procedures. The courses will support staff learning and onboarding through the AHA Centre's Moodle-based LMS platform.

The Call for tenders aims at selecting Consultant who submit application as required in "Scope of Works and Deliverables" (Appendix 1), "Terms of Reference Technical Consultant Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre" (Appendix 6), and this Tender Document 7.2 Contents of Tender and meet technical specification for services as defined in "Technical Offer Based on Technical Specification" (Appendix 2).

3. Call for Tenders Schedule:

ACTIVITIES	DATE	TIME*
Tender Announcement	17 April 2025	17.00
Deadline for request for any clarifications from the Bidders	29 April 2025	17.00
Deadline for AHA Centre to respond to the clarifications	30 April 2025	17.00

Deadline for submission of tenders (receiving date, not sending date)	15 May 2025	17.00
Tender opening session / open proposal document	16 May 2025	10.00
Evaluation shortlisted bidders	19 May 2025	10.00 – 16.00
Clarification meeting/Interview shortlisted Bidders	21 May 2025	11.00-17.00
AHA Centre evaluation meeting	22 May 2025	14.00
Preparation and finalisation of administration	23-28 May 2025	10.00 – 17.00
Notification of award to the non and successful bidder	26 May 2025	12.00 – 16.00
Contract signing	30 May 2025	16.00

* All times are the local time of Jakarta – Indonesia

Please note all dates are provisional dates and the AHA Centre reserves the right to modify this schedule.

4. Questions and Clarifications

If the AHA Centre, either on its own initiative or in response to a request from a prospective bidder, provides additional information on the tender dossier, such information will be communicated simultaneously in writing to all the bidders.

Bidders may submit questions in writing to the following address, by email, on the date indicated in Call for Tenders Schedule (Item 3), specifying the publication reference and the Tender title:

Contact Name: Procurement
E-mail : procurement@ahacentre.org

Any prospective bidder seeking to arrange individual meetings with the AHA Centre during the tender period will not be entertained and may be excluded from the tender exercise.

5. Pre-Bid/Clarification meeting

A pre-bid meeting will be conducted on 23 April 2025 at 15.00 Jakarta local time through:

Join Zoom Meeting

<https://us06web.zoom.us/j/86318094269?pwd=TAiqWPwOYGDBaAc6SbDNwhIJS0SoLp.1>

Meeting ID: 863 1809 4269

Passcode: fnM8x=

Visits by individual prospective bidders, other than this meeting, cannot be permitted during the tender period.

6. Eligibility

Participation in tendering is open on equal terms to any natural and legal persons or company. However, to comply with some of the AHA Centre's donor's rules, participants must clearly indicate their company's nationality and origin of the proposed good/services.

7. Instructions to submit an Offer

The AHA Centre reserves the right to negotiate, accept or reject any or all proposals and quotations at its sole discretion and to pursue or act further on any responses it considers advantageous. The AHA Centre does not bind itself to accept the lowest price offer. All proposals will be irrevocable after the Call for Tenders closing date.

7.1 – Response Format

The tenders should be sent:

By email with email subject: Tender Consultant Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre. Offers should be sent to procurement@ahacentre.org. The email time stamp will serve as a reference for the date of submission of the tender.

The tender documents must be protected by a password and the password must not be provided to the AHA Centre until the date and time of Bid Opening as indicated in Article 3: Call for Tenders Schedule. Bid submitted without protected password or submission of password before the indicated date will be disqualified.

Offers must be received by the AHA Centre no later than 15 May 2025 at 17.00 Jakarta Local time.

Late proposals will not be accepted and will be returned to the Proponent or discarded. Also, all proposals will be irrevocable after the Call for Tenders closing date/deadline for submission of tender.

7.2 – Contents of Tender

The bidder must provide sufficient information in the proposal to demonstrate compliance with the requirements set out in each section of this request for proposal. The proposal shall include, as a minimum:

- 1) Evaluation narrative proposal which informs Consultant profile, evaluation plan, data management & quality control, budget plan, reference, sample of evaluation reports and strategic plan documents with details required in the “TERMS OF REFERENCE (TOR)
Consultancy Title: Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre (Appendix 6).
- 2) “Technical Offer” (Appendix 2) completed in detail with the products/services that the participant offers in answer to the AHA Centre needs.
- 3) “Consultant Questionnaire” duly completed (Appendix 3). This questionnaire should be completed with all required information such as:
 - a. Proof of Company Registration in the place of operation (Indonesia and/or other country)
 - b. Local Government permit to locate and operate in the current location of office or factory
 - c. Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations or Certificate of Tax exemption, if any such privilege is enjoyed by the bidder
 - d. Statement of Satisfactory Performance (written comments or contracted documents and size of the contracts) from the top 3 (three) clients in terms of Contract Value during the past 3 (three) Years (2022 – 2024)

- e. A detailed delivery schedule (timeline) for the scope of works and deliverables.
- f. Bank Statement one year back.

- 4) "Detailed Pricing Matrix" (Appendix 4) with detailed price offer and explanatory notes if necessary. Note that all cost proposals should be in US Dollar.
- 5) "The Declaration of compliance and commitment to respect the AHA Centre Good Business Regulations" (Appendix 5) filled and signed by the duly authorized person.

Failure to provide all of the above and in the formats stipulated may result in disqualification of the Bidder's proposal.

8. Period of validity

Consultants shall be bound by their tenders for a period of 60 (sixty) days minimum from the deadline for submission of tenders. However, the prices and conditions defined in the contract signed with the selected consultant will be valid for nine (9) months after the contract is signed.

9. Currency of tenders

Tenders must be presented in USD currency, VAT and all other taxes, shipping and transport, customs, duties, etc., included.

10. Language of offers and procedure

The offers, all correspondence and documents related to the tender exchanged by the bidder and the AHA Centre must be written in English.

11. Alteration or withdrawal of tenders

Bidders may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders referred to in Article 3. No tender may be altered after this deadline. Withdrawals must be unconditional and will end all participation in the tender procedure.

12. Costs of preparing tenders

All costs incurred by the bidder in preparing and submitting the tender are not reimbursable. All such costs will be borne by the bidder.

13. Opening, evaluation of tenders and selection criteria

The opening and examination of tenders are for the purpose of checking whether the tenders are complete and whether the tenders are generally in order.

Tenders will be evaluated on the criteria listed below:

- Ability to meet the technical specifications and requirements under this Call for Tenders
- Quality of Evaluation narrative proposal
- Sample evaluation reports & strategic plan
- Interview
- Demonstrable ability to perform all functions related to the scope within the time specified
- Bidders' references

- Bidders' product and service offering
- Total price/cost submission (value for money)
- Value added services

In the interests of transparency and equal treatment and without being able to modify their tenders, bidders may be required, at the sole written request of the Tender Committee to provide clarifications within 48 hours. Any such request for clarification must not seek the correction of formal errors or of major restrictions affecting performance of the contract or distorting competition.

Any attempt by a bidder to influence the Tender Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence the Tender Committee in its decision concerning the award of the contract will result in the immediate rejection of her/his tender. No liability can be accepted for late delivery of tenders. Late tenders will be rejected and will not be evaluated.

14. Notification award and contract signature

The successful bidder will be informed in writing that its tender has been accepted (notification of award). The AHA Centre will send the signed contract documents in soft copies to the successful bidder.

Within three (3) working days following the reception, the successful tenderer will sign, date and send back the contract. The successful bidder will have to provide the number and exact references of the bank account prior to the contract signing

If the successful bidder fails to sign and send back the contract within three (3) working days, the AHA Centre can consider (after reasonable notification) the award as null and void.

The unsuccessful bidder(s) will be informed in writing.

15. Ownership of tenders

The AHA Centre retains ownership of all tenders received under this tender procedure. Consequently, bidders have no right to have their tenders returned to them.

16. Contract

The contract that will be concluded between the successful bidder and the AHA Centre shall be in accordance with the AHA Centre standard Contract Agreement.

The contract will contain the following elements:

- Terms and requirements as defined in the present Tender dossier
- The selected Consultant's offer

17. Cancellation of the tender procedure

In the event that a tender procedure is cancelled, bidders will be notified by the AHA Centre without specifying the reason for the concentration.

If the tender procedure is cancelled before the date of the Opening of the Bids as stated in Article 3. Call for Tenders Schedule, the protected submission emails will be returned, unopened, to the bidders.

Cancellation may occur where:

1. The tender procedure has been unsuccessful, namely where no qualitatively or financially worthwhile tender has been received or there has been no response at all;

2. The economic or technical parameters of the project have been fundamentally altered;
3. Exceptional circumstances or *force majeure* render normal performance of the project impossible;
4. All technically compliant tenders exceed the financial resources available;
5. There have been irregularities in the procedure, in particular where these have prevented fair competition.

Under no circumstances will the AHA Centre be liable for damages, whatever their nature (in particular damages for loss of profits) or relation with the cancellation of a tender, even if the AHA Centre has been warned of the possibility of damages.

The publication of a procurement notice does not commit the AHA Centre to implement the announced programme or project.

18. Invoicing & Payment

18.1 Invoicing

Payments will be processed after acceptance of the products by the AHA Centre representative and upon receipt of original invoices issued by the Consultant.

In order to claim payments, the Consultant must provide the AHA Centre with the following documents for each lot supplied:

1. Deliverables
2. Original invoices

18.2 Payment

All payments will be exclusively made by bank wire transfer on behalf of the Consultant, on his/her bank account number to be specified.

The currency of payment is USD

18.3 Payment Schedule

DELIVERABLES	TIMELINE	PAYMENT SCHEDULE
1. Kick-off meeting, including data correction and initial desk review with AHA Centre focal points	1 week after contract signing	
2. Development plan including work plan, interface design, technical recommendations	Within 2 weeks after the kick-off meeting	10%
3. Prototype LMS course including tasks 1–17 as listed above	Within 4 weeks after Deliverable 2	
4. Production of e-learning content and multimedia elements	Within 4 weeks after Deliverable 3	20%
5. First version of e-learning courses	Within 2 weeks after Deliverable 4	

6. Trial of e-learning courses	Within 2 weeks after Deliverable 5	20%
7. Final version of e-learning courses incorporating all feedback	Within 4 weeks after Deliverable 6	20%
8. Handing over of e-learning courses and provide training to staff members	Within 2 weeks after Deliverable 7	20%
9. Technical documentation, user manual and work plan for the post-launch technical support	Within 2 weeks after Deliverable 8	10%

19. Ethics

The AHA Centre pays very careful attention to working with companies that commit to respect basic Ethics Rules. The bidders have to read and understand the Good Business Regulations as defined by the AHA Centre and introduced in the Appendix 5 of this tender dossier. The bidders will have to fill and sign in the Appendix 5: *Declaration of compliance & commitment to respect the AHA Centre Good Business Regulations*.

Appendices

Appendix 1: Scope of Works and Deliverables

Appendix 2: Technical Offer based on Technical Specification

Appendix 3: Consultant Questionnaire

Appendix 4: Detailed Pricing Matrix

Appendix 5: The AHA Centre's Good Business Regulations

Appendix 6: Terms of Reference Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre

**Appendix 1:
Scope of Works and Deliverables**

Table below summarises the scope of works and deliverables.

DELIVERABLES	TIMELINE	PAYMENT SCHEDULE
1. Kick-off meeting, including data correction and initial desk review with AHA Centre focal points	1 week after contract signing	
2. Development plan including work plan, interface design, technical recommendations	Within 2 weeks after the kick-off meeting	10%
3. Prototype LMS course including tasks 1–17 as listed above	Within 4 weeks after Deliverable 2	
4. Production of e-learning content and multimedia elements	Within 4 weeks after Deliverable 3	20%
5. First version of e-learning courses	Within 2 weeks after Deliverable 4	
6. Trial of e-learning courses	Within 2 weeks after Deliverable 5	20%
7. Final version of e-learning courses incorporating all feedback	Within 4 weeks after Deliverable 6	20%
8. Handing over of e-learning courses and provide training to staff members	Within 2 weeks after Deliverable 7	20%
9. Technical documentation, user manual and work plan for the post-launch technical support	Within 2 weeks after Deliverable 8	10%

Appendix 2:
Technical Offer based on Technical Specifications

The AHA Centre Requirements (minimum)	Consultant's Offer
<p>The consultancy team should include at minimum:</p> <p>a) Team Leader</p> <p>The Team Leader will be responsible for the overall coordination and management of the consultancy assignment. This includes quality control, timely delivery of outputs, team coordination, and communication with the AHA Centre. The Team Leader must ensure that the project is aligned with the scope and expectations outlined in the TOR and is delivered within the agreed timeline and budget. The Team Leader will also lead planning sessions, monitor progress, and provide strategic guidance to the rest of the team.</p> <ul style="list-style-type: none"> • Oversee quality assurance and delivery • 5+ years in IT/digital learning • 5+ years managing e-learning development • 3+ years of leadership experience 	
<p>b) Key Expert 1: Finance, HR, and Admin Specialist</p> <p>This expert will be responsible for developing the core content related to finance, human resources, administration, and procurement modules. This includes adapting internal AHA Centre policies and procedures into effective e-learning formats. The expert will ensure all content reflects current institutional practices, relevant policies, and donor compliance frameworks. They will also support the Team Leader in providing technical clarification and liaising with internal focal points.</p> <ul style="list-style-type: none"> • 2+ years in developing technical content • 5+ years in accounting, finance, and HR • 2+ years' experience with training and development 	
<p>c) Key Expert 2: Instructional Designer</p>	

<p>This expert will lead the design and structuring of the learning experience to ensure it is pedagogically sound, engaging, and tailored to the needs of learners at the AHA Centre. Responsibilities include developing instructional design documents, creating course outlines and storyboards, and aligning learning objectives with content delivery. The Instructional Designer will also work closely with the Subject Matter Experts to translate content into interactive and impactful e-learning modules.</p> <ul style="list-style-type: none"> • 2+ years in developing storyboards and content • 4+ years in e-learning design • 4+ years in training and course development 	
<p>d) Key Expert 3: Media and Technology Developer</p> <p>This expert will be responsible for all media production and technical development aspects of the e-learning platform. Tasks include producing animations, voiceovers, interactive media, and other digital assets to enhance user engagement. The Media and Technology Developer will ensure compatibility with Moodle LMS, implement SCORM/X-API standards, and integrate accessibility features. They will collaborate with the Instructional Designer to bring learning content to life.</p> <ul style="list-style-type: none"> • Create multimedia assets and platform integration • 4+ years in developing e-learning graphics and programming 	
<p>All proposed experts must demonstrate a minimum of IELTS Band 5, or TOEFL score of 500, or B2 level (Upper-Intermediate) equivalent in English language proficiency both written and spoken to ensure effective communication with AHA Centre staff and stakeholders.</p>	
<p>Ability to be flexible and respond to changes as part of the review and feedback process.</p>	
<p>Ability and strong commitment to meet deadlines and work in a dynamic environment.</p>	

Please provide additional sheets as necessary to include photos and proposed technical specifications

**Appendix 3:
Consultant Questionnaire**

Publication reference: AHA-T/2025/April/T-004

Company Name:	
Company Address:	
Contact Name:	
Contact Position / title:	
Contact Details (Phone / Email):	

Company Information:			
1	Is your company registered in Indonesia? Please provide a copy of Registration.		
1a	If not, where is your company registered?		
2	When was it registered?		
3	Is your company part of an international company?		
4	Do you have other offices / plants in the country? Where?		
5	How many employees work for your company in-country?		
Financial Information:			
6	What is your yearly income in USD over the last 2 years?		
6a	Last Year (2023):		
6b	Previous Year (2024):		
7	Can you provide audited Financial accounts upon request?		
Customer References:			
8	Have you worked in the past with the AHA Centre (detail year and activity)? <i>If yes, please provide details below</i>		
8a	<u>Title of Contract</u>		<u>Year</u>
			<u>Amount (USD)</u>
9	Please provide names and contacts of 3 customers to whom you have recently provided the same kind of products / services with similar value of contract		1. 2. 3.
9a	<u>Customer (company) Name</u>	<u>Contact Name</u>	<u>Address</u>
	<u>Contact No & Email</u>		
Technical Capacity:			
10	What is your core activity?		
11	What other products / services do you offer?		
Financial Conditions:			
12	What is the validity of your offer? (Minimum 60 days) or		

13	If you get awarded the Contract, will you offer fixed prices for 4 months? or	
14	Do you have an official receipt or invoice?	

**Appendix 4:
Detailed Pricing Matrix**

Consultant Name:
Address:

Telephone:
Fax:
Website:
Contact Person:
Telephone/Mobil Phone:
Email:

ITEM (Specification as detailed on Appendix 1, 2, & 6)	Qty (%)	UoM	UNIT PRICE (USD)	TOTAL PRICE (USD)
Development plan including work plan, interface design, technical recommendations	10%			
Production of e-learning content and multimedia elements	20%			
Trial of e-learning courses	20%			
Final version of e-learning courses incorporating all feedback	20%			
Handing over of e-learning courses and provide training to staff members	20%			
Technical documentation, user manual and work plan for the post-launch technical support	10%			
GRAND TOTAL (USD)				

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of this Tender.

[Name and Signature of the Consultant's Authorized Person]
[Designation]
[Date]

Appendix 5:
The AHA Centre's Good Business Regulations

These Good Business Regulations are the ground for a professional working relationship between the AHA Centre and the Tenderer.

They are general regulations valid unless other particular conditions are mentioned in the contract. In case of conflicting terms within documents, the conditions of the contract or tender dossier will prevail on these Good Business Regulations.

I. Principles of the procurement procedures

The AHA Centre has transparent procedures to award markets. Essential principles are

- *Transparency* in the procurement process
- *Proportionality* between the procedures followed for awarding contracts and the value of the markets
- *Equal treatment* of potential Consultants

Usual criteria to select a Consultant are:

- Authorization to perform the market
- Financial and economic capacities
- Technical expertise
- Professional capacities

Usual criteria to award markets are:

- Automatic award (the cheapest offer complying with all requirements)
- Best value for money (price/quality ratio)

II. Misbehavior, ineligibility and exclusion

The AHA Centre considers the following misbehavior as a valid ground for a systematic exclusion of an awarding market procedure and for the termination of all working relationship and contracts:

- Fraud defined as any intentional act or omission relating to:
 - The use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of the AHA Centre or institutional donors' funds
 - Non-disclosure of information, with the same effect
 - The misapplication of such funds for purposes other than those for which they were originally granted
- Active corruption: to deliberately promise or give an advantage to an official for him/her to act or refrain from acting in accordance with his/her duty in a way which damages or is likely to damage the AHA Centre or institutional donors financial interests
- Collusion: the co-ordination of firm competitive behavior, with the likely result that prices rise, output is restricted and the profits of the colluding companies are higher than they would otherwise be. Collusive behaviour does not always rely on the existence of explicit agreements between firms, but can also be tacit.
- Coercive practice: harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract.
- Bribery: to offer the AHA Centre employees monetary or in-kind gifts in order to gain additional markets or to continue a contract

- Involvement in a criminal organization or any other illegal activity established by a judgement, by the US Government, the European Union, the United Nations or any other donor funding the AHA Centre.
- Immoral Human Resources practices: exploitation of child labour and the non-respect of basic social rights and working conditions of employees or sub-Consultants.

The AHA Centre will exclude from a procurement procedure any candidate or tenderer falling into one of the following cases:

- To be bankrupt or to be wound up, to have affairs administered by the courts, to have entered into an arrangement with creditors, to have suspended business activities, to be the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations
- To have been convicted of an offence concerning professional conduct by a judgement that has the force of *res judicata*
- To have been guilty of grave professional misconduct proven by any means that the AHA Centre can justify
- To have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the AHA Centre mission is operating or those of the country where the contract is to be performed
- They have been the subject of a judgement that has the force of *res judicata* for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests
- To have been declared to be in serious breach of contract for failure to comply with their contractual obligations in another previous procurement procedure

The AHA Centre will not award contracts to candidates or tenderers who, during the procurement procedure:

- Are subject to a conflict of interest
- Are guilty of misrepresentation in supplying the information required by the AHA Centre as a condition of participation in the contract procedure or fail to supply this information

III. Administrative and financial sanctions

In the event a Consultant, candidate or tenderer is engaged in corrupt, fraudulent, collusive or coercive practices the AHA Centre will impose:

- Administrative sanctions:
Administrative sanctions are the official notification of the misconduct to the relevant civil or commercial authorities and the immediate termination of all existing working relationships.

- Financial sanctions:
The AHA Centre will request the reimbursement of the cost linked directly and directly to the conduct of a new tendering process or market award. If any, the tender or performance guarantee will be kept by the AHA Centre.

IV. Information of and access for the Donors

The AHA Centre will inform immediately the Institutional Donors and will provide all the relevant information in the event a Consultant, candidate or tenderer is engaged in corrupt, fraudulent, collusive or coercive practices.

Furthermore, the Consultants agree to guarantee a right of access to their financial and accounting documents to the representatives of the AHA Centre's institutional donors for the purposes of checks and audits.

V. Documents to be a Consultant

Hereafter is the minimal documentation a Consultant working with the AHA Centre will have to provide:

- Personnel national ID document of the Consultant/company representative
- Status and registration of the company
- Mission order or power of attorney authorizing the representative to contact

Important note: Additional documentation may be required for a particular market.

In addition, the Consultant must have the capacity to issue invoices, receipts and waybills (or delivery notes), to provide a tax clearance certificate and certify documents with an official stamp.

VI. Anti-Corruption Policy

If you believe that the action of anyone (or a group of people) working or volunteering for the AHA Centre programs is responsible for violating the above rules, you should file a report through the Whistle-blower Email Hotline.

In order to enable the treatment, reports should give as precise information as possible; your name and contact are optional but encouraged. All reports are treated confidentially to the extent permissible by law.

Note: *"Declaration of compliance & commitment to respect the AHA Centre Good Business Regulations" on the next page.*

Declaration of compliance & commitment to respect the AHA Centre Good Business Regulations

TO BE FILLED OUT BY THE BIDDER

I, undersigned*representative name*..... representative of ...*company name*..... certified that I have read and understood these regulations.

On behalf of the company I act for, I accept the terms of the AHA Centre Good Business Regulations and I commit to achieve the best performances in the event*company name*..... is awarded a market.

By signing, I certify that*company name*..... has not provided, and will take all reasonable steps to ensure that it does not and will not knowingly provide material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates in fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral Human Resources practices, such as the use of Child labour or overriding basic social rights and work conditions or the standards defined by the International Labour Organisation (ILO), particularly in terms of non-discrimination, freedom of association, payment of the legal national minimum wage, no forced labour, and the respect of working and hygiene conditions .

Last, I hereby certify that*company name*..... is not involved in any pending lawsuit, claim or action in the Company's name, or on behalf of any other person or entity, against the Company, regarding fraud, corruption, bribery or any illegal activity, and has not been convicted guilty of such practices at any time.

All the Consultant's responsibilities mentions in this document extend to any Consultant affiliates and subsidiaries.

Name:

Date:

Position:

Stamp:

Signature:

Appendix 6:

Terms of Reference Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre



TERMS OF REFERENCE

AHA Centre

Consultancy Title: Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre

Reporting Line: Head of Finance and Human Resources & Administration Manager

Duration: 90 working days between June and September 2025 (lump sum contract)

1. Background

With funding from the New Zealand Ministry of Foreign Affairs and Trade (MFAT), the AHA Centre is implementing the Strengthening Institutional Capacity (SICAP) Project. This initiative supports institutional strengthening of the AHA Centre and the broader ASEAN community by promoting inclusive knowledge sharing on disaster management via e-learning platforms.

As part of the SICAP project, the AHA Centre aims to develop an e-Learning Management System (LMS) course on financial management, human resources (HR), administration, and procurement. This course is designed to equip general staff, non-finance personnel, and new hires with essential institutional knowledge, particularly during their induction. The LMS will ensure staff are familiar with the Centre's financial and administrative processes, donor compliance, ERP system usage, and key policies.

2. Objective

To develop and deliver comprehensive, interactive, and user-friendly online training courses with video, sound, and interactive elements, covering the AHA Centre's finance, human resources, procurement, and administration procedures. The courses will support staff learning and onboarding through the AHA Centre's Moodle-based LMS platform.

3. Scope of Work and Key Responsibilities

The consultant/agency will be responsible for:

1. Conducting a kick-off meeting to initiate the development process.
2. Recommending appropriate e-learning formats and interactivity levels for each topic area.
3. Preparing instructional design documents (IDDs) and detailed storyboards.
4. Developing e-learning modules based on AHA Centre policies and guidelines.
5. Designing quizzes and tracking features within Moodle.
6. Creating graphics, videos, animations, and voice-overs to enhance content delivery.
7. Incorporating accessibility features (e.g., voice navigation, high contrast, subtitles).
8. Ensuring user progress can be saved and resumed.
9. Designing digital certificates and badges.
10. Developing and refining prototypes in collaboration with the AHA Centre.
11. Holding regular consultations and submitting progress reports.
12. Ensuring mobile responsiveness for computers, tablets, and smartphones.
13. Producing SCORM-compliant courses (SCORM 1.2, 2004/X-API), with source files.
14. Providing a UK English base version with a translation table for other languages.
15. Training AHA Centre staff on course uploading and utilisation.
16. Delivering full technical documentation and course files.
17. Providing post-launch technical support for at least 12 months, with an option for ad hoc extensions.

4. Deliverables and Timeline

The consultancy firm is expected to produce a comprehensive suite of interactive, modular e-learning courses tailored to the AHA Centre's Finance, Human Resources, Procurement, and Administration functions. These deliverables must be aligned with the Centre's existing systems (including ERP and BIPO), policies, and operational frameworks.

Each course should reflect practical, real-world application and ensure participants understand key internal processes, compliance requirements, and workflows. The final product should be SCORM-compliant and suitable for diverse learners, including those with limited internet access or accessibility needs. The following table outlines the sequence of deliverables, associated timelines, and corresponding payment milestones:

Deliverables: Online learning courses covering the following topics

AHA Centre Financial Management Online/E-learning Courses:

- AHA Centre and donor financial rules and regulations
- Current project status for each donor
- Calculation methodology for Management Administration Fee (MAF)
- Creation of new project codes
- Financial workflow and ERP system processes, including payment requests, cash advances, travel cash advance requests, DSA calculation, reimbursements, and settlement processes

Human Resources, Administration, and Procurement Online/E-learning Courses:

- Staff rules and regulations, including performance appraisal
- Procurement manual and travel SOP
- AHA Centre PSEAH Policy and Child Protection Policy
- HR, admin, and procurement workflows in BIPO and ERP systems
- Employee benefits, leave policies, and HR support services
- Administrative processes, including office management and resource allocation

Deliverable	Timeline	Payment (tentative)
1. Kick-off meeting, including data correction and initial desk review with AHA Centre focal points	1 week after contract signing	
2. Development plan including work plan, interface design, technical recommendations	Within 2 weeks after the kick-off meeting	10%
3. Prototype LMS course including tasks 1–17 as listed above	Within 4 weeks after Deliverable 2	
4. Production of e-learning content and multimedia elements	Within 4 weeks after Deliverable 3	20%
5. First version of e-learning courses	Within 2 weeks after Deliverable 4	
6. Trial of e-learning courses	Within 2 weeks after Deliverable 5	20%
7. Final version of e-learning courses incorporating all feedback	Within 4 weeks after Deliverable 6	20%
8. Handing over of e-learning courses and provide training to staff members	Within 2 weeks after Deliverable 7	20%
9. Technical documentation, user manual and work plan for the post-launch technical support	Within 2 weeks after Deliverable 8	10%

All deliverables are subject to quality review and approval by the AHA Centre.

5. Technical Concept Requirements

Bidders must present a well-defined technical approach that outlines how the proposed work will achieve the objectives specified in Section 2. The proposal should detail the instructional strategy, tools, methodologies, and technologies to be used throughout the assignment.

Methodology:

- Outline the learning strategy and instructional design methodology.
- Provide justification for the chosen tools and platforms (e.g., Moodle, H5P, SCORM).
- Describe how accessibility, interactivity, and mobile responsiveness will be incorporated.

Operational Plan:

- Provide a detailed work plan including activities, milestones, and deadlines.
- Explain roles and responsibilities within the consultancy team.
- Describe the risk management plan and quality assurance measures.
- Detail mechanisms for collaboration and reporting with AHA Centre focal points.

Methodology: The proposal must describe the strategy for completing the scope of work, including stakeholder engagement, instructional design approach, and platform compatibility.

Operational Plan: Detailed timeline and work breakdown structure, including milestones, staff allocation, and coordination plans.

6. Project Management and Team Composition

The consultancy team should demonstrate expertise and successful experience in designing, developing, and deploying digital learning content in an institutional setting, ideally within the humanitarian, development, or public sector.

The proposal must identify and commit key personnel, each with relevant qualifications and professional experience related to the project scope. It should also include an organisational structure showing how each team member will contribute to deliverables. The minimum personnel requirements are outlined below:

The consultancy team should include at minimum:

e) Team Leader

The Team Leader will be responsible for the overall coordination and management of the consultancy assignment. This includes quality control, timely delivery of outputs, team coordination, and communication with the AHA Centre. The Team Leader must ensure that the project is aligned with the scope and expectations outlined in the TOR and is delivered within the agreed timeline and budget. The Team Leader will also lead

planning sessions, monitor progress, and provide strategic guidance to the rest of the team.

- Oversee quality assurance and delivery
- 5+ years in IT/digital learning
- 5+ years managing e-learning development
- 3+ years of leadership experience

f) Key Expert 1: Finance, HR, and Admin Specialist

This expert will be responsible for developing the core content related to finance, human resources, administration, and procurement modules. This includes adapting internal AHA Centre policies and procedures into effective e-learning formats. The expert will ensure all content reflects current institutional practices, relevant policies, and donor compliance frameworks. They will also support the Team Leader in providing technical clarification and liaising with internal focal points.

- 2+ years in developing technical content
- 5+ years in accounting, finance, and HR
- 2+ years' experience with training and development

g) Key Expert 2: Instructional Designer

This expert will lead the design and structuring of the learning experience to ensure it is pedagogically sound, engaging, and tailored to the needs of learners at the AHA Centre. Responsibilities include developing instructional design documents, creating course outlines and storyboards, and aligning learning objectives with content delivery. The Instructional Designer will also work closely with the Subject Matter Experts to translate content into interactive and impactful e-learning modules.

- 2+ years in developing storyboards and content
- 4+ years in e-learning design
- 4+ years in training and course development

h) Key Expert 3: Media and Technology Developer

This expert will be responsible for all media production and technical development aspects of the e-learning platform. Tasks include producing animations, voiceovers, interactive media, and other digital assets to enhance user engagement. The Media and Technology Developer will ensure compatibility with Moodle LMS, implement SCORM/X-API standards, and integrate accessibility features. They will collaborate with the Instructional Designer to bring learning content to life.

- Create multimedia assets and platform integration
- 4+ years in developing e-learning graphics and programming

All proposed experts must demonstrate a minimum of IELTS Band 5, or TOEFL score of 500, or B2 level (Upper-Intermediate) equivalent in English language proficiency both written and spoken to ensure effective communication with AHA Centre staff and stakeholders.

7. Cost and Payment

The consultancy should be proposed as a fixed lump sum, with itemised costs. The consultancy period shall not exceed 90 working days between June and September 2025.

8. Intellectual Property Rights

All intellectual property rights and data generated from this consultancy shall be the property of the AHA Centre. The consultant will be required to sign a non-disclosure agreement prior to project commencement.

9. Application Procedure

The AHA Centre invites proposals from qualified consulting firms or institutions with proven experience in e-learning development, particularly in the areas of finance, HR, procurement, and administration.

Interested consultancy firm/institutions should submit:

- Letter of Interest
- Technical Proposal including concept, methodology, operational plan, and risk management
- Team composition and qualifications
- Fee breakdown by activity
- CVs and examples of similar projects (minimum five years of relevant experience)

Applications must be submitted in English to procurement@ahacentre.org by 15 May 2025. Please use the subject line: "Development of Corporate Affairs and Staff Onboarding e-Learning Management System (LMS) Courses for the AHA Centre".

Only shortlisted firm will be contacted. Incomplete submissions will not be considered.