



TERMS OF REFERENCE

for

Learning Management System (LMS) design, development and maintenance

for the project

CliVEx – “CLIMATE VIRTUAL EXCHANGE: ENHANCING CLIMATE AWARENESS IN EUROPE AND THE SOUTHERN MEDITERRANEAN AREA”

Call: ERASMUS-EDU-2022-VIRT-EXCH

(Mobility - Virtual Exchanges)

Project number: 101111937

1. Background of the project

The project Climate Virtual Exchange: Enhancing climate awareness in Europe and the Southern Mediterranean Area (CliVEx) aims to enhance intercultural dialogue between students from Europe and the Southern Mediterranean area on the topic of climate change. Using digital technologies, critical thinking is enhanced by counteracting disinformation and extreme narratives surrounding climate change. In the process, students develop core skills such as active listening, intercultural communicative competences and digital skills. Participants jointly design climate action projects, developing their teamwork skills and leading them to become active citizens in their societies. At the end of this project, 1500 participants have gone through one of the five Virtual Exchange “Climate Justice” iterations.

Participants take part in the Virtual Exchange through one of the 16 HEI partners coming from 14 different countries across Europe and the Southern Mediterranean area. In support of the implementation of these Virtual Exchanges, this project will train 1000 young online dialogue facilitators to facilitate the dialogues between participants of this and other VE projects. This leads to a community of skilled, certified, and experienced facilitators that can be deployed in other Virtual Exchange initiatives after this project. The project strongly invests in the evaluation of the skill development of participants through the Virtual Exchange, focusing on the assessment of core skills as well as using the GreenComp European sustainability framework to assess the participant's development of environmental sustainability competences. Finally, this project will do a Life Cycle Assessment on the costs of the Virtual Exchange for the environment. The course manuals, training outlines, and



evaluation handbooks will all be made available to allow replication of this Virtual Exchange methodology by other HEIs in the future.

The project is carried out by:

- UNIMED - Mediterranean University Union, Italy (coordinator)
- Sharing Perspectives Foundation, Netherlands
- Association Soliya, Tunisia
- Università degli Studi di Padova, Italy
- An-Najah National University, Palestine
- Lebanese International University, Lebanon

Project duration: 36 months, from 1 July 2023 to 30 June 2026.

2. Main tasks of the service

The service includes the design, development and maintenance of the online Learning Management System (LMS) collaborative platform that will host the Virtual Exchanges and the online Facilitation training activities foreseen in the project work plan.

The LMS will support these activities in:

- Allowing provision of course & training content in written, audio and video formats, preferably with content authoring / content creation tools;
- Support registration of at least 1500 students / and at least 1000 trainees into the courses / platform over the period of the contract;
- Support diverse communication methods with registered students / trainees; including an easy access private communication method between admin and students;
- Support easy access asynchronous interaction between students / trainees through forums / Q&A / reactions / comments to course materials;
- Support synchronous interaction between students / trainees by supported or integrated video conference application;
- Allow for the submission of private and public assignments by students / trainees onto the platform;
- Allow for monitoring and assessment of learners' progress in training and the exchanges through tracking of progress and survey tools.

In addition to containing the aforementioned functionalities, the LMS should:



- Be and remain compliant to the General Data Protection Regulations of the European Commission. In particular, providers should demonstrate they are certified in ISO 27001, 27017 & 27018;
- Have a mobile first design for all its features, without the need for an additional app;
- Be accessible for all learners despite their disabilities, and thus be compliant with Web Content Accessibility Guidelines 2.1 (WCAG 2.1)

Finally, we value the customer support and account management from the LMS provider, as we have (very) limited internal technical capacities available for this project. Therefore, providers should be able to continuously support the platform throughout this project. Providers should detail in their offer what their customer support and account management processes look like.

3. Expected Products

In specific terms, the consultant appointed is expected to deliver:

Product/Service	Delivery Date
Contract signatory	July 30, 2023
Platform specifications and mock up	September 1, 2023
Platform for beta testing	October 1, 2023
Platform ready for use	November 1, 2023
Maintenance	From launch and throughout the whole project duration
Technical helpdesk & customer support	From launch and throughout the whole project duration
Support in designing the LMS from user perspective	November 1st 2023 to April 1st 2024



4. Contract Period

The contract shall be carried out during the eligibility period of the project, which is 1 July 2023 - 30 June 2026. In case of an extension to the eligibility period of the project, the contract period is intended to be extended accordingly. Expected Starting date of the contract: **July 30, 2023**

5. Form of Contract

Goods or services ordered by the ClivEx project shall be in accordance with the ClivEx conditions of contract. The Terms and Conditions are those of the contractor which is UNIMED - Mediterranean Universities Union.

6. Budget

The service provider is required to indicate a detailed economic offer for the LMS platform. The maximum budget ceiling is 48.000 EUR, all taxes included.

7. Application Procedure

Offers should include:

1. Company profile and reference projects;
2. Detailed technical offer based on expected tasks and products listed under 2 & 3;
3. Detailed financial offer.

Offers must be sent in English to: uni-med@pec.it

Deadline for receipt of offers: **July 20, 2023**

8. Award criteria

The Evaluation Committee will assess the received offers following these criteria::

Award criteria	Max Points
Professional experience and reference projects	40
Technical capacity to perform the contract (as proven by the technical offer)	45



Price	15
Total Points	100

The tender offering the lowest price corresponds to 15 points by default.

The applications may score up to 100 points. To be considered for the contract, offers must score at least 60 points in total and at least half of the maximum points for the award criteria “Professional experience and reference projects” and “Technical capacity to perform the contract”.

In case of ex aequo offers, priority will be given to the one scoring highest under the criteria “Price” and then under the criteria “Technical capacity to perform the contract”.

9. Contact

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