Tender for E-learning Platform

How to Apply:

Proposals must be submitted by **22ⁿᵈ of July 2022** to irtea.greece@gmail.com and Despina.papadaki@irtea.gr .

All proposals should include:
● Case studies of similar projects delivered in the past.
● Outline of how you meet all Key features - including MELO-Digital Learning Ecosystem version proposed (or alternative platform).
● Details of the project team and their experience.
● Ongoing support and hosting options, including cost.
● Details of proposed timetable and task points.
● Costing for the work including breakdown of staff costs based on the number of days and any additional costs including VAT.

If you would like more information or to discuss our requirements in more detail before submitting a tender please contact Ms. Despina Papadaki, Project Manager on Despina.papadaki@irtea.gr or irtea.greece@gmail.com using the Subject: YSD CALL FOR TENDER

Project Background:

COVID-19 pandemic has revealed how urban centers are the front and last lines of defense against infectious disease outbreaks. Young Service Designers' (YSD) scope is to boost hyperlocal structures for tackling local specific challenges, putting the youth at the centre of the renewal of their cities.

YSD thus aims to support young people (16-26 y.o.) through a civic education and engagement approach fostering their competences and offering them the opportunity to experience a real participation in local decision-making to rethink their cities and public spaces towards healthier streets, revitalised buildings and more resilient neighbourhoods.

YSD follows the methods of service design applied to the public sector. In particular, the approach takes inspiration by an experimental learning for social innovation to help young people unemployed and NEETs.

As tangible results, the project will have:
-18 youth workers in 6 EU Countries (IT, EL, SK, DE, FI, PL) trained to mentor young people

-120 young people (20 per country) acquiring skills as YSD in a 40 hours training
-6 Youth Public Innovation Labs at local level
-6 Pilot Services co-designed by young participants (at least 1 per country)
-Involvement of civil servants from the cities supporting YSD
-Creation of an E-learning Collaborative Platform
-Toolkit "Young Service Designers and Cities as partners and allies"

Impact
Youth workers will experiment new methods and acquire knowledge and skills to attract the interest of young people in active citizenship and to stimulate their desire in proposing solutions for tackling local challenges.

Youngsters will acquire new capabilities with YSD, providing them with the necessary tools to become active citizens and to participate in local decision-making. By improving the quality of their services, youth organizations will be able to reach out also young people in disadvantaged situations, most of them having lost their trust for politics.

E-LEARNIG SECTION PURPOSE AND TARGET AUDIENCE

The young participants to the project Young Service Designers – YSD, co-funded by European Youth Together (EYT) Sub – programme of ERASMUS+ Programme – under Education, Audiovisual and Culture Executive Agency – EACEA (GA n°624732) will have their learning outcomes validated and recognized following their participation to the Capacity Building Programmes and the Youth Public Innovation Labs. The validation will be based on the "Lever-Up" model, defined and validated in the framework of the Lever Up EU Project.

The model is focused on the mutual, shared recognition of the eight key competences defined in the "Forecasts by the European Centre for the Development of Vocational Training (CEDEFOP)". The eight key competences that everyone should have to thrive in a knowledge society are:
1. communication in the mother tongue;
2. communication in foreign languages;
3. mathematical competence and basic competences in science and technology;
4. digital competence;
5. learning to learn;
6. social and civic competences;
7. sense of initiative and entrepreneurship;
8. cultural awareness and expression.

The LEVER UP Model has been created to assist people in valuing skills and transversal competencies acquired through non-formal and informal learning experiences. This will help them to increase their employability, social responsibility and mobility.

During the project, the assessment will be done by at least two certified LEVER UP Assessors. They evaluate competencies by taking into account the declared assessment criteria and the complexity of the experiences demonstrated by the evidences. The overall assessment runs in two steps: the portfolio evaluation; the direct interview during a face-to-face or a virtual meeting with the candidate.

The process leads to the release of the LEVER UP certificate.

The consortium members, under the leadership of the Institute of Research & Training on European Affairs – I.R.T.E.A. work together for the creation of an online version of the 2 programmes, the Capacity Building Programme and the Public Innovation Labs to be hosted on the project' website (www.ysd-project.eu): 1 for youth workers and 1 specifically tailored for young people.

The partners will be supported by an external web agency which will be subcontracted under this call for this purpose. The aim is to go online with the 2 e-learning programmes within September 2022, so that the last months can be used to extensively spread this opportunity in EU level.

The e-learning platform specialized in this content, and which will host the e-learning part is designed and developed by I.R.T.E.A. and is www.cerebrum.gr, an innovative digital platform, which utilizes a collection of modern tools enabling the remote participation, playing and monitoring educational programmes, seminars, taped and live-streaming conferences from Greece and abroad. Main purpose of CEREBRUM is the promotion of right methods, the promotion of new skills and further academical excellence in Greece and Europe. Its creation supports the ultimate goal of I.R.T.E.A., to be the factor to tighten the gap of Greece and Europe between the academical and economical field, politics, and society.

The creation of CEREBRUM was based on the strategic framework for European cooperation in Education and Training ("ET 2020") and always tries to achieve 4 main challenges:
- Make lifelong learning and mobility a reality;
- Improve the quality and efficiency of education and training;
- Promote equity, social cohesion, and active citizenship;
- Enhance creativity and innovation, including entrepreneurship, at all levels of
- education and training.

All digitally produced material and outputs of YSD will be uploaded o this platform on a designated virtual folder which will be freely available to partners and the wider public.

The subcontracting will cover the MOOC that is to be develop, and which will have the following structure:
- Webinars 1st Cycle of Youth Workers' Training

- Training and Learning Activity for Youth Workers
- Capacity Building Programme of all partner organizations in 7 EU languages (English, Italian, Greek, German, Finnish, Slovakian and Polish)
- Public Innovation Lab
- General Material related to project' activities

The subcontracting will offer:
- the service of development of the content of the MOOCs,
- maintenance of the platform and technical support for 5 years onwards (until 30 April 2028)
- any other technical support requested for the users' accession, the roles assignment to the Trainers, Researchers, Personnel, and any other stakeholder I.R.T.E.A. will identify

1. Aims

The aim is to overhaul YSD's current material and transfer it to the e-learning platform www.cerebrum.gr to make it more appealing, easier to use and publicly visible after the end of the project' lifecycle for enhancing the sustainability of the produced results. It should be a high-quality product that makes YSD training and activities implemented more accessible, improve how our learning aims are absorbed by learners, and maintain our reputation as leading experts. Digital content will be developed according to SCORM e-learning standard.

2. Objectives

The main objective for this tender is to update and improve the I.R.T.E.A.'s e-learning platform and develop the content of the MOOC, to make it more appealing to potential users and easier for staff to navigate the backend. I.R.T.E.A. plans to accredit all of our partner organizations with access and ability to add users to the MOOC, reaching as target the 100 users in its first phase and 300 during the sustainability period (May 2023 – April 2028). The overall objective is to create a modern and fit for purpose MOOC under Cerebrum.gr platform.

User Interface:
● Simple login process, including paying and signing up for courses.
● Own homepage with their progress, courses completed, courses saved, certificates.
● Visually appealing platform and MOOC that is simple to navigate.
● Multimedia and interactive content on course.
● Start and stop courses, ability to save and see progress.
● Course can be done in mobile format, Mac, Windows and iPads/tablets accessible via web browsers.

Backend:
● Simple to use backend for I.R.T.E.A. staff to update and create new courses.

● Ability to add new features to existing courses.
● Greater ability to solve learner's technical issues, less technical issues in general.
● Simple student management, e.g. can view their activity/last log in, can resend confirmation email, can remove user account, can edit password for them.
● Ability to upload and store media content, especially in terms of course content and certificate styles.

Other:
● Downloadable courses that can be transferred to organisation own VLE environments, Notably SCORM compatible.
● Ongoing technical support and hosting options.

3. Design

The new MOOC Course under Cerebrum.gr platform should reflect current YSD website design - graphics, logo and colour that will be provided - https://ysd-project.eu/. It should have a simple and functional feel, readability in terms of text is a must. Example of ideal design style is - https://digitol-academy.eu/?lang=el

There need to be buttons so the user can return to YSD website, as well as a Help/FAQ buttons throughout the platform.

4. Audience

The audiences can be broken two section; Learners and Partners, and I.R.T.E.A.'s staff. Below are assumptions about their needs based on who they are.

Audience	What they want to do
Public area	
New users: ● People who work with people interested in Service Design for youth e.g youth workers, social workers, youth, Municipal Employees, etc. ● Professionals ● Commission's officers and Strategic leads ● partners and key staff identified for the project Existing Learners	● Sign up to an online course on young service design issues ● Engaging course, with multimedia content ● User friendly platform ● Simple to sign up, both as individual and organisation ● Record of the learning achievements, keep progress ● Ways to do learning both on computer and mobile devices ● Simple way to get help ● Continue and sign up to new course

	● Commissioners and Strategic leads want a simple way to sign up multiple learners ● Have tailor made content (commissioners) ● Availability to transfer course to the own VLE
Funders and policy professionals	● Looking for best practice in terms of online learning around young service design ● Access the quality of produced results ● Report/Financial reporting of the project YSD and its deliverables
I.R.T.E.A.'s Staff	
Trainers Admin staff	● Template to create new course ● Simple way to update edit course ● Manage learner, both in terms of progress and further support ● Simple upgrades

4. Key Features

Preferably MELO-Digital Learning Ecosystem (v. 20 or above), however other e-learning platforms would be considered. I.R.T.E.A. also needs external/cloud hosting and ongoing technical support. We aim to have around 150 new users between September 2022 – April 2023 and 200 more between May 2023 – April 2028.

Homepage:
● Simple login and sign up.
● List of current courses - that links to a more in-depth course description, ability to have images and videos here.
● Buttons to YSD main website, FAQs and a support area.
● I.R.T.E.A.'s email address for enquiries – info@cerebrum.gr

Course Features:
● A template theme design for all current courses and new ones (YSD logo and colour plate already loaded). This should also include I.R.T.E.A.'s house style pre-set.
● In-course test features that are computer marked. If possible, not just multiple choice e.g. keyword match.
● Embed multimedia content, including video (both files and embed Vimeo), audio clips, infographics (if possible plugin to build in platform) and all picture types.
● Simple way to include pop-outs/text reveals and text boxes with no need to code in HTML.
● Ability to upload and embed documents and links (notably Survey Monkey).
● Zoom Web SDK embed for online conference/seminars.

● Custom made certificates - with more than one logo and custom text.

Student Login in Pages:
● Progress view on each course sign up.
● Quick access to grade and certificate.
● Other courses available.
● FAQs.

6. Backend features

The current platform is not easy to navigate and is hard locate the 'edit mode'. Key feature need to be:

● Easy way to edit and build new course.
● Search feature to find user by name and email.
● Record of new students over Quarterly periods.
● Restrict course to certain email type e.g. @YSDproject.org or password projected for bespoke commissioned course.

7. Timeline

We would like to launch the new MOOC Course by the end of July. (There is room for negations).

8. Budget

The budget offered for this service is 5.000 Euro. We will be commissioning based the best value for money and would like to additional quotes for ongoing hosting and support.

9. The Procurement Process

The deadline for submitting proposals is **22nd July 2022** and should be sent by email for the attention of Ms. Despina Papadaki to Despina.papadaki@irtea.gr or irtea.greece@gmail.com . The decision will be made within 2 working days of the deadline date, contract will be signed within 2 working days from the decision announced and the material should be finalized the latest until 22 August, 2022. The shortlisted company will be invited to have a short phone call or via online chat week after the closing date.