ICLEI Africa

Seeks a professional service provider to investigate low-date or no-data opportunities and strategies to support online content sharing and learning process in five African Countries

Bids due: 4 May 2020
Send to: Tara Caetano tara.caetano@iclei.org with Meggan Spires meggan.spires@iclei.org copied in cc.
Technical queries: Tara Caetano tara.caetano@iclei.org with Meggan Spires meggan.spires@iclei.org copied in cc.

Please indicate interest in submitting a bid by 29 April 2020, so responses to queries may be shared with interested bidders.

Bids will still be accepted if interest is not indicated, but bidders must accept that they may not have received the responses to questions other bidders may have received.

ICLEI Africa reserves the right not to appoint a service provider in relation to this Terms of Reference.
Online content sharing and learning in Africa

In response to the current COVID-19 pandemic and broader calls for alternatives to travel-intensive project implementation, ICLEI Africa is exploring innovative approaches to engaging with city officials and other important project partners. A key opportunity is online engagement to share content, host interactive webinars and facilitate training and courses. However, online engagement can require significant amounts of data and therefore resources from those participating. This can limit participation, especially in Africa. To overcome this, ‘data-free’ options need to be presented to project stakeholders. ICLEI Africa is therefore seeking to appoint a service provider who is able to undertake an investigation of low data or no data options via for example reverse-billing, and any other solutions identified. In particular, this investigation should consider the best approach for access via mobile phones primarily with laptops or computers as a secondary technology. This information will be useful across Africa, but in particular we seek solutions tailored to the following five (5) countries’ circumstances:

- Cameroon
- Burkina Faso
- Kenya
- Rwanda
- South Africa

The investigation should answer the following questions:

1. What is the benefit of reverse billing in comparison to at least two other possible solutions (e.g. zero-rated) to allow ICLEI Africa to carry the cost of data for content sharing?
2. Is reverse-billing possible in each country?
3. Which service providers offer reverse-billing in each country and can one service provider be utilised across multiple countries? What are the processes and actions for engaging with service providers on reverse-billing opportunities?
4. How much will it cost in Euros and Rands to enable reverse-billing per 100MB in each country?
5. Are there ways to limit the reverse billing per individual using this functionality?
6. How can reverse-billing support the following functionality: content sharing, such as videos, reports, articles, podcasts, voice-notes, website content, etc.; host interactive webinars, using Zoom or other webinar and meeting services; and participate in online learning courses, using platforms such as Udemy, Coursera, EdX, Webinar Jam, etc.?

Deliverables:
1. Inception Meeting
2. Report unpacking responses to the questions above, and those agreed to in the inception meeting
3. Draft Action Plan for ICLEI Africa to implement low data and/or no data options
4. Meeting to present deliverables and allow ICLEI Africa to provide comment
5. Final Action Plan for ICLEI Africa to implement low data and/or no data options

Access to Data and Intellectual Property
ICLEI Africa will assist the service provider to obtain data from relevant stakeholders, as far as possible. On completion of the contract, the intellectual property of all outputs will be transferred to ICLEI Africa, the Covenant of Mayors in Sub-Saharan Africa and the Urban-LEDS II project, and their funders and partners. The appointed service provider will be expected to sign a confidentiality agreement to this effect, as part of the Service Level Agreement signed.

Service provider requirements
The service provider appointed must have demonstrated experience in completing similar projects in Africa and/or in resource constrained environments.

The service provider appointed may be based anywhere, however preference is given to service providers based or with offices in South Africa, Burkina Faso, Rwanda, Cameroon and/or Kenya.

The service provider appointed must have demonstrated skills in managing projects timeously and producing high quality outputs within short delivery periods.

Budget and Timeframe
It is estimated that this will take approximately 10 days of professional time over a maximum three week period.

Please provide a total budget, including the daily rate of each professional that will work on the project.

Submission of a bid
Bids are welcomed from companies or individuals.
Bids are to include a response to the Terms of Reference, both technical and financial, which must include:

a) Approach and methodology
b) List of deliverables and an explanation of the format of each of these final products
c) A summarised list or table of at least three similar projects, including title, description, the client, the project duration, your role in the project, and a minimum of one contactable reference
d) Detailed work plan and related budget, assigning number of hours/days to each task identified and to whom
e) Curriculum vita of each person identified on the team
f) Company profile, if applicable
g) B-BBEE Certificate (for South African companies)

Service Providers should indicate interest in submitting bids by 28 April 2020.

Any queries to be sent via email to tara.caetano@iclei.org by 28 April 2020. Responses will then be shared with all Service Providers that have indicated interest to respond after the window for queries closes. No queries will be responded to after the cut-off date for queries.

All bids must be submitted by 11am on 4 May 2020 via email to tara.caetano@iclei.org with meggan.spires@iclei.org copied in cc.