



L E S O T H O
C O M M U N I C A T I O N S
A U T H O R I T Y

Request for Proposals (RFP)

DIGITAL LITERACY TRAINING FOR TEACHERS

SCHOOL CONNECT

29 OCT 2018

1. Introduction

The Lesotho Communications Authority (LCA) signed a Memorandum of Understanding (MoU) with the Ministry of Education and Training (MoET) in 2016. The goal is to improve the quality of education through: provision of broadband, capacitating teachers to use Information and Communications Technologies (ICT) to support teaching and learning, and to assist school in accessing existing, relevant materials that are already in electronic format, while also striving to convert or develop new local content.

It is within the ambit of this MoU that the LCA, through the Universal Service Fund (USF) is seeking service providers to provide training solutions targeted at secondary schools, high schools, Technical and Vocational Education and Training (TVETs) and shepherd schools.

2. Objectives

The objective of the project which the subject of this bid is to address digital literacy skills gaps within schools of the categories outlined above. The project is to run for two years. Schools had been requested to complete School Connect vetting forms. Schools that have submitted forms will be enrolled into this programme. Only schools that are enrolled will be targeted. For budgetary purposes, it is expected that 400 schools will be addressed during a period of 24 months from January 2019.

In order to make costs predictable, LCA is looking for a proposal that will have a standard price for each level, and for any auxiliary services required prior to training.

3. Scope of Work

3.1 Training of Teachers on Information and Communications Technologies

Training of Teachers at their own schools or venues selected for specific reasons (such as to coincide with other events). The course content, will be of differing levels based on the needs of target school or audience. For each level, the minimum specification is as outlined below:

3.1.1 LEVEL 1

The course content should, at a minimum, address the following areas:

- a) Concepts of Information Technology
- b) Using the Computer and Managing Files
- c) Word Processor using one of the commonly used word processing tools, e.g. LibreOffice Writer or Microsoft Word
- d) Spreadsheets using LibreOffice Calc or Microsoft Excel
- e) Presentations Using LibreOffice Impress
- f) Information and Communication Technology using Firefox and Thunderbird

3.1.2 LEVEL 2

The objective is to develop competency in the use of email and course content should at least cover the following:

- g) Effective use of email – how to set up an email account for personal use (any of the free services); how to set up email account on a device (computer, tablet or smart phone); how to use email for general communication;
- h) Overview of web technologies: websites, apps, how content is developed and published. Before training, each school will have a basic website set up for it, and the aim is for the school to be able to edit the content without having to use external sources;
- i) Cybersecurity basics (to cover risks elements like malware, social engineering, e-etiquette)
- j) Safe-guarding of children online – commonly known as Child Online Protection

3.1.3 LEVEL 3

Teacher ICT Integration – the objective is to enable teachers who are already competent in the use of computers, but may not have learnt the techniques for integrating ICT in teaching and learning, to do so proficiently.

3.2 Auxiliary Services

- 3.1 Assessment of the teachers prior to training to gauge the appropriate level (as outlined in 2.1 above) – on-site.
- 3.2 Assessing the readiness of the facilities at the school (or selected venue) to ensure that it is possible to carry out the training – on-site.
- 3.3 Liaising with the Ministry of Education and Training both at the district and national level to ensure that time is secured for the teachers to take time out and be available for the training.
- 3.4 Attending to some technical problems (not costing more than M5,000) to enable the training to take place – on-site. Examples include addressing troubleshooting networking problems or connections to the internet, assisting the school to setting up email client applications on devices.*
- 3.5 Conducting post-training evaluation electronically and submitting trainee evaluation reports to LCA.

**: Before undertaking any auxiliary services envisaged in 3.5, the service provider would be required to consult with LCA to determine that such works are within the scope of this project.*

4. Timeframes and Other Conditions

Submissions of bids should be at the LCA premises on or before the set deadline at the address stated only. **No electronic submissions will be allowed.**

Submissions must meet all the conditions indicated below.

4.1 The technical proposal shall indicate:

- 4.1.1 the full details of the methodology and content that the service provider will use to provide digital skills among teachers;
- 4.1.2 the international standard on to which the approach/methodology is aligned. Preference will be given to bids that are aligned to international standards

such as the International Computer Driver's Licence (IDCL), and the best practice as the Commonwealth of Learning (COL), even though the courses may be customised to address the specific objectives of this project;

- 4.1.3 any training manuals (in both print and electronic format) that will be made available to the school;
 - 4.1.4 at least four (4) references where a similar assignment was undertaken, including contact persons, telephone numbers and physical address and other salient details pertaining to the delivery;
- 4.2 The financial proposal shall indicate the price for each of:
- 4.2.1 Level 1 – training per school (assuming a five day course)
 - 4.2.2 Level 2 – training per school (assuming a five day course)
 - 4.2.3 Level 3 – training per school (assuming a five day course)
 - 4.2.4 Auxiliary services that are chargeable, and the rate.

NB: For each level a single price may be quoted, regardless of geography. Travel and accommodation cost will be for the account of the service provider, and therefore should be factored into the prices.

- 4.3 In the case where prices will not be fixed for the duration of the contract, the bidder must show how prices may be adjusted annually, and the basis for such adjustments.
- 4.4 Company profile – the firm must submit its profile;
- 4.5 Certified copy of current Tax Certificate;
- 4.6 Certified copy of Valid Traders License or equivalent;
- 4.7 Certified copies must be certified by the issuing Authority;
- 4.8 The Authority shall not be bound to accept the lowest bidder.
- 4.9 Lesotho Tax Laws SHALL be applicable;
- 4.10 The financial proposal shall clearly state the total bid price in Lesotho Loti (LSL). All prices shall include VAT if applicable;

- 4.11 All bidders must note that payment is made upon completion of each training assignment; in the case of auxiliary services, payment shall be upon verification and signing off of such.
- 4.12 The proposal must be valid for 90 working days from the submission date;
- 4.13 Late submissions shall not be accepted.

5. Submission Format

- 5.1 The bidder must submit the original and four copies clearly marked **“ORIGINAL”** and **“COPIES”**.
- 5.2 Both envelopes must be placed in one outer envelope clearly marked **“SC: DIGITAL LITERACY TRAINING FOR TEACHERS”**. Envelopes should not bear any identification of the bidder;

6. ENQUIRIES, SUBMISSION AND SELECTION.

- 6.1 Any requests for clarification on the RFP must be addressed in writing to the executive Secretary Universal Service Fund at usf@lca.org.ls and copy admin@lca.org.ls at least five days prior to the deadline. The Authority will respond to written inquiries or queries only.
- 6.2 The bids must be submitted at LCA Offices at 30 Princess Margaret Road, Old Europa on or before 12:00hrs on the 29th November 2018. No proposals will be received after the closing time.
- 6.3 The selected company will be notified in writing and invited for contract negotiations.

7. DISCLAIMER

This RFP does not commit the Authority to pay any expenses incurred by the bidder in the preparation of responses to this invitation or for attending meetings, if any at all. The Authority reserves the right to cancel this RFP anytime.

8. ALL SUBMISSIONS MUST BE ADDRESSED TO:

Lesotho Communications Authority

30 Princess Margaret Road

Old Europa

P. O. Box 15896

Maseru 100

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