Request for proposal
Data platform solution
Our mission is to enable people around the world to prepare for and respond to crises in their own countries.
Data solution sought:

- To capture, analyse and report data from multiple sources
- To inform decision-making through data
- To consolidate user activity into a single repository
Background:
The Academy
The Humanitarian Leadership Academy

We will create transformational change across the humanitarian sector and empower and equip local governments and communities to prepare for and respond effectively to crises of all kinds.

The Academy will comprise on-the-ground Academy Centres around the world and a global digital offer. Through these, we will deliver learning opportunities, share knowledge and good practice, and create communities of practice across all humanitarian responders.
The Humanitarian Leadership Academy

We will work with humanitarian organisations, and those who are not professional humanitarians but are involved in response within their communities.

The Academy seek to put in place a credible and rigorous approach to measure our learning offer, so that we are able to make informed decisions and show demonstrable impact.
Background:

Our current approach with data
Kaya: an online learning platform for the humanitarian sector

Kaya is the Academy’s learning management system (LMS).

Kaya launched in May 2016. There are now over 35,000 registered users, from over 190 countries.
Kaya hosts level 1 courses and level 2 learning pathways. Courses are free-of-charge to learners around the world. There may be cost-recovery for some learning pathways.

Development of the system is ongoing. In time, Kaya will become a multi-function platform.

The next large development will be the creation of a knowledge bank, hosting and curating case studies and humanitarian research.

The knowledge bank MVP will be in place by end Q1 2018. The software and database to be used are not yet confirmed.
Data-driven improvement

The Academy wishes to use information gathered from Kaya to drive improvements to Kaya. In particular, this is likely to focus on recommendations of learning content based on user histories (“learners who took this course also took...”), and on identifying areas for improvements to usability.
Measuring learning impact

The Academy is developing a five-level learning impact measurement system (LIMS). This system will be based on surveys and in-person interviews. The levels range from simple post-course feedback through immediate and longer term knowledge assessments to interviews with colleagues to assess the impact of training on performance.
Monitoring and evaluation

The Academy has an extensive monitoring and evaluation strategy. This includes analysis of data from the following sources:

- User feedback
- Information from Kaya
- Those not trained via Kaya

These and other data sources are used to review the Academy’s activities, make changes where necessary, and creating case studies that document the processes used and lessons learnt.

We are looking for a solution that is able to gather and process information from these sources into a single platform, where it can be analysed.
What are we seeking?

Data solution requirements
Minimum Viable Product (MVP)

We are looking for a system to capture, analyse and report data from multiple inputs.

- Specific inputs in scope for this project include:
  - Kaya (a Totara-based LMS)
  - Google Analytics
  - Simple web forms
  - Survey tools
- Dashboard function with the ability to create and manipulate data for internal organisational use.
- Additional inputs will be considered in time, but are out of scope for this project.

The MVP should be implemented by the end of Q1 2018, to allow the Academy to set the system up to meet its business needs during Q2.
Reporting function from multiple sources

We will be using this system to report to our donors and partners about user demographics and course usage data. The information will mainly come from Kaya, web forms and surveying tools.

The Academy will be looking for a solution that supports visualisation of the data, as well as manipulation using filters and segmentation.
Informing decision-making

The Academy seeks to use the data it generates to inform its future decision making. To aid this, the following features are sought:

• Integration of learning analytics into the approach, so that the data can be used during planning, such as validating hypotheses for projects.
• Predictive capabilities, such as spotting trends.
• Feeding the data back into Kaya for e.g. automated recommendations of learning content.
The solution should pay particular attention to the creation of the tools for gathering, analysing and visualising data for the Learning Impact Measurement System.

It is expected that LIMS data will be collected from the following sources:

- Feedback and assessment tools on Kaya
- External survey tools
- In-person interviews.

The focus of this project is on the first two sources. Solutions to the capture and analysis of information from in-person interviews will be received with interest.

Note that there is a parallel project in progress that will determine the questions to be used in the surveys.
Learning Record Store (LRS)

We are looking to consolidate our user activity data into a standardised repository.

The Academy expects will take the form of an xAPI integration with its LMS, but alternative solutions will be considered.

Implementation of this repository is in scope for this project, including any integration with the existing Kaya platform.
In addition to the aforementioned aims of the project, we will also be looking for solutions which are able:

- To be able to work on various devices and browsers.
- To function on minimum bandwidth.
- To cater to those with intermittent internet access.

There are no language requirements beyond English at this point.

We have a preference for open source solutions, however the Academy will consider closed solutions. Attention will need to be given in the proposal for the potential for future customisation.

The Data Platform project has an indicative budget of £50,000 but the Academy is keen to see other budgetary approaches.
Proposals

Content, structure, timelines
Proposals should include:

- An executive summary of the proposed solution.
- Short biographies of core project team and relevant experience.
- Features and functionality: will your strategy meet our requirements?
- Technical specification.
- Scalability: the solution has to be able to handle growing number of users and data inputs.
- Solution process: development plan, list of deliverables, and expected timeline.
Demo content and assurances

Where possible, interactive demo content should be made available.

Responses should include written confirmation that the bidder holds the right to offer the stated licences for purchases.

Two references should be provided.
Costs

Please include:

• Clear breakdown of all costs
• Fixed, variable and hybrid costing plans as appropriate
• Any discounts for humanitarian or not-for-profit organisations
• Any other pertinent information, such as VAT status
Selection criteria

The Academy will evaluate proposals on the following criteria:

• Quality of proposal
• Understanding of our project goals and requirements
• Innovation
• Technical solution
• Costs
• Skillset and previous experience of project team
Address for responses and closing date

Please send proposals electronically to j.huynh@humanitarian.academy

The same address should be used for any questions relating to this proposal.

Proposals should be received by 2 November 2017 at 12:00pm.
Timeline

Closing date
2 November 2017 at 12:00pm

Shortlisting
2 November – 15 November 2017

Contract award
15 November 2017
General information

The Academy’s due diligence procedures include reference checks, organisational checks, and anti-terrorism vetting.

All the Academy’s operations are subject to evaluation under its Learning and Development, Monitoring and Evaluation and Knowledge and Evidence strategies, with case studies created at the Academy’s discretion.

All data collected or generated through the delivery of the Academy’s activities will be owned by the Academy unless otherwise agreed at the time of purchase. Papers, case studies and resources resulting from the Academy’s monitoring and evaluation work that relate to content purchased under this request for quotes will be made publicly available unless otherwise agreed at the time of purchase.
Annexes
Potential system architecture

The following architecture was proposed during a project to scope possible solutions. It is presented here as a potential approach only.

Example 1 – Some data cannot be sent as xAPI, LRS and relational DB used in combination, reporting tool used to output data.
Thank you for your interest in working with the Academy