

Call for Tender: Research, Analysis and Development - Online Training Platform

Date: 15.09.2020

Description:	<p>Victim Support Europe seeks to expand its capacity to offer online training to:</p> <ul style="list-style-type: none">• volunteers and paid staff of victim support organisations and to• professionals of organisations in the criminal justice or the crisis response system• other professionals and individuals with the interest in victims' rights and victim support. <p>This expansion requires the development of an online training platform.</p> <p>Whether through a Learning Management System (LMS), Virtual Learning Environment (VLE), the creation of individual Massive Open Online Courses (MOOCs), or other means, the tenderer will research and analyse the different options available, before developing an online training platform which meets our training objectives.</p>
Contracting authority:	<p>Victim Support Europe Address: Rue Froissart 123/133, 1040 Brussels Phone: 02 346 04 55 Website: www.victimsupport.eu</p>
Type of contract:	<p>Services</p>
Estimated total value:	<p>Maximum 30,000 EUR (all taxes and other costs of the tenderer included)</p>
Time limit for receipt of tenders or requests to participate	<p>30 September 2020 23:59 CET</p>

About VSE:

[Victim Support Europe \(VSE\)](#) is the leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim is.

VSE represents 60 national member organisations, providing support and information services to more than 2 million people affected by crime every year in 30 countries.

Founded in 1990, VSE has been working for almost 30 years for a Europe, and a world, where all victims have strong victims' rights and services, whether they report the crime or not.

We work towards this mission through advocacy to improve EU and international laws, through research and knowledge development and through capacity building at the national and local level.

Goal of training platform:

The long term goal is that VSE's online platform will form part of its future Training academy acting as a world leader in the delivery of victim related training.

The platform will help VSE to widen knowledge and understanding of victims' issues, initiate and maintain behaviour change in individuals, develop education on policies and laws and ensure individuals and organisations have the knowledge and skills to operate in a victim centric matter, no matter what sector they are based in.

Some of the desired features and functionalities of the online training platform:

- Live webinar training, including the possibility to have live breakout-rooms, forums, live chat, Q&A bar, integrated live quizzes/polls
- Simultaneous access to the platform for at least 250 participants
- Access to the platform aligned with different pricing schemes
- Library of online materials which can be accessed outside of live training events
- Recorded training courses for self-trainers (such as MOOCS)
- Possibility to pay per module, with varying pricing schemes
- Possibility to participate with audio only
- Customised branding for VSE and selected partners
- Tutored training functionality
- Integrated game-based learning approach (points, stars, leaders' table, emojis, etc.)
- VSE certified training modules
- Ability to record sessions
- Possibility of automatic transcripts of discussions
- A system that provides a catalogue and advertisement for different trainings.

Tenderers are invited to suggest other functionalities which might help VSE meet our training objectives.

Expected outcomes:

1. Deliver researched and informed guidance on online training platforms, including:

- Research, analysis and recommendations on existing online training platforms, considering also the possibility of a tailor-made bespoke service.
- Testing platforms with a review process based on VSE's desired functions.
- Advise VSE to the most relevant and useful functions and options to enable VSE to deliver on its training objectives.
- The estimated lead time and costs of the development of an online training platform (existing and tailor made).

The document should be available within 15 days after signing the contract. VSE will use this document for its decision on:

- The requirements of the online training platform
- Using an existing platform or developing a bespoke platform

2. Develop online training platform:

- Following a process of internal consultation, the tenderer will develop VSE's online training platform with the use of a chosen online training platform, or through the creation of a bespoke platform.
 - This will include the creation of an internal user manual / guidance document for VSE staff on the implementation of online training platform, and;
 - the creation and delivery of a business strategy for promoting and selling VSE training modules.

The online training platform should be available for testing not later than 31 December 2020.

Eligibility criteria:

Tender is open to legal and physical persons who can demonstrate that they have successfully delivered at least five similar projects in the previous three years.

Selection criteria:

The tender will be awarded to the tender that provides the best value for money.

Apply:

Tenders must be submitted in English as a single PDF file which does not exceed 30 pages.

Tender should provide examples and information of past relevant experience working on projects of relevance for the present terms of reference.

VSE reserves the right to contact tenderers for clarification before the award, as well as the right not to award the tender if no satisfactory proposal is submitted

Tenders or requests to participate must be submitted electronically via the following e-mail address: info@victimsupporteurope.eu.

The same e-mail address may be used for any clarifications or questions before submission of tenders.