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Country: Jamaica

Institution: Inter-American Development Bank

Sector: General - Education and Training, General - Security, Justice and Legal Affairs

Deadline: 2021-06-30T00:00:00.00-04:00

Status: Published

Loan N°./Financing:

Project: Security Strengthening Project (SSP)

Title: SECURITY AWARENESS TRANING PROGRAM

Borrower/Bid No: MNS/SSP/2021/05/REOI-004

Government of Jamaica

IDB Inter-American Development Bank

REQUEST FOR EXPRESSIONS OF INTEREST

SECURITY AWARENESS TRANING PROGRAM

Institution: Inter-American Development Bank

Country: Jamaica

Project: Security Strengthening Project (SSP)

Loan/Credit/Grant No.: *JA-L1074*

Contract/Bid No. : *MNS/SSP/2021/05/REOI-004*

Deadline*: 30 June 2021*

Abstract:

The Government of Jamaica through the Ministry of National Security (MNS) is implementing the Security Strengthening Project (SSP) which is comprised of the following three (3) components:

i. Violent crime prevention and management;
ii. Improving investigative capabilities for homicides and;
iii. Change Management and Communications.

The Security Strengthening Project is aligned with the Sector Strategy on Institutions for Growth and Social welfare (GN-2587-2 and the Sector Framework for Citizen Security and Justice (OP1201). The project is consistent with the 2016-2021 IDBG Country Strategy with Jamaica (GN2868) and will contribute to the Corporate Results Framework (CRF) 2016-2019 (GN-2727-6) output indicators of: (i) Government agencies benefited by projects that strengthen technological and managerial tools to improve public service delivery; and (ii) Crime information systems strengthened. The project is also aligned with the 2017 Jamaica's Ministry of National Security Five Pillar Strategy for Crime Prevention and Citizen Security.

The Ministry of National Security *has received* financing from *the Inter-American Development Bank (IDB)*, and it intends to apply part of the proceeds to payments under the project Security Strengthening Project (SSP), for a firm to undertake a Security Awareness Training Program.

The Ministry of National Security now invites suitably qualified consulting firms to submit their Expressions of Interest (EOI) to undertake the Security Awareness Training Program. Your EOI must include details of your Firm's relevant experience and qualifications to perform the services. Only shortlisted firms will be contacted and requested to submit a combined technical-price proposal.

Consultancy Objective

To obtain an off-the-shelf self-paced online security awareness program should include (but not limited to) modules such as the following:

- Ransomware protection
- Cybersecurity
- Safe Web Browsing
- Management of password
- Being safe on social media platforms
- Security Awareness principles
- Cloud security awareness
- Vishing, smishing, phishing
- Protection of Mobile Data and Gadget
- Data Management and Privacy
- Clean Desk Policy
- Email Scams
- Removable Media
- Bring-Your-Own-Device (BYOD) Policy
- Physical Security and Environment Controls
- configuration around surveillance.

More specifically, the consulting firm is required to provide a program for training that addresses the following functionality:

Target Audience

- Police officers in the JCF and other agencies at various ranks, supervisory and management levels

Program Design

The proposed solution should have a user-friendly design that has minimum inclusion of the following:

- Provide access to content instructionally designed into storyboards to meet the stipulated learning objectives/topics
- Provide access to configuration for branding
- Allow access to one comprehensive platform that is easy to manage using technologies that are not complicated to integrate into the user's environment
- Allow access to orientation videos and instructions for navigating platform and modules
- Allow access to a sample user interface design for the module(s), to include welcome or a main menu screen and dashboard with links to content and other headings such as tutorials, announcements, and so forth. The design must also include colour palettes, header, and footer sections as well as menu buttons and navigational buttons

Program Characteristics and Function

- Provide an intuitive and learner-friendly interface
- Provide access to a personalised user experience in which the participants' activities are adaptive to prioritized needs and areas of improvement
- Access to centralized learning materials such as written instructions, slide decks, videos, quizzes that enables consistency, engagement, and organisation of participants

Participant Profile

The program for training must:

- Provide access to training for all groups of officers in the JCF
- Access to training and annual refreshing of information

Program Delivery

- Provide access to web-based solution using a self-paced approach
- Access to built-in tracking and notifications to alert users on progress, relevant updates/reminders to learners
- Access to automated/tracking of certificate generated upon completion and grading of final assessment
- Access lessons and modules structured in short modules that address short learning timespans of participants
- Provide a program for training that must contain culturally appropriate references, context, and images for learners
- Provide a product that have required visuals- interactive activities, simulations, videos, sketches and so forth
- Provide flexibility in reporting and analytics

Implementation Approach

- Provide orientation to the course as well as to commit to providing the Ministry of National (MNS) with updates and training where applicable once there are amendments or revision to the course content.
- Provide access to the execution of a pilot of the program for a small cohort initially to ensure that the configuration and presentation is compatible with the needs and requirements of the Jamaica Constabulary Force
- Provide feedback on pilot implemented
- Provide available production of manuals to be a deliverable of implementation strategy

Learning Management System

- Access to training on the vendor's Learning Management System with the required functionalities or provide recipient with option to use an external LMS if desired.
- Access to training on LMS must allow participants to select their courses, complete courses, repeat courses, as well as tract testing and completion of modules.
- The access of additional resources, where appropriate should be included in the program
- Provide a consistent look and feel on the LMS

This procurement process requires consultants to have the following specific experience and/or capabilities:

Qualifications:

The proposed team must include persons with the qualifications, skills and experience below. The proposal must also include the team member who will be coordinating the effort of the proposed team and who will function as the single point of contact for SSP.

Academic Degree / Level & Years of Professional Work Experience:

- ISO Ratified
- Have over 8 years' experience in providing training in an online environment

Qualification of Project Manager and Team Lead

Team Leader

- Post Graduate Certification and/or master's degree in Information Technology, Instructional Design, Curriculum Design, Educational Technology, multimedia production or a relevant educational degree or qualification
- Demonstrate a tract record in creating high quality online learning experiences
- Extensive experience in producing robust learning programs that are consistently updated
- At least 8 years' experience in executing online learning
- At Least 8 years' experience in creating resources for online platforms

Project Manager

- Post Graduate Certification and/or master's degree in Information Technology, Instructional Design, Curriculum Design, Educational Technology, multimedia production or a relevant educational degree or qualification
- At least 5 years' experience in executing online learning
- At least 2 years' experience in creating resources for online platforms

A Consulting firm will be selected in accordance with the procedures set out in the Inter-American Development Bank: Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank GN-2350-9 for Quality-and Cost-Based Selection (QCBS).

The selection of the Consultant will also be in accordance with the Government of Jamaica's Public Procurement Act (2015) .

The full detail of the engagement is included in the Terms of Reference which can be viewed at www.mns.gov.jm. The closing date for submission of Expressions of Interest is **Wednesday June 30, 2021 at 2:00 pm** and must be delivered to peu@mns.gov.jm or the address below. Late submissions will not be accepted **.**

The Ministry of National Security reserves the right not to accept the lowest, or any other tender or to abort the tender process and reject all bids at any time prior to the award of contract without incurring any liability.

Attn: Procurement Specialist

Ministry of National Security

Security Strengthening Project

Shops 31 – 32

Kingston Mall

Kingston

Jamaica WI

Attachments:

https://devbusiness.un.org/system/files/TERMS%20OF%20REFERENCE%20-%20Security%20Awareness%20SSPV3%20%281%29.pdf