MELCA-Ethiopia

the David & Lucile Packard FOUNDATION

**Movement for Ecological Learning and Community Action**

**(MELCA-Ethiopia)**

# Terms of Reference (ToR) for Initialization of Microsoft Outlook System and Provision of Training

February, 2022
Addis Ababa
Ethiopia

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## 1. Introduction

Movement for Ecological Learning and Community Action (MELCA-Ethiopia) is a non-governmental, non-profit making indigenous organization founded in 2004. The organization recently re-registered with the Agency for Civil Society Organizations on the 14th of November 2019 in accordance with Civil Society Organizations Proclamation No. 1113/2019 having a registration number of 0348. MELCA-Ethiopia operates in 5 project offices in 4 regional states (Oromia, Amhara, Southwest Ethiopia Peoples Regional State and Gembella Peoples Regional States).

The organization has a vision to see healthy and prosperous people, who preserve their bio-cultural diversity, and the mission is focused on working for healthy ecosystems, resilient communities, and critical young generation through developing and institutionalizing innovative approaches and experiences. Its core values include integration of culture and environment, traditional and scientific knowledge system, intergenerational learning and celebrating diversity. To realize its vision, MELCA-Ethiopia focuses on implementing four core programs Environmental Governance, Agro-ecology, Children and Youth Empowerment, and Eco-friendly Livelihoods Improvement Schemes all of which are employing gender as a cross cutting subject.

As part of the Capacity Development grant financed by the David and Lucile Packard Foundation, MELCA-Ethiopia is planning to install Microsoft outlook to serve as its basic communications platform. As such the organization is calling for proposals from competent and interested institutions or firms for installation of the appropriate application version and provision of training for staff on use of the application.

## 2. Purpose of the assignment

The purpose of the assignment is to install the appropriate Microsoft outlook application and train staff of the organization on its uses. The communication platform is expected to play a good role in facilitating virtual internal and external communications of the organization. It also serves in work flow management of the organization. In addition, the application also serves to create organizational e-mails for staff, facilitate virtual meetings on Teams, manage meetings on calendars and create a central file share point that can be accessed by all relevant staff.

## 3. Objective

The objectives of organizing training and initialization of Microsoft outlook system is to create easy and integrated online communication flow among staff through e-mails and virtual meetings, track appointments on calendars and create a central file share point. Microsoft Outlook is the standard task management and communication software. Its integration with the corporate Exchange server allows the software to communicate with iterations of Outlook on other computers. In other words, co-workers can share contacts, calendars and personal messages through the software.

**4. Scope of the Assignment**

The assignment will include installation of the software/application and its customization followed by a training one full day for 40 numbers of staff. The training will cover the following listed training courses for 40 staff.

- An Introduction to Microsoft Outlook
- Customizing Outlook
- Outlook Keyboard Shortcuts
- Email Message Options (receipts, blind copies, saving sent items to alternative folder, delay delivery, direct replies, recalling emails)
- Managing tasks, email, appointment, events and contacts
- Managing Meetings (requests & responses)
- Templates, Quick Parts & Quick Steps
- Creating Rules and Voting Buttons
- Converting Emails to Tasks
- Using the Calendar including Permissions, Delegate Access and Categories
- Contact Groups and search options
- How to save and access files on a shared point/disc

**5. Location**

The assignment will be undertaken in a location that will be determined by MELCA-Ethiopia.

6. **Training methodology**

The consultant should develop a methodology and training plan to undertake the assignment.

**7. Deliverables**

The following are items and services expected to be delivered by the Consultant as parts constituting completion of the assignment.

- ❖ Inception Report with detailed methodology, training plan
- ❖ Training manuals including PowerPoint presentations, handouts
- ❖ Installation the system and team create
- ❖ system user administration module
- ❖ Training report accepted by the client

**8. Tasks of the trainer(consultant)**

- ❖ Review the TOR and submit a technical and financial proposal
- ❖ Deliver action plan and elaborated methodology and inception report
- ❖ Submit draft training module and program
- ❖ Develop training material in PowerPoint
- ❖ Installed the systems on staff computers and create team for system users
- ❖ Deliver training for one full day
- ❖ Prepare system user module

## 9. Selection Criteria used for the Selection of a Consultant

| No | Technical proposal elements (Weight 70%) | Weight out of 70% | Remark |
|---|---|---|---|
| 1 | Consultant (s) qualification and experience:<br>Overall capacity and experience to conducting training:<br>training/certifications and years of experience | 25% | |
| 2 | Experience in undertaking similar assignments (engagement with NGOs, is advantageous) | 10% | |
| 3 | Understanding of the assignment or task | 10% | |
| 4 | Proposed implementation plan and methodology<br>❖ Reasonable estimated number of man-days<br>❖ Training plan<br>❖ Gap analysis and benefits realization<br>❖ The proposed timing for completion of the consultancy | 20% | |
| 6 | Other relevant information extracted from the proposals | 5% | |
| II | Financial proposal elements; | | |
| 7 | Financial proposal | 30% | |
| | Total Cost/Total Weight | 100% | |

## 10. Required Educational Qualification and Experience

- ❖ The consulting firm must have a successful track record of handling similar tasks and IT Background.
- ❖ Capable of commanding a sufficient number of competent experts in the fields of the task assigned and related subject.
- ❖ Availing of competent female experts has the advantage of a 10% bounce point in the selection process.

## 11. Payment modalities

**The payment terms will be in three phases:**

- ❖ The first installment: 20%, upon and submission and endorsement of inception report, methodology, training plan and approaches.
- ❖ The second Installment: 40% upon delivering one full day training system installation and endorsed the by MELCA-Ethiopia.
- ❖ The third installment: 40%, up on the submission and approval of the final system and user (admin) manual of the system.

## 12. Application process

Interested training institutions or firm applicants who meet the required conditions are invited to submit their technical proposal as per the requirements mentioned in this ToR and detail schedule and activities for filming from the beginning to the final film delivery date and financial proposals. The applicants may submit the financial and technical proposals in sealed and separate envelopes.

MELCA-Ethiopia head office located at Kidane Beyene building, 1st floor, near main post office, Tel +251-11-550-7172 or +251-11-550-4554 P.O.Box 1519 code 1250, Addis Ababa, Ethiopia

**E-mail:** melca.ethiopia2004@yahoo.com **Website:** www.melcaethiopia.org

MELCA-Ethiopia reserves the right to cancel the bid wholly or partially. Only selected candidate maybe contacted.