

► Request for Quotation¹ for the Procurement of Services

RFQ No. 1/2026/JET-CoP

Service Contract Support the
Implementation of a microlearning pilot
under the IKI JET Community of Practice

**Responses to be received by 30 Mar 2026, 16:00, UTC +7 or
Western Indonesian Time (WIB)**

DISCLAIMER

By responding to this tender, you consent to the processing of your personal data, including any future update, by the ILO for the purpose of this tender. The ILO applies a data protection policy in conformity with international standards. Should you require further information on your personal data, please contact pcrt@ilo.org indicating "Personal Data Protection – RFQ No. xx/20xx" in the subject.

¹ The term 'quotation' refers to any offer, bid or proposal submitted to the ILO in response to this solicitation.

Subject: Contract Service to support the implementation of a microlearning pilot under the IKI JET Community of practice

Reference: RFQ No.1/2026/IKI-JET

Date: **17 March 2026**

Dear Sir/Madam,

The International Labour Office (ILO) is pleased to invite your company to submit a quotation for the performance of the services described in Annex I.

When preparing your quotation, please bear in mind that any and all services provided to the ILO are subject to the [Terms and Conditions Applicable to ILO Contracts](#). Please return your completed offer to the ILO together with the Certification form (Annex II) duly signed by an authorized legal representative of your company.

The conditions set out in the [Terms and Conditions Applicable to ILO Contracts](#), as well as any other conditions contained in or enclosed with this letter, will become part of any contract concluded with the successful bidder. If your offer is accepted, you will receive a formal Purchase Order.

Your Bid must be received by the ILO no later than **30 March 2026. 16.00 Western Indonesia Time (WIB) or UTC+7**. Late bids will be rejected.

Failure to comply with the requirements of this RFQ and its Annexes may render a bid ineligible for consideration.

We look forward to receiving your Proposal.

Yours sincerely,

Yunirwan Gah

National Project Coordinator

► SUBMISSION OF YOUR OFFER

1. SUBMISSION METHOD

For this request, offers may be submitted by **e-mail**. You must submit your offer strictly in compliance with the procedures described below.

2. REQUIRED DOCUMENTATION

In order to be eligible for consideration, submissions must include:

- Annex II, Certification to be submitted;
- Annex III, Offer Submission Form, including Appendix A (detailed breakdown).

3. VALIDATION AND SUBMISSION

The above documents are to be signed by the legal representative, stamped with the official seal of your company, and submitted on or before **30 March 2026. 16.00 Western Indonesia Time (GMT+7)** to the following address:

Yunirwan@ilo.org

Àtt: Yunirwan Gah

Alternatively, the proposal can be sent to :

ILO Country Office for Indonesia
Menara Thamrin, 22nd Floor, JL. MH. Thamrin Kav. 3
Jakarta 10250, Jakarta Pusat
Indonesia

4. PARTIAL OFFERS

Kindly note that one single contract for the totality of the assignment will be given preference; however, it will be possible to consider a partial offer and/or a split of contracts.

The ILO reserves the right to disqualify proposals that are not in compliance with the above instructions.

5. CLARIFICATIONS

Bidders requiring any clarification on technical, commercial or legal aspects of the RFQ documents may submit their queries to jakarta@ilo.org by 27 March 2026.

6. SUBMISSION DEADLINE

Offers received after the deadline specified in Paragraph 3 above will not be considered. The ILO reserves the right to extend the deadline for the submission of offers. In such an event, the ILO will inform all potential bidders in writing of the terms and duration of the extension.

7. ANNEXES

To enable you to prepare and submit your quotation, please find enclosed the following:

- Terms of Reference (Annex I);
- Certification to be submitted by a Bidder (Annex II);
- Offer submission form and Appendix A (Annex III).

8. TERMS AND CONDITIONS APPLICABLE TO ILO CONTRACTS

Terms and Conditions applicable to ILO contracts are available at:

https://www.ilo.org/wcmsp5/groups/public/---ed_mas/---inter/documents/legaldocument/wcms_768752.pdf

► Terms of Reference

Contract Service to support the implementation of a microlearning pilot under the IKI JET Community of Practice

1. Background

The International Labour Organization (ILO), through the project “Innovation Regions for a Just Energy Transition (IKI JET)”, supports stakeholders in coal-dependent regions to plan and implement pathways towards a low-carbon energy system while ensuring decent work and social inclusion.

The project “Innovation Regions for a Just Energy Transition” (IKI JET) aims to support key stakeholders in coal regions in planning and implementing regional just energy transition pathways away from coal and towards a low-carbon energy system, consistent with the Paris Agreement and the ILO Just Transition Guidelines. The IKI JET project is jointly funded by the International Climate Initiative of the German Federal Ministry for the Environment, Climate Action, Nature Conservation and Nuclear Safety (BMUKN) and by the European Commission’s Directorate-General for International Partnerships (DG INTPA) for the Just Energy Transition in Coal Regions Interregional Platform (JET-CR). The project is implemented by a consortium of organisations, including the International Labour Organisation (ILO), GIZ, the Climate Action Network (CAN), the International Institute for Sustainable Development (IISD), the Solidarity Centre, APHEDA, and the Wuppertal Institute für Klima, Umwelt, Energie gGmbH.

As part of this initiative, the ILO has established a Just Energy Transition Community of Practice (JET CoP) in Asia to facilitate knowledge sharing, peer learning and South-South and Triangular Cooperation among policymakers, workers’ and employers’ organisations, and other stakeholders engaged in energy transition processes. The CoP promotes dialogue and exchange on key policy areas, including economic diversification, skills development, labour market policies, and social protection in the context of energy transition.

While the JET CoP has successfully facilitated regional knowledge exchange through workshops, policy dialogues and learning events, there is a growing need to strengthen continuous learning mechanisms and engagement. In our work with tripartite constituents, a clear need has been identified to further raise awareness and build capacities so that governments, employers’ and workers’ organizations can meaningfully participate in policy-making processes related to the just energy transition at both national and subregional levels. In this regard, digital learning approaches and behavioural engagement tools offer new opportunities to support ongoing learning processes, encourage participation and facilitate peer exchange across geographically dispersed stakeholders.

To explore these opportunities, the ILO intends to pilot an innovative digital microlearning programme within the JET CoP. The pilot aims to test how interactive digital learning methods can support policy learning, enhance engagement, and strengthen the exchange of experiences related to Just Energy Transition for CoP members. It also aims at raising awareness for the public users by utilizing relatable actions from the daily behaviours. To support the design and implementation of this pilot initiative, the ILO seeks to contract a service provider with expertise in digital learning platforms and microlearning programme development.

2. Objectives

Overall Objective

The overall objective of this assignment is to design, develop and implement a pilot digital microlearning programme within the JET CoP in Asia and Pacific Region to strengthen continuous learning, enhance engagement among participants, and validate the effectiveness of digital microlearning approaches in supporting knowledge exchange on Just Energy Transition policies, sub-themes and practices.

Specific Objectives

1. Design and deliver an interactive microlearning programme tailored to the needs of JET CoP members, and broader audiences for public, through the development of learning workflows, short learning modules and engagement mechanisms.
2. Deploy and manage a digital learning platform on WhatsApp and an additional platform (such as Viber) to deliver microlearning content through mobile messaging tools, including chatbot-based interaction, automated reminders, and gamification features to promote continuous participation.
3. Monitor participation and learning engagement through digital analytics and dashboards, and generate insights on participation rates, learning completion and user engagement to inform the evaluation of the pilot.
4. Produce a pilot implementation report documenting key results, user engagement patterns and lessons learned to inform potential scaling of digital learning approaches within the JET CoP.
5. Establish a practical evaluation framework, including pre- and post-learning assessments, to rigorously measure knowledge retention, behavioural shifts, and the overall effectiveness of the microlearning approach
6. Provide technical support to ILO staff for the implementation and operation of the microlearning programme, including guidance on content delivery, platform use, facilitation of learning workflows, troubleshooting, and capacity building to ensure effective rollout and sustainability of the initiative.

3. Scope of Work

Under the overall supervision of the ILO project team led by the National officer based in the ILO Country Office for Indonesia, and with support of the AP/JT team in Bangkok, the service provider will design, develop and implement a pilot digital microlearning programme within the JET CoP. The service provider will be responsible for the following tasks:

1) **Design of the microlearning programme**

- Design a structured microlearning workflow aligned with priority topics related to JET identified by the ILO
- Conduct a rapid learning need analysis to contextualise and finalise the identified topics.
- Develop a comprehensive Curriculum and Syllabus (the learning programmes) that maps out the overall learning objectives, target audience segmentation (policymakers vs. broader public), pedagogical approach, learning methodology and a sequenced content outline for the three microlearning modules
- Break down the syllabus into daily nano-modules, detailing the specific learning outcomes, key messages, and interactive elements (e.g., quizzes, reflection prompts) for each day.
- Develop learning mechanisms that promote reflection, interaction and knowledge exchange among participants.
- Design engagement mechanisms, including gamification features, to encourage continuous participation throughout the learning cycle.

2) **Platform deployment and technological setup**

- Provide and manage the digital learning platform required for the pilot implementation.
- Set up platform hosting and ensure secure access for registered participants.
- Install a messaging-based learning platform incorporating both a structured content delivery interface and an AI-powered helpdesk function to provide participants with on-demand access to

learning resources and guidance. (Note: The ILO will provide the core thematic materials, policy documents, and knowledge base content required to train the AI).

- Configure automated notifications, reminders and other engagement features to support participant retention during the pilot phase.
- Ensure the platform can support the delivery of learning content in multiple languages, including English, Indonesian, Thai, Vietnamese and Mongolian in accordance with the needs of participating countries. The vendor is responsible for localizing the content into these languages within the development timeframe.
- Pilot the platform and learning programme.

3) Implementation of the pilot learning programme

- Support participant onboarding and registration processes.
- Deploy invitations and learning content to participants through the platform.
- Implement the learning modules according to the agreed pilot schedule.
- Provide technical support and troubleshooting for users throughout the pilot implementation period.
- Monitor participation and engagement levels and adjust learning implementation where necessary to maintain active participation.

4) Monitoring, validation and reporting

- Provide a monitoring dashboard or equivalent analytical tools enabling the ILO to track participation and engagement which will include at minimum the following aspects:
 - a) Built-in Assessment Tools (such as baseline/pre-training quizzes and endline/post-training knowledge checks) within the conversational flow to measure actual knowledge gain and behavioural intent.
 - b) indicators such as participation rate, engagement rate and completion rate during the pilot.
 - c) Result or analysis of a post-module evaluation survey to gather qualitative user feedback on the learning experience, platform usability, and content relevance.
- Analyse learning engagement data to assess and validate the effectiveness of the microlearning approach in supporting continuous learning within the JET CoP.
- Prepare a comprehensive pilot implementation report summarizing results, user engagement patterns and lessons learned, including recommendations for potential scaling or replication of the approach.

4. Deliverables and Timeline

Deliverable	Timeline
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Deliverable 1: Microlearning programme design Design of the pilot digital microlearning programme, including: - comprehensive Curriculum and Syllabus document (including learning objectives, audience mapping, and sequenced content outline) - microlearning workflow and structural design of the three learning programmes/modules - design of three microlearning modules, each broken down into nano-modules - gamification mechanics to encourage participant engagement	Within 2 weeks of the start of the contract
Deliverable 2: Development of learning content Development of the learning materials required for the pilot implementation, including: - several microlearning modules, structured into nano-modules that take 5-10 minutes to complete - supporting learning materials and interactive learning content - adaptation of learning materials for delivery through a mobile messaging interface - Development of embedded assessment questions (baseline and endline) and the post-module evaluation survey.	Within 1 month from the start of the contract
Deliverable 3: Platform deployment and pilot implementation Deployment and implementation of the pilot microlearning programme including: - platform setup and hosting - deployment of a messaging-based learning interface - deployment of an AI helpdesk chatbot to support participant interaction - configuration of automated reminders and engagement mechanisms - configuration of gamification features including leaderboard functionality - onboarding and registration of participants (up to 1,000 users) - implementation of the learning modules during the pilot period - access to a live monitoring dashboard to track participation and engagement	During the pilot implementation period (3 months from the start of the contract)
Deliverable 4: Monitoring dashboard and final report Provision of monitoring tools and a comprehensive evaluation report of the pilot results including:	At the end of the pilot implementation period

Annex III

• learning outcomes (knowledge assessment) based on the monitoring of participation indicators during the pilot, user feedback. • engagement matrix, which captures the participation levels, completion rates and user interaction patterns • lessons learned and recommendations for potential scaling of the microlearning approach * The contractor provides the ILO with real time access to the monitoring dashboard from the start of the pilot implementation period.	
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5. Duration

The duration of the assignment is three months from 1 April to 30 June 2026.

6. Required Qualifications

The assignment may be undertaken by a consultancy firm, digital learning provider, technology company or consortium with demonstrated experience in digital learning solutions and engagement platforms.

Technical expertise

- Proven experience in designing and delivering digital learning programmes, particularly microlearning or mobile-based learning solutions.
- Demonstrated experience in developing interactive learning mechanisms, including gamification or behavioural engagement approaches.
- Demonstrated experience deploying AI-powered helpdesk or conversational chatbot systems capable of retrieving information from knowledge bases
- Demonstrated expertise in instructional design, curriculum development, and creating structured learning assessments tailored for digital or microlearning environments.

Technology capacity

- Proven capacity to deploy and manage digital learning platforms, including chatbot-based or messaging-based learning interfaces.
- Experience in implementing automated notification systems, engagement tracking tools and digital learning analytics.
- Proven capacity to develop and localize learning content into multiple languages.

Implementation experience

- Demonstrated experience delivering digital learning initiatives for international organizations, governments, development partners or large stakeholder communities.

Data analysis and reporting capacity

- Ability to monitor user engagement and learning participation using dashboards or analytics tools and produce learning engagement reports.

7. Supervision and Reporting

Annex III

The service provider will report to the National Coordinator of the Community of Practice in Asia, with technical backstopping from the Senior Specialist on Environment and Decent Work in Asia and the Pacific, based in Bangkok, and the ILO Project Technical Officer based in Geneva.

8. Special terms and conditions:**Confidentiality Statement and Intellectual Property of Data**

All data and information received from the ILO and the stakeholders for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to ILO according to the grant agreement. The contents of written materials obtained and used in this contract may not be disclosed to any third parties without the express advance written authorization of the ILO.

Unsatisfactory or Incomplete Work

For the assignment, the ILO's Standard Rules and Procedure for Ex-Col/ Service Contracts shall be applicable. In event that the service delivered is unsatisfactory or fails to conform to the conditions set out above, the ILO reserves the right, as appropriate to interrupt it, to request that it be corrected or modified, or to refuse to accept the service.

9. TERMS OF PAYMENT

Payments will be made according to the following schedule:

- First payment – Upon submission and approval of Deliverable 1 (Programme Design). - 30%)
- Second payment – Upon submission and approval of Deliverable 2 (Development of learning content) and the confirmation of the platform deployment- Deliverable 3. - 40%
- Final payment– Upon completion of the pilot implementation and acceptance of Deliverable 4 (Monitoring dashboard and final report) – 30

► ILO Vendor Selection Procedure: Certification

The International Labour Organization, represented by the International Labour Office (ILO), expects its Vendors and their Personnel to support and respect the protection of internationally proclaimed human rights and to observe the highest ethical standards in any of their supply chains, throughout the selection process and the performance of the contract.

The Vendor hereby certifies that it is **NOT** in one or more of the following situations:

1. bankrupt or the subject of insolvency or winding-up proceedings, subject to administration by a liquidator or by a court, in an arrangement with creditors, or that its business activities are suspended or in any analogous situation arising from a similar procedure under national law and regulations;
2. in breach of its obligations relating to the payment of taxes and social security benefits to the extent required by law or a regulatory body;
3. guilty of professional misconduct, by having violated applicable laws or regulations, or ethical standards of the profession to which it may belong, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:
 - (a) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of eligibility or selection criteria or in the implementation of the legal commitment;
 - (b) entering into agreements with any other interested companies, competitor or potential competitor with a view to restricting competition with respect to the current selection process;
 - (c) attempting to influence the decision-making process of the ILO, to obtain confidential information that may confer upon it undue advantages in the current selection process or to negligently provide misleading information that may have a material influence on the ILO decisions concerning exclusion, selection or award;
4. engaged in conduct or behaviour that constitute Proscribed Practices or Prohibited Conduct as defined in paragraph **12.3.** of the Terms and Conditions applicable to ILO Contracts ¹ with respect to the ILO, another entity of the United Nations System or multilateral development finance institutions;
5. participant, either active or passive, in a criminal organization or in money laundering;
6. the subject of any sanctions ², nor identified as ineligible by any government, supranational organization (e.g., European Union), another entity of the United Nations System or multilateral development finance institution;
7. provided resources received under any contract with the ILO, another entity of the United Nations System or multilateral development finance institutions to individuals, groups, undertakings or entities associated with terrorism in particular those named on the United Nations Security Council Consolidated List, as may be amended;
8. employed children as defined in paragraph **12.2.5.** of the Terms and Conditions applicable to ILO Contracts or committed offences concerning trafficking in human beings ³;
9. shown significant or persistent deficiencies in the performance of a substantive requirement under a prior contract with the ILO, which led to early termination of that prior contract, damages, etc.;
10. misrepresented information supplied that is required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria, withheld such information or failed to submit the supporting documents requested in the current selection process;

¹ https://www.ilo.org/wcmsp5/groups/public/---ed_mas/---inter/documents/legaldocument/wcms_768752.pdf

² See in particular the United Nations Security Council Consolidated List, available at <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>.

³ As defined in Article 3(a) of the Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, adopted and opened for signature, ratification and accession by General Assembly resolution 55/25 of 15 November 2000, available at : <https://www.ohchr.org/en/professionalinterest/pages/protocoltraffickinginpersons.aspx>.

11. committed financial irregularity;
12. created a shell company or is a shell company for the purpose of responding to the current selection process; or
13. used information from current or former ILO officials, whose previous duties or access to inside information during their tenure could be perceived as a conflict of interest.

The Vendor understands that it may be excluded by the ILO from participation in the current selection process in the event of any misrepresentation in relation to the above certification and that the ILO will reserve the right to cancel or terminate with immediate effect and without compensation any proposal of or contract arising from this selection process.

The undersigned certifies/y to be duly authorized to sign this certification on behalf of the Vendor.

For the Vendor

Name:
Title:
In
Signed on

Contact details

International Labour Organization
Route des Morillons 4
CH-1211 Geneva 22
Switzerland

Procurement Bureau (PROCUREMENT)
Email: pcrt@ilo.org

► Offer submission form (to be completed by the bidder)

Reference: Add RFQ number and description

Closing Date: Date, time, time zone

Bidder Name: Fill in Bidder's name and address

For the supply of services:

Having examined this Request for Quotation including its Annexes, and having examined all conditions and factors that might in any way affect its cost or time of performance, we, the undersigned, offer to execute and complete the Services in full acceptance of, and in accordance with, the Terms and Conditions Applicable to ILO Contracts for Services for the following Total Contract Price, net of any direct taxes or customs duties and other import taxes:

Task	Description	Lump Sum in Add currency here (Excluding VAT)
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.
4	Click or tap here to enter text.	Click or tap here to enter text.
5	Click or tap here to enter text.	Click or tap here to enter text.
Total		Click or tap here to enter text.

Attached to this Offer Submission Form is **Appendix A**, containing the proposed detailed cost breakdown for each of the above tasks.

Additional Services

Compensation for any additional services to this RFQ shall be calculated based on the rates below:

Position (title)	Based at contractor's Office	Based at the ILO
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Comments	Click or tap here to enter text.	Click or tap here to enter text.

Name: Click or tap here to enter text.

COMPANY STAMP

Position: Click or tap here to enter text.

Tel/Fax: Click or tap here to enter text.

E-mail: Click or tap here to enter text.

Date: Click or tap to enter a date.

Signature: Click or tap here to enter text.

Appendix A

The bidder is to provide in this document the proposed detailed cost breakdown for each of the tasks.

All individual activities and sub-activities should be specified and their respective cost quoted.

Further details or clarifications regarding the time-and-material costs quoted in the previous page, if any, should be indicated here.

Click or tap here to enter text.