EASTERN AFRICA GRAIN COUNCIL

REQUEST FOR PROPOSALS

CONSULTANCY TO SUPPORT DEVELOPMENT AND IMPLEMENTATION OF A LEARNING MANAGEMENT SYSTEM (LMS) FOR THE GRAIN BUSINESS INSTITUTE (EAGC-GBI)

RFP No.	**RFP-EAGC-2026-003**
Issue date	2nd November 2026
Title	Request for Proposals for a Technical Consultant to Support Development and Implementation of a Learning Management System (LMS) for EAGC Grain Business Institute.
Email address for submission of questions	**procurement@eagc.org** The email address above is the sole point of contact at EAGC for questions.
Email address for submission of proposals	**procurement@eagc.org**
Deadline for Receipt of Proposals	13th November 2026, Close of Business (as stated in the TOR; confirm before issue)
Anticipated Award Type	**Fixed Price Purchase Order.** EAGC anticipates awarding contract to the successful bidder for the provision of specific the services or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs, direct and indirect, into their total proposed price.
Basis for Award	An award will be made based on the experience of the consultant to offer similar services. The award will be issued to the responsible and reasonable offeror who provides the best value to EAGC using a combination of technical and cost/price factors.

1. Introduction

The Eastern Africa Grain Council (EAGC) is a regional, membership-based organization committed to enhancing structured grain trade across Eastern Africa. Through its specialized training and capacity development arm, the Grain Business Institute (EAGC-GBI), EAGC delivers professional training, capacity building, and knowledge-sharing services to grain sector stakeholders, including farmers, traders, processors, warehouse operators, financial institutions, policymakers, and development partners.

To scale its regional reach, enhance efficiency and accessibility, and build a sustainable digital revenue stream, EAGC-GBI seeks to acquire, design, customize, deploy, and maintain a robust, enterprise-grade Learning Management System (LMS). The platform will serve as the core digital ecosystem for managing, delivering, marketing, and monetizing EAGC-GBI's accredited courses and professional certification programs.

2. Purpose and Objectives of the Assignment

EAGC invites proposals from qualified technical consultants or firms to design, build, customize, integrate, and deploy a secure, high-performing, user-friendly, and mobile-optimized LMS. The platform must support fee-paying self-paced, instructor-led, multilingual, and blended learning solutions for stakeholders across Eastern Africa and international markets. The consultant will provide post-implementation support, knowledge transfer, and capacity building, enabling EAGC-GBI to assume responsibility for ongoing operation and maintenance following formal handover, including access to and control of the complete source code and technical documentation.

Key Objectives

- Platform deployment: Establish a modern, scalable online learning portal reflecting EAGC-GBI branding.
- Flexible learning models: Support self-paced e-learning, virtual instructor-led training (VILT), and blended programs.
- Monetization and e-commerce: Enable course purchases, local payment gateway processing, automated billing, and commercial promotions.
- Digital credentials: Support professional certification, digital badges, micro-credentials, and online certificate verification.
- Performance tracking: Provide reporting and analytics for learner progress, revenue, and instructor effectiveness.
- Regional and remote mobile access: Provide Android/iOS compatibility and an optimized experience in low-bandwidth environments.

3. Scope of Work

3.1 Requirements Analysis and Inception

- Conduct stakeholder consultations with EAGC/GBI technical, operational, and financial teams.
- Review existing curriculum assets, assessment workflows, and delivery mechanisms.
- Document functional, non-functional, security, and interface specifications in a Software Requirements Specification (SRS) document.

3.2 System Architecture, Modules and Features

3.2.1. Course and content management

- Course creation supporting SCORM and Experience API (xAPI) standards.
- Modular curriculum management, course categorization, prerequisite pathways, and digital learning assets, including (video, PDF, and interactive SCORM content).
- Assessment tools supporting multiple question types, assignment submissions, automated grading, and peer-review workflows.

3.2.2. User and learner management

- Self-service registration, profile dashboards, and role-based access for Learner, Instructor, Content Developer, Finance Manager, and Super Admin.
- Automated enrolment rules, course progression tracking, transcript histories, and audit trails.

3.2.3. Virtual classroom and social learning

- Native Integration with live video-conferencing tools such as Microsoft Teams and Zoom.
- Discussion forums, peer groups, announcements, and direct messaging channels.

3.2.4. Assessment, certification and verification

- Online examinations, timed quizzes, anti-cheat controls, and practical assignment evaluation tools.
- Automated digital certificates with dynamic fields and QR codes for third-party verification.
- Support for digital badging and micro-credentialing standards.

3.2.5. E-commerce and financial operations

- Integrated storefront for course catalogue browsing, shopping cart, and single-click checkouts.
- Integration with East and Southern African payment gateways: Mobile Money (M-Pesa, Airtel Money, MTN Mobile Money) and Visa/Mastercard.
- Subscription models, corporate/group seat purchasing, coupon codes, automated tax handling, and instant invoice generation.

3.2.6. Analytics, reporting and dashboards

- Real-time executive dashboards summarizing active enrolments, completion rates, revenue metrics, and system usage.
- Automated scheduled reports exportable in PDF, Excel, and CSV formats.

3.3 Technical Infrastructure, Security and Hosting

a) Mobile responsiveness: Progressive Web App (PWA) capability or native Android and iOS apps supporting offline content caching.
b) Security and compliance: SSL/TLS encryption, compliance with GDPR and regional Data Protection Acts, daily automated backups, and protection against unauthorized access.
c) Infrastructure: Set up high-availability cloud hosting (AWS/Azure/GCP) targeting a minimum 99.5% service availability SLA.
d) Hosting and administrative control: Ensure EAGC-GBI has full administrative access to hosting, deployment infrastructure, databases, backups, and service accounts required for

independent operation and maintenance after handover. Document all hosting arrangements, recurring costs, third-party dependencies, and renewal requirements for EAGC-GBI approval.

4. Deliverables and Milestones

Phase	Milestone / Deliverable	Target Timeline
Phase 1	Inception report and Software Requirements Specification	Week 1
Phase 2	System architecture and UX/UI wireframes	Week 2
Phase 3	Core LMS configuration, customization and e-commerce integration	Weeks 3–6
Phase 4	Integration testing and User Acceptance Testing (UAT) report	Weeks 7–8
Phase 5	Administrator/instructor training and system deployment	Weeks 9–10
Phase 6	Platform go-live and six-month post-implementation support; formal handover for EAGC-GBI to assume ongoing maintenance	Weeks 11–12 for go-live; support continues for six months after sign-off

5. Training and Capacity Building

The consultant shall conduct comprehensive, role-specific training sessions for:

- System administrators: Core configuration, security setup, user provisioning, revenue tool monitoring, and system maintenance.
- Instructors and content authors: Course builder tools, multimedia upload, quiz construction, gradebook use, and learner tracking.
- Finance and audit teams: Transaction monitoring, report exports, coupon management, and settlement tracking.
- System maintenance and knowledge transfer: Practical training and comprehensive documentation for designated EAGC staff on administration, routine maintenance, troubleshooting, updates, security, backup and recovery, and source code management.

6. Duration of Assignment

The project timeline is **12 calendar weeks** from contract signing to full production launch. A **six (6) month** post-implementation support period following project sign-off shall be included to address defects, resolve implementation-related issues, and support system stabilization.

Upon formal handover and acceptance of the LMS, including source code, system configurations, credentials, and technical documentation, EAGC-GBI will assume responsibility for ongoing maintenance, administration, and management. Any maintenance beyond the agreed post-implementation support period will be subject to a separate agreement, where applicable.

7. Consultant/Firm Qualifications

- At least five years of demonstrable experience implementing open-source or commercial LMS solutions (e.g., Moodle, Totara, Open edX, or Canvas).

- Proven track record integrating regional mobile money solutions (e.g., M-Pesa) and international credit-card gateways.
- A portfolio of at least three successfully delivered enterprise LMS platforms within the past five years, with references.
- Access to a team with relevant expertise, including a Project Lead, Senior Software/LMS Architect, Integration Specialist, UI/UX Designer, and Quality Assurance Lead.

8. Proposal Evaluation Criteria

Proposals will be evaluated against the following criteria and weightings:

Evaluation Criteria	Key Considerations	Weight
Technical understanding	Clarity of scope understanding and alignment with EAGC-GBI strategic goals	15%
Technical approach	Robustness of architecture, security provisions, and mobile solution	20%
Firm experience	Portfolio of prior LMS implementations and relevant client references	15%
Team qualifications	Staff credentials, knowledge, and relevant certifications	15%
Implementation plan	Feasibility of the 12-week workplan and deployment strategy	15%
Financial proposal	Cost effectiveness and clear breakdown of licences, hosting, and services	20%
Total		**100%**

9. Intellectual Property, Confidentiality and Governance

- All source code, configurations, custom scripts, integrations, database and content structures, user data, system credentials, and project documentation developed or customized under this assignment shall become the exclusive property of EAGC upon final payment.
- The consultant shall hand over the complete source code, repositories, deployment scripts, configuration files, technical documentation, administrative credentials, and other materials reasonably required for EAGC-GBI to operate, modify, upgrade, and maintain the LMS independently.
- Following formal handover and acceptance, EAGC-GBI shall be responsible for ongoing maintenance, administration, upgrades, and management. The consultant shall facilitate structured knowledge transfer to ensure designated staff have the skills, access, and documentation required.
- The consultant shall not retain exclusive control over the source code, hosting environment, credentials, or other critical components required for independent management by EAGC-GBI.
- Strict non-disclosure and confidentiality obligations shall apply throughout and after the assignment.
- Any third-party software, plugins, themes, libraries, or other separately licensed components must be identified in the technical proposal, including associated costs, restrictions, and implications for EAGC-GBI's ability to maintain and modify the system independently.

10. Expected Outcomes

Upon successful completion and deployment of the platform, EAGC-GBI will achieve:

- Operational e-commerce platform: A fully functional, secure, fee-based online learning system capable of handling end-to-end registrations and transactions.
- Regional market expansion: Greater reach and accessibility for training programs across Eastern Africa and international markets.
- Enhanced engagement: Modernized, interactive learner experiences that improve completion rates and user satisfaction.
- Automated credentialing: Streamlined, error-free issuance and digital verification of certificates and badges.
- Data-driven administration: Upgraded training management workflows paired with real-time reporting and business analytics.
- Sustainable digital business model: A long-term, revenue-generating digital training ecosystem supporting EAGC's growth

11. Submission of Proposals

Interested consultants/firms should submit the following:

a) A technical proposal describing the understanding of the assignment, proposed solution and approach, implementation plan/workplan, and relevant technical details.
b) A financial proposal with a clear breakdown of costs, including licences, hosting, and services.
c) CVs of key personnel.
d) Examples of similar assignments and client references.

12. Submission Instructions

Interested consultants are required to submit an Expression of Interest (EOI) proposal detailing how they will execute the assignment, their capacity, experience in similar assignments and the costing of the assignment to EAGC through the email: **procurement@eagc.org** by **13th November 2026** (Close of Business).