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| HANDICAP INTERNATIONAL |
| Participation file |
| Intellectuel service for the design of an e-learning module |
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*Buyer identification*

**Name**: FÉDÉRATION HANDICAP INTERNATIONAL, nom d'usage "Humanité & Inclusion" (registered trademark), non-profit association governed by the French law of July 01, 1901, founded on July 19, 1982 and domiciled at 138, avenue des Frères Lumière, 69008 Lyon.

**Web site**: [www.hi.org](http://www.hi.org)

Founded in Lyon in 1982, Handicap International is an independent and impartial international aid and development organization working in situations of poverty and exclusion, conflict and natural disaster.

Working alongside people with disabilities and vulnerable populations, it acts and speaks out to meet their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

# Market description

The aim of this call for tenders is to contract an intellectual service for the development of an e-learning module.

See the "Context" and "Description of the Expected Service" sections of the Terms of Reference (in Appendix 1) for further details.

# General & specific conditions

* + - **General :**

By submitting a bid, the tenderer accepts without restriction all the specific and general terms and conditions of these participation documents as the sole basis for the procurement procedure, irrespective of its own terms and conditions, which it hereby waives.

Tenderers must carefully examine and comply with all instructions, forms, clauses and specifications mentioned in these tender documents.

Submission of a bid that does not contain all the information and documents requested by the deadline may result in the bid in question being rejected.

* + - **Specific :**

The contract will be signed for an initial period of 2.5 months. At the end of this period, the contract will terminate without the need for HI to give any form of notice.

The entire service must be operational by October 01, 2025.

Payment terms are 100% by bank transfer, 30 days end of month from receipt of invoice & validation of last deliverable by referrer.

Prices will be firm and non-revisable for the duration of the contract.

# Tender schedule s

This schedule may be freely modified by the organization according to the constraints encountered, and bidders will be informed accordingly.

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| **Step** | **Deadline** |
| **Invitation to tender release date** | 16-06-2025 |
| HI receives requests for clarification from bidders | 20-06-2025-17h |
| Distribution of responses to all bidders | 23-06-2025 |
| **Receipt of bids from tenderers** | 04-07-2025 - 17h |
| HI requests clarification from bidders [[1]](#footnote-1) | 07-07-2025 |
| Response to requests for clarification | 08-07-2025 |
| Contract award | Week of 07-07-2025 - at the latest |
| **Start of contractualization** | 15-07-2025 |

See the "Duration & place of execution" section in the specifications (Appendix 1) for further details.

# Eligibility and Obligations

Any individual or group of individuals:

* Having legal recognition of its practices, and being up to date with its social security contributions in its country of professional registration.
* And with recognized expertise in the field of :
* e-learning modules via Articulate Rise (ideally with additional expertise in Articulate Storyline);
* Digital accessibility standards applied to educational content, in particular the WCAG and RGAA standards;
* educational scriptwriting, particularly in international or associative contexts;
* the creation of interactive and engaging training courses, in line with best digital learning practices.
* And who have not had a breach of contract negotiated with HI in the last 2 years, as of the date of this call for expressions of interest.

Any individual or legal entity of any nationality is eligible to apply. However, certain criteria will be grounds for exclusion.

Handicap International defines five areas of exclusion for private sector partnerships, which include investment in landmines and cluster bombs, weapons, alcohol and tobacco, and those engaged in oil and gas extraction and production.

Thus, the following ethical risk criteria are examined: practices

discriminatory or otherwise contrary to HI's principles of inclusion or reinforcing factors of exclusion, active contribution to a conflict, contribution to violations of human rights and fundamental labor rights, responsibility for significant environmental degradation.

In addition, candidates or bidders must not respond to any of the following:

* be bankrupt or being wound up, having its affairs administered by the courts, having entered into an arrangement with creditors, having suspended business activities, or being in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
* Have been convicted of an offence affecting their professional character by a judgment having the force of res judicata.
* Have committed a serious professional misconduct established by any means that the contracting authority can justify.
* Have not fulfilled their obligations relating to the payment of social security contributions or their obligations relating to the payment of taxes in accordance with the legal provisions of the country in which they are established or those of the country of the contracting authority or those of the country where the contract is to be performed.
* Have been the subject of a judgment having the force of res judicata for fraud, corruption, participation in a criminal organization or any other illegal activity detrimental to the Communities' financial interests.
* Following the award of another contract or the award of a grant financed by the Community budget, have been declared to be in serious breach of contract due to non-compliance with their contractual obligations.

The contract will not be awarded to candidates or tenderers who, during the procurement procedure :

* Conflicts of interest
* Have been guilty of misrepresentation in providing the information required by the humanitarian organization for their participation in the contract, or have failed to provide such information.

By returning these initialled and signed participation instructions, candidates or tenderers affirm that they are not in one or more of the situations mentioned above and agree to send Handicap International, within seven (7) calendar days of receipt of Handicap International's request, any additional documents that Handicap International deems necessary to ensure its verifications.

## Subcontracting

The bidder, if it plans to use subcontractors, undertakes to Handicap International to:

* Provide it with a list of the services it plans to subcontract
* Obtain its formal agreement on the choice of prospective subcontractors
* Obtain its approval for the payment terms of these subcontractors
* Provide him with subcontractor contracts on request

# Participation procedure

The AO file consists of the following documents:

* this participation file
* an application form
* The terms of reference
* Declaration of non-conflict of interest
* Acceptance of contracting rules
* HI Training Quality Control Sheet
* The pedagogical objectives of the module

## Submission of applications :

Those interested in submitting a bid should send an e-mail to :

(The subject of the e-mail should read: "Company name" / AO response: reference)

* At the following address: [consultances@hi.org](mailto:consultances@hi.org)
* Before[[2]](#footnote-2) the deadline mentioned in point 3 "Receipt of bids".
* The following documents :
* Technical and financial offer
* This application form and the ToRs dated, initialled and signed
* Completed and signed application form with all required documents (certified balance sheets and income statements are mandatory)
* The following forms must be dated, initialled and signed:
* Acceptance of HI contractualization rules
* Declaration of absence of conflicts of interest
* A K-Bis extract less than 6 months old OR, in the case of foreign bidders, any document proving the professional capacity/legal existence of the company/self-employed status.
* URSSAF certificate of compliance OR, in the case of a foreign bidder, proof that the service provider/consultant is up to date with its tax obligations.
* List of foreign employees requiring a work permit: for French companies
* The CV
* A certificate of professional liability insurance

Interested parties are invited to submit their best technical and financial offer in compliance with the requirements and presentation template as defined in this paragraph. Any offer not complying with the requirements below will be rejected:

Language: all written documents will be in French.

Currency: all prices must be expressed in euros, exclusive of VAT. VAT and the amount including VAT must be specified.

Bid validity: bidders' bids must be valid for three (3) calendar months from the deadline for receipt of bids.

Modification or withdrawal of bids: Bidders may modify or withdraw their bids by written notification prior to the deadline for submission of bids. Tenders may not be modified after this date. Withdrawals will be firm and final and will terminate all participation in the tender procedure.

Bid preparation costs: None of the costs incurred by the bidder in preparing and submitting its bid are reimbursable. All such costs shall be borne solely by the bidder.

# Tender selection criteria

Tenders will be selected on the basis of the information contained in the application form and the documents to be attached. Bidders may also include any documents they wish.

The selection criteria will be :

* **The structure**
* **Level of expertise (number of years in business):**   
  The service provider will need to demonstrate solid experience, ideally in excess of 5 years, in the development of e-learning training courses, particularly in international and multicultural contexts. Confirmed expertise on the *Articulate Rise* platform is expected. Expertise on the *Storyline* platform would be a plus.
* **Knowledge of the charity market and customer references:**   
  Previous experience with NGOs, humanitarian organizations or players in the non-profit sector (e.g. Handicap International, Médecins Sans Frontières, Oxfam, etc.) is a major asset. The service provider should provide concrete examples of modules produced in a similar context, notably on topics related to project management, quality, MEAL or institutional policies.
* **Financial strength**  
  The contractor must be able to provide, on request, guarantees of financial stability enabling it to carry out a project with firm deadlines (final delivery scheduled for October 1, 2025).
* **The offer**
* **Understanding of the call for tenders and ability to meet all expected deliverables:**   
  The service provider must demonstrate a perfect understanding of the pedagogical objectives, technical requirements (WCAG AA accessibility, SCORM format, Rise environment), deliverables (storyboard, prototype, final module, translated version), as well as HI's organizational framework.
* **Production schedule and compliance with deadlines:**  
  A capacity to respect the defined schedule (start-up July 2025 - final delivery 1stOctober 1, 2025), with flexibility on intermediate validation times (meetings, returns on version), is expected. A clear schedule must be attached to the bid.
* **Adaptability to HI's operational constraints:**  
  The service provider must be able to integrate HI's specific requirements: working remotely with in-house teams, respecting the graphic charter, taking into account end-user connectivity realities (downloadable module), and respecting quality and accessibility standards.
* **Quality of technical response:**   
  The bid will be evaluated on the clarity, relevance and creativity of the pedagogical proposal, particularly in terms of storytelling, scenaristic approach, intuitive navigation and compliance with mediatization requirements (minimum level 2 expected).
* **Proposed operating mode:**  
  The service provider should detail its methodological approach: project stages , mode of communication with HI referents, project management tools, intermediate deliverables, validation mechanism, etc. The service provider's involvement in co-construction workshops will be a plus.

These criteria are non-exhaustive and their weighting in the final choice of candidate remains at HI's discretion.

Handicap International reserves the right to negotiate, accept or reject any proposal or quotation at its sole discretion and to continue the competitive dialogue for any response it considers advantageous. Handicap International is not obliged to accept the lowest price or any proposal. No proposal may be modified after the closing date of the call for tenders.

Handicap International reserves the right to draw up a shortlist of consultants/service providers. Further discussions and a competitive dialogue may then be held with the shortlisted consultants/service providers.

Bids will be evaluated in Lyon by an evaluation committee made up of Handicap International representatives.

Any bidder attempting to influence the evaluation committee in the process of examining, clarifying, evaluating and comparing bids, to obtain information on the progress of the process or to influence Handicap International in its decision concerning the award of the contract will have its bid immediately rejected. No excuses will be accepted for late bids. Late bids will be rejected without evaluation.

# Cancellation of tender procedure

Tenderers will be informed by Handicap International if the tender procedure is cancelled.

A cancellation may occur when :

1. The tender procedure was unsuccessful, i.e. Handicap International received no valid or financially viable offer, or no response at all;

2. The economic or technical parameters of the project have been fundamentally altered;

3. Exceptional circumstances or force majeure make normal project execution impossible;

4. All technically compliant bids exceed the available budget;

5. Irregularities occurred in the procedure, in particular when these prevented fair competition.

Handicap International shall in no event be liable for damages of any kind whatsoever (in particular damages for loss of profits in the event of the cancellation of a call for tenders), even if Handicap International has been advised of the possibility of damages.

The publication of a procurement notice does not commit Handicap International to implementing the programme or project announced.

# How will the contract be awarded?

The contract will be awarded to the bid that is both technically and administratively compliant and the most economically advantageous, taking into account the quality of the services offered, the bid price and total acquisition cost.

Date : Place :

Name : Position :

Signature preceded by the words "read and approved" and company stamp :

*Attached forms:*

* Terms of Reference



* Application Form



* Acceptance of contracting rules with the Handicap International



* Declaration of non-conflict of interests

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* Training quality control sheet



* Pedagogical Objectives of the module



1. In the interests of transparency and equal treatment, the evaluation committee may ask bidders, in writing, to provide clarification of their bids within 48 hours, without being able to modify them. Any such requests for clarification must not be intended to correct any initial errors or shortcomings affecting the performance of the contract or distorting the competition. [↑](#footnote-ref-1)
2. Bids received after the deadline will not be considered. [↑](#footnote-ref-2)