

Request for Quotation - ODR Digital Platform Development

1. Background

ACT for Conflict Resolution is implementing the project “Advancing Employability, Digital ADR, and Innovation Pathways for Al-Quds Youth,” funded under the COMCEC Al-Quds Program.

The project aims to enhance the employability and professional capacities of youth in Jerusalem through integrated learning and practical opportunities in Alternative Dispute Resolution (ADR) and Online Dispute Resolution (ODR).

As part of the project, ACT is establishing a Career and ODR Innovation Hub. The Hub will provide a space where young people can develop practical skills and gain exposure to digital approaches to dispute resolution.

Within the Hub, a smaller technology-enabled room dedicated to online dispute resolution practice will be established. The room will be equipped with the necessary digital tools, platform access and infrastructure to enable youth to engage with online dispute-resolution tools and practice activities related to virtual mediation and arbitration.

Digital tools and platform access for this room include an LMS, an online case management system, a dedicated portal, and initial onboarding for hosted services and deployment tools.

ACT therefore seeks to engage a qualified service provider to establish and deploy the required ODR & Digital Platform Software.

2. Purpose of the Assignment

The purpose of this assignment is to establish the software environment required for the technology-enabled ODR practice room within ACT's Career and ODR Innovation Hub.

The software should provide a practical digital environment through which youth can:

- Access ODR-related learning and training materials;
- Familiarize themselves with online dispute-resolution processes;
- Work with an online case-management system;
- Practice digital workflows related to dispute resolution;
- Conduct or simulate virtual mediation activities; and
- Undertake tasks related to arbitration practice in an online environment.

The assignment will focus on establishing, configuring, customizing, deploying, testing, and providing initial orientation for the required software and digital platform components.

3. Objectives of the Assignment

The specific objectives are to:

1. Establish a functional software environment for the ODR practice room.
2. Install and configure **Moodle LMS** to support ODR/ADR-related learning and training.
3. Set up an **online case-management tool** to support practical exposure to digital dispute-resolution processes.
4. Establish a user-friendly portal/interface connecting the relevant digital components (Arabic / English languages).
5. Provide the required hosting, domain, and deployment arrangements.
6. Ensure that the software components are properly configured and tested before use.
7. Provide initial orientation to designated ACT staff on the use and basic administration of the system.
8. Establish a functional foundation that can be used by youth for technology-enabled ODR practice.
9. The proposed solution should be cloud-based.
10. Budget should be USD (including all deliverables items) including the VAT.

4. Scope of Work

The selected service provider will be responsible for the establishment of the software component of the ODR practice room with the following general specifications;

- The interface/entry works by both languages Arabic / English (bilingual support).
- Includes tracking of user access and database record actions (create, edit, delete).
- Identify a backup procedure for all solution components (to be performed automatically with identifying its frequently and retention period). Also, identify a restore procedure in case of any data problem.
- Also, portal should allow images, videos, pdf to be attached to the components' records.

The assignment will consist of the following components:

4.1 Moodle LMS Installation and Configuration

The service provider shall install and configure **Moodle LMS** as the learning management component of the digital platform.

The Moodle environment will support the project's training and practical learning activities related to ADR and ODR.

The scope shall include:

- Installation of Moodle;
- Initial system configuration;
- Configuration of administrator and relevant user accounts;
- Configuration of appropriate user roles and permissions;
- Configuration of the basic course structure;
- Configuration of user enrolment/access;
- Configuration of relevant standard Moodle learning activities and resources;
- Configuration of basic learner progress/completion functions, where required;
- Basic customization of the Moodle interface;
- Integration of Moodle with the wider digital platform/portal, where applicable; and
- Testing of the Moodle environment before deployment.

ACT will provide the substantive training content and materials to be used on the platform. The service provider will be responsible for the technical configuration and organization of the Moodle environment.

4.2 Online Case Management Tool Setup

The service provider shall establish and configure an online case-management tool as a core component of the ODR practice environment.

The tool should provide a practical environment through which users can become familiar with basic digital case-management processes.

Subject to the capabilities of the selected solution, the case-management tool should support functions such as:

- Creating and registering cases with applying the necessary approval work-flow processes;
- Recording basic case information;
- Managing case status;
- Managing users/participants;
- Assigning relevant roles;
- Uploading and managing case-related documents;
- Accessing case information according to user permissions;
- Tracking case progress; and
- Basic administrative management

The tool will primarily support training, demonstration, and practical ODR activities within the project.

The service provider shall explain in its technical proposal the proposed case-management solution and its relevant functionalities.

4.3 ODR Practice Portal / Interface

The service provider shall establish a simple and user-friendly portal/interface that serves as the entry point to the digital ODR environment.

The portal should allow users to access the relevant software components, including:

- Moodle LMS;
- Online case-management functionality; and
- Other agreed ODR-related digital functions.

The portal should be designed to provide a coherent user experience and should incorporate ACT/project branding and visual identity provided by ACT.

The design should be straightforward and appropriate for young users engaging with the ODR practice environment.

4.4 Hosting and Domain

The service provider shall provide or configure the hosting environment required for the operation of the digital platform.

This shall include, as applicable:

- Hosting;
- Domain;
- SSL/security certificate;
- Server configuration
- Database configuration (preferred to be SQL)
- Deployment environment; and
- Basic backup arrangements.

The provider shall clearly indicate in the financial proposal:

- Hosting period included in the offer;
- Domain period included;
- Hosting specifications with any kind of limitations;
- Storage capacity, where relevant;
- Any recurring or renewal costs.

4.5 Deployment

The service provider shall deploy the configured software components into the agreed live environment.

Deployment shall include:

- Installation of the configured software;
- Configuration of the hosting environment;
- Connection of the domain;
- Deployment of Moodle;
- Deployment/configuration of the case-management tool;
- Deployment of the portal/interface; and
- Verification that the components are accessible and operational.

4.6 System Testing

The service provider shall conduct rigorous system testing prior to the platform's official launch. ACT expects a fully optimized deployment and will not accept software bugs or system errors that could disrupt user operations or create confusion. Testing should cover, as applicable:

- Moodle access and functionality;
- User registration/login;
- User roles and permissions;
- Course access;
- Basic Moodle activities;
- Case creation and management;
- User access to case information;
- Portal navigation;
- Links/integration between the different components;
- Browser compatibility;
- Mobile/device responsiveness; and
- Basic system performance.

Any technical issues identified during testing should be addressed before final deployment.

4.7 Initial Orientation

The service provider shall conduct an initial orientation session for designated ACT staff.

The orientation shall cover, at minimum:

- Accessing the platform;
- Basic Moodle administration;
- User management;
- Basic course management;
- Basic use of the online case-management tool;
- Basic platform administration;
- Routine use of the portal; and
- Basic troubleshooting.

The purpose of the orientation is to ensure that designated ACT staff are able to use and manage the basic functions of the software environment following deployment.

5. Expected Deliverables

The selected service provider shall deliver the following:

no	Deliverable	description
1	Moodle LMS	Installed and configured Moodle LMS

2	Moodle configuration	Basic user, role, access and course configuration
3	Online Case Management Tool	Configured and operational online case-management software
4	ODR Portal/Interface	Functional and user-friendly portal/interface connecting the digital components
5	Hosting	Configured hosting environment
6	Domain	Domain registration/configuration as agreed
7	Deployment	Complete deployment of the software environment
8	System Testing	Testing of the platform and correction of identified technical issues
9	Initial Orientation	Orientation for designated ACT staff
10	Handover	Administrative access and relevant technical information/documentation

Acceptance criteria of the deliverables will be identified by ACT upon selecting the service provider.

6. Intended Use of the Digital Platform

The software established under this assignment will form part of the **technology-enabled ODR practice room** within the Career and ODR Innovation Hub.

The digital environment is intended to support practical learning and experimentation by youth, including activities such as:

- Accessing ADR/ODR learning materials;
- Learning how digital dispute-resolution processes work;
- Creating and managing practice cases;
- Familiarizing themselves with online case-management workflows;
- Practicing virtual mediation scenarios;
- Undertaking arbitration-related practice tasks; and
- Using digital tools in simulated ODR activities.

The platform is intended primarily as a **training and practice environment** under the project.

7. Technical Requirements

The proposed software environment should be:

- User-friendly and accessible with Arabic/English interface and entry.
- Suitable for youth training and practical learning;
- Accessible through standard web browsers;

- Compatible with commonly used computers and devices;
- Responsive for different screen sizes;
- Secure and appropriately access-controlled;
- No limitation about users, roles, ADR/ODR records;
- Capable of supporting concurrent users login (simultaneously);
- Maintainable by designated ACT staff following orientation;
- Suitable for future expansion of the ODR practice environment; and
- Based on reliable and appropriate technologies.

Moodle

Moodle shall be used as the LMS component of the platform.

The provider shall specify in its technical proposal:

- Proposed Moodle version;
- Proposed configuration;
- Any plugins required;
- Purpose of each proposed plugin;
- Any licensing or subscription costs;
- Hosting requirements; and
- Any ongoing maintenance requirements.

Case-Management Software

The provider shall clearly identify the proposed online case-management solution and describe:

- Main functionalities;
- User roles;
- Case-management workflow;
- Hosting requirements;
- Licensing/subscription arrangements, if any;
- Data storage arrangements; and
- Any limitations or additional costs.

8. Qualifications and Experience

The service provider should demonstrate:

1. Proven experience in Moodle installation and configuration.
2. Experience establishing and configuring online learning platforms.
3. Experience with online case-management systems and/or ODR-related digital tools.
4. Experience in web portal/interface design and customization.
5. Experience with hosting, domain configuration, deployment, and system testing.
6. Experience implementing similar digital platforms.
7. Availability to provide technical support during implementation and initial operation.

The technical proposal should include the profiles/CVs of the relevant technical team members and demonstrate experience with comparable assignments.

9. Implementation Period

The expected implementation period is:

21st September– 10th November 2026

The assignment will be implemented remotely, with coordination with ACT and relevant project staff in Jerusalem.

The provider shall submit a proposed implementation schedule showing:

- Key activities;
- Expected completion dates;
- Testing period;
- Orientation;
- Final deployment; and
- Handover.

10. Coordination and Communication

The selected service provider will coordinate with the designated ACT focal point throughout the assignment.

The provider shall:

- Coordinate on platform requirements;
- Present the proposed technical solution;
- Request and incorporate relevant ACT feedback;
- Provide updates on implementation progress;
- Raise technical issues or risks in a timely manner;
- Coordinate testing with ACT; and
- Complete final handover following ACT's confirmation of the agreed deliverables.

11. Proposal Requirements

Interested service providers should submit a **technical and financial proposal**.

11.1 Technical Proposal

The technical proposal should include:

- Company/service provider profile;
- Understanding of the assignment;
- Proposed technical approach;
- Proposed Moodle solution;
- Proposed online case-management tool;
- Proposed portal/interface;
- Hosting and deployment approach;
- System testing approach;
- Initial orientation approach;

- Implementation methodology;
- Detailed work plan and timeline;
- Relevant previous experience;
- Samples/references of similar work;
- CVs/profiles of key technical team members; and
- Any assumptions, requirements, or limitations.

11.2 Financial Proposal

The financial proposal should provide a detailed cost breakdown for the required components, including:

1. Moodle LMS installation and configuration;
2. Online case-management tool setup;
3. Portal design and basic customization;
4. Hosting;
5. Domain;
6. Deployment;
7. System testing;
8. Initial orientation; and
9. Any applicable software licenses, subscriptions, or recurring costs.

The financial offer shall be presented in **USD inclusive of VAT**.

The provider should clearly distinguish between:

- One-time costs; and
- Recurring/renewal costs.

12. Data Protection and Confidentiality

The service provider shall maintain the confidentiality of information accessed during the implementation of the platform.

The provider shall take appropriate measures to prevent unauthorized access to platform accounts and information.

Any data, case information, user information, credentials, or other project-related information accessed during the assignment shall not be disclosed to third parties without prior authorization from ACT.

13. Handover

Upon completion of the assignment, the service provider shall provide ACT with the necessary access and information required to operate the software environment.

The handover shall include, as applicable:

- Moodle administrator access;
- Case-management administrator access;
- Portal administration access;
- Hosting access;
- Domain access;

- Relevant passwords and credentials;
- List of installed Moodle plugins;
- Relevant technical documentation;
- Basic configuration information; and
- Other information necessary for ACT to manage the platform.

The provider shall ensure that ACT is not dependent on the provider for basic day-to-day administration of the platform following the initial orientation.

After handover, the provider should show a clear warranty, post-go-live support duration and annual basis to request bug fixes or technical support (response time).

14. Evaluation of Proposals

Proposals will be evaluated based on:

Technical evaluation score is 70%

- Understanding of the assignment;
- Suitability of the proposed technical solution;
- Experience with Moodle and digital learning platforms;
- Experience with online case-management/ODR tools;
- Experience in similar assignments;
- Qualifications of the proposed technical team;
- Implementation methodology and timeline;
- Quality of testing and orientation approach.

Financial evaluation score is 30%

- Financial offer and overall value for money.

ACT reserves the right to request clarification from service providers where necessary during the evaluation process.

15. Payment

Payment arrangements and milestones will be agreed with the selected service provider (based on the identified milestone) and linked to satisfactory completion and acceptance of the agreed deliverables.

16. Submission of Proposals

Interested qualified service providers are invited to submit their technical and financial proposals to: Ms. Sahar Fakhouri

Email: sahar.fakhouri@actadr.org

Deadline: 18/9/2026

Subject: Technical and Financial Proposal, ODR & Digital Platform Software

The assignment is implemented under the project:

“Advancing Employability, Digital ADR, and Innovation Pathways for Al-Quds Youth”

funded under the **COMCEC Al-Quds Program**.

ACT for Conflict Resolution reserves the right to accept or reject any proposal in accordance with its applicable administrative and financial procedures and donor requirements.

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