



TERMS OF REFERENCE

CONSULTANCY SERVICES FOR THE DEVELOPMENT OF A LEARNING MANAGEMENT SYSTEM FOR ARIPO

ATIN: 2026/06/LMS/07

1. Background

The African Regional Intellectual Property Organization (ARIPO) was created, inter alia, to promote the development of Intellectual Property (IP) laws appropriate to the needs of its members, establish common services and training schemes, and assist its members in the acquisition and advancement of technology and the evolving of common views on IP matters. Membership of the Organization is open to all Member States of the African Union (AU). The present members of the Organization are Botswana, Cape Verde, Kingdom of Eswatini, The Gambia, Ghana, Kenya, Kingdom of Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Rwanda, Sao Tome and Principe, Seychelles, Sierra Leone, Somalia, Sudan, Uganda, United Republic of Tanzania, Zambia, and Zimbabwe. (Total: 22 States). The ARIPO Secretariat is based in Harare, Zimbabwe.

ARIPO currently runs three academic programs in partnerships with the Africa University in Zimbabwe, Kwame Nkrumah University of Science and Technology in Ghana, and University of Dar es Salaam in Tanzania. The Africa University program is jointly offered and delivered with support from the World Intellectual Property Organization (WIPO) and the Government of Japan. All three Universities have ICT infrastructure for blended learning underpinned by learning management systems.

Additionally, ARIPO provides professional development training on certain skills-based programs such as patent drafting, patent examination, alternative dispute resolution mechanisms, copyright collective management, IP enforcement, and others. Most of these initiatives are delivered with cooperating partners, which adds a layer of complexity to integrating the solutions. These initiatives are either initiated by ARIPO or the partners, but they are jointly carried out within the framework of existing MOUs with the cooperating partners.

Challenges remain in ensuring equitable access to IP education, including disparities in infrastructure, limited on-site training opportunities, and linguistic and cultural diversity.

In this context, an online IP education platform is expected to serve as an essential foundation for reducing these gaps and strengthening IP capabilities across the region over the long term.

It is against this background that ARIPO is seeking to engage a qualified service provider to provide a scalable, integrated learning management system to create, manage, deliver, and track training, teaching, and learning progress on a centralized digital platform, in line with the 2022 to 2026 ARIPO Strategic Plan.

2. Objective of the Assignment

The objectives of the assignment are to:

- i. Build and implement a learning management system (LMS) for ARIPO to support its training function, such as academic programs, professional development programs, short courses, internal training and general intellectual property awareness training.
- ii. Align the LMS with ARIPO's mandate and digital transformation strategy to foster IP capacity-building across member states, and standardise training quality.
- iii. Enable governance, policy, and practice training relevant to national IP offices, applicants, and other stakeholders through an integrated hub for policy-education-data linkage, rather than a standalone system
- iv. Ensure accessibility for users with diverse languages (English, Portuguese, French, and Swahili), cultures, and accessibility needs.
- v. Support offline access, low-bandwidth modes, and mobile compatibility.
- vi. Facilitate content management for efficient creation, uploading, localization, and lifecycle management of training materials.
- vii. Include authoring tools, versioning, tagging, and metadata-driven search.
- viii. Deliver an intuitive, culturally aware user experience to maximize adoption and engagement.
- ix. Provide personalized learning paths for both synchronous and asynchronous learning, progress tracking, and social learning features.
- x. Issue verifiable certificates, badges, and compliance reporting aligned with ARIPO standards.



- xi. Ensure integration with national offices' accreditation requirements where applicable.
- xii. Protect user data and IP with robust security measures, implementing role-based access, encryption, audit trails, and data residency considerations.
- xiv. Ensure interoperability with existing ARIPO systems and regional and national e-initiatives.
- xv. Adopt an open standard for future integration and scalability
- xvi. Establish a maintainable solution with clear support structures.
- xvii. Define SLAs, release management, and knowledge transfer plans.

3. Scope of Work

The selected service provider is expected to:

- i. Develop/provide the integrated LMS in accordance with the above objectives of the assignment, as a three-step roadmap of 'Build-Operate-Scale', as a hub for capacity building and information, with a registration and payment function.
- ii. Upload the content of the ARIPO Academy based on the portfolio of capacity-building programs in collaboration with the ARIPO Academy, and take cognisance of the ARIPO partnerships that contribute to the Academy's work
- iii. Integrate a records management function and a regular dashboard that shows a summary of training analytics, metrics, and trends.
- iv. Establish ARIPO Knowledge Network, which is an open structure in which IP educational institutions, universities, research institutes, and industries in member countries jointly develop and exchange content, and combine policy research and talent training
- v. Respond with a technical bid detailing the necessary milestones and deliverables. A conceptual framework is optional.

Additional guiding documents will be provided, such as the ARIPO strategic plan and the Needs Analysis Report.

4. Deliverables

The deliverables are expected as follows

a. Build phase

- i. Development of the infrastructure and security framework
- ii. Development/customization of the Learning management system
- iii. Execution of the beta program to test the platform
- iv. Content ingestion (uploading content by uploading, importing, or migrating)

b. Operate phase

- i. Expansion of learning management functions
- ii. Introduction of AI-based personalised learning recommendations
- iii. Operation of performance management dashboards for monitoring and reporting
- iv. Uploading and rollout of advanced specialised learning courses
- v. Deliver User training

c. Expand phase

- i. Future integration of ARIPO member states into the unified ARIPO platform
- ii. Distribution of offline packages for hybrid learning environment
- iii. Policy linkage and institutional platform operations
- iv. Enhancement of AI analytics capabilities for data-driven decision making

5. Copyright and ownership

ARIPO will solely own all materials produced and other intellectual property. Any material provided will remain the property of ARIPO.

6. Timelines

The assignment is projected to run from June 2026 to August 2026. Upon successful completion of the assignment, consultancy services will be considered in the next phase of the project.

7. Reporting

The Consultant shall report to the Director, Business Transformation and Development

8. Place of Assignment

The Consultant(s) shall provide the service remotely, with on-site scoping, consultations, testing, installation, and support.

9. Qualifications

The service provider should have appropriately qualified personnel with a broad range of skills to deliver the tasks identified above. The service provider's proposal shall demonstrate capabilities and experience in designing similar solutions, especially with intergovernmental institutions.

a. Education

- i. The consulting lead should have a minimum of Bachelor's degree in Computer Science, Educational Technology, Instruction Design, Information Systems, Software Engineering, or a related field. Relevant certifications are admissible.
- ii. Continuous learning through online courses in LMS platforms

b. Work experience

- i. At least 5 years of experience in building LMS solutions, including developing and providing off-the-shelf products
- ii. At least 5 years of experience in project management, training, and technology transfer aspects of system implementation
- iii. Experience with E-learning content development tools
- iv. Ability to integrate communication initiatives with social media.
- v. Demonstrated delivery of a similar regional or institutional LMS Project

- c. Experience with Stakeholders and Collaboration
 - i. Engagement with diverse stakeholders (ICT department, training program managers, trainers, regional representatives).
 - ii. Working with vendors, security teams, external auditors and compliance officers
 - iii. Rolling out LMS features to administrators, end users, and creating user guidelines and tutorials.
 - iv. Quality assurance through automated testing, user acceptance testing, and accessibility testing

10. Disclaimer

This is not an invitation to tender or a request for proposal. ARIPO may shortlist consultants or vendors based on the information provided, request further details, and subsequently issue a formal tender or request for proposal to selected parties. Participation in this EOI does not guarantee involvement in any future procurement process.

11. Submission of Applications

- i. Qualified applicants are required to submit the following:
- ii. A cover letter outlining their qualifications and relevant experience.
- iii. A well-detailed company profile including links to previously developed Learning Management Solutions for organizations and institutions.
- iv. Detailed curriculum vitae and copies of qualifications of the Lead Consultant and key team members proposed for this assignment.
- v. A conceptual framework or methodology for the proposed assignment.
- vi. Other relevant documents supporting eligibility for this assignment.

Applications should be sent by email to procurement@aripo.org no later than **26 June 2026**. The subject of the email should be **ATIN: 2026/06/LMS/07**