

TERMS OF REFERENCE**Design, Development, and Implementation of an AI-Powered Chatbot for the Somos Profes, Somos Educadores Teacher Wellbeing Program Pilot in Chile****Chile****RG-T4991****AI and education: Scaling teacher support with AI: Evidence from Chile and Costa Rica****1. Background and Justification**

Chile faces a significant shortage of qualified teachers, driven both by a decline in the number of people entering the profession and by high rates of teacher attrition, particularly during the first years of practice. Over the past five years, enrollment in initial teacher-training programs has fallen by approximately 8% per year, and projections indicate a shortfall of more than 30,000 teachers, concentrated in specialized areas such as mathematics and science and in the most disadvantaged regions. The wellbeing and retention of in-service teachers is therefore a national priority.

In this context, the Inter-American Development Bank (IDB), together with the Chilean NGO Elige Educar, is exploring how generative artificial intelligence (AI) can strengthen and scale programs that support current and future teachers in Chile. To this end, the IDB is contracting a technology firm to design and develop the AI solution underpinning a new hybrid delivery model for the SPSE program.

Elige Educar operates Somos Profes, Somos Educadores (SPSE), an innovative, structured psychoeducational program that supports in-service teachers across seven dimensions of wellbeing — including emotional regulation, professional identity, and self-efficacy — and that reaches close to 3,000 teachers per year across multiple regions of the country. Although the program has demonstrated positive results, its current delivery model relies heavily on human counselors who provide psychosocial support to participating teachers, which limits its scalability.

These Terms of Reference correspond to the engagement of the technology firm (hereinafter, “the Firm”) responsible for designing, developing, and implementing the AI-powered chatbot and associated technical components for a pilot, planned for the 2026–2027 period, of a hybrid (human + AI) delivery model for the SPSE program. The Firm will work in collaboration with the IDB and with Elige Educar, which operates the SPSE program, provides its content and pedagogical model, and leads implementation with teachers. The pilot will explore how generative AI can strengthen and scale the program’s psychoeducational support component, and will generate the evidence and learnings needed to inform a randomized controlled trial (RCT) planned for 2027.

2. Objectives

The main objective of this consultancy is the design, development, and implementation of the AI-powered chatbot and the associated technical components of the hybrid (human + AI) delivery model for the Somos Profes, Somos Educadores (SPSE) program, in collaboration with the IDB and Elige Educar. Specifically, the Firm will be responsible for:

- designing the technical architecture of the AI solution and the hybrid delivery model;
- developing and training the AI-powered chatbot using the content bank and pedagogical model provided by Elige Educar;
- integrating the chatbot into the delivery model, including escalation to human counselors and the required safety and privacy controls;
- providing and operating the technical platform for the pilot with approximately 300 teachers; and
- delivering the technical data and a final technical report to support the pilot evaluation and the RCT planned for 2027.

3. **Scope of Services**

This consultancy covers the design, development, and operation of the technical solution underpinning the SPSE pilot. The specific services to be provided are as follows:

- Collaborate with the IDB and Elige Educar to define the technical architecture of the hybrid (human + AI) delivery model, including interaction flows, escalation logic, and AI use cases;
- Design, develop, and train the AI-powered chatbot using the content bank and program methodology provided by Elige Educar, adapted to the seven wellbeing dimensions of the SPSE program;
- Build and configure the technical infrastructure and integrations required to deliver the chatbot to teachers and to enable escalation to human counselors;
- Coordinate and support the testing of the chatbot and the hybrid model, incorporating feedback from teachers, Elige Educar, and the IDB team;
- Provide, operate, and maintain the technical platform during the pilot with approximately 300 teachers, ensuring reliability, performance, data security, and monitoring;
- Deliver technical data, interaction logs, and a final technical report to support the pilot evaluation and the scale-up phase (2027 RCT).

4. **Key Activities**

The project will be carried out in five stages. The key activities for each stage are detailed below:

Stage I: Technical Conceptualization and Architecture

- Participate, together with the IDB and Elige Educar, in defining the hybrid delivery model: interaction flows, escalation criteria, AI use cases, and the overall intervention architecture;
- Define the technical architecture of the solution, including the chatbot framework, hosting environment, system integrations, and data-management and security approach;
- Prepare a technical design document to guide development.

Stage II: Chatbot Development and Training

- Develop the AI-powered chatbot in line with the agreed technical architecture;
- Train the chatbot using the content bank, scripts, and prompts provided by Elige Educar for the seven wellbeing dimensions, in line with the program's psychoeducational methodology;

- Implement escalation logic to human counselors as well as the safety, content, and data-privacy controls required for the intervention;
- Iterate on chatbot versions based on review with Elige Educar and the IDB, ensuring fidelity to the program model.

Stage III: Testing and Pilot Preparation

- Coordinate and support chatbot testing with selected groups of teachers, gathering technical, usability, and user-experience feedback;
- Refine the chatbot based on the feedback received;
- Prepare and configure the technical platform, integrations, and monitoring required for the pilot;
- Support Elige Educar in onboarding the approximately 300 recruited teachers onto the platform.

Stage IV: Pilot Implementation

- Operate and maintain the technical platform throughout the pilot with approximately 300 SPSE teachers, ensuring availability and performance;
- Support chatbot interactions and escalation to human counselors according to the established protocols;
- Provide periodic technical and engagement reports to the IDB and Elige Educar, including usage and engagement indicators, topics addressed, and incidents;
- Collect and securely store interaction data on the pilot's outcome variables.

Stage V: Evaluation and Reporting

- Analyze technical performance and engagement data and identify key learnings on the AI solution within the SPSE program;
- Prepare the final technical report, including the solution architecture, performance, challenges encountered, and recommendations for the scale-up phase (2027 RCT);
- Deliver the pilot datasets and present results to the IDB team and relevant stakeholders.

5. Expected Outcome and Deliverables

The expected outcome of this consultancy is the successful design, development, and operation of the AI solution and the delivery of the products described below. Each deliverable corresponds to a stage of the project:

Deliverable	Description	Stage
Deliverable 1	Technical design and architecture document for the AI-powered chatbot and the hybrid (human + AI) delivery model, including interaction flows, escalation logic, system integrations, and the data-management and security approach.	Stage I
Deliverable 2	Functional AI-powered chatbot, trained on the SPSE content bank for the seven wellbeing dimensions and provided by Elige Educar, including escalation logic to human counselors and safety and privacy controls, ready for testing.	Stage II

Deliverable	Description	Stage
Deliverable 3	Chatbot testing report documenting feedback received and refinements made, with the technical platform configured and ready for the pilot (integrations and monitoring in place).	Stage III
Deliverable 4	Operational chatbot platform during the pilot, together with periodic technical and engagement reports agreed with the IDB team, including usage and engagement indicators, topics covered, and any incidents.	Stage IV
Deliverable 5	Final technical report describing the solution architecture, performance, learnings, and recommendations for the 2027 RCT, together with the pilot interaction and results datasets.	Stage V

6. Project Schedule and Milestones

The project will be carried out between July 1, 2026 and March 31, 2027. The schedule by stage is presented below:

Stage and Key Activities	Dates
Stage I: Technical conceptualization and architecture Definition of the hybrid delivery model with the IDB and Elige Educar; definition of the technical architecture (chatbot framework, hosting, integrations, data management); preparation of the technical design document.	July – August 2026
Stage II: Chatbot development and training Development of the AI-powered chatbot; training on the SPSE content bank for the 7 wellbeing dimensions; implementation of escalation logic and safety controls; iteration on chatbot versions with the IDB and Elige Educar.	August – September 2026
Stage III: Testing and pilot preparation Chatbot testing with teachers; technical and UX refinement; configuration of the platform, integrations, and monitoring; support to Elige Educar in onboarding the ~300 recruited teachers.	September – October 2026
Stage IV: Pilot implementation Operation and maintenance of the technical platform with ~300 teachers; support for chatbot interactions and escalation; periodic technical and engagement reports; secure collection of outcome data.	October – December 2026
Stage V: Evaluation and reporting Analysis of technical performance and engagement data; preparation of the final technical report; delivery of datasets; presentation to stakeholders and recommendations for the 2027 RCT.	January – March 2027

7. Reporting Requirements

Reports shall be submitted in Spanish and sent by email to gregorye@iadb.org and anade@iadb.org.

8. Acceptance Criteria

The IDB team will review each deliverable within 10 business days. Once a deliverable has been approved, the IDB team will request the documentation needed to process payment. The Project

Manager authorized to accept the work is Gregory Elacqua, Principal Economist (SCL/EDU), gregorye@iadb.org.

9. Consulting Firm and Team Requirements

The Firm shall be a technology provider with demonstrated capacity to deliver the technical components described in these Terms of Reference. In particular, the Firm is expected to demonstrate:

- Proven experience developing technology solutions, ideally for the education or social sector;
- Demonstrated experience developing, managing, and implementing AI-powered chatbots;
- Specific experience developing chatbots in Chile to support teachers, in collaboration with Elige Educar.

The Firm should propose a multidisciplinary team — including, as relevant, AI/ML engineers, software developers, and a project manager — with the technical and local expertise needed to deliver the assignment, as well as appropriate data-security and data-privacy capabilities.

10. Other Requirements

The Firm shall ensure strict compliance with all relevant data-privacy regulations and data-sharing agreements throughout the project lifecycle. This includes compliance with the guidelines established by the Chilean data-protection authority and any specific agreements established with project partners, such as the IDB and Elige Educar.

The Firm shall be responsible for securely handling and storing all personal data collected from participants in the intervention, ensuring that appropriate technical and organizational measures are implemented to protect the data against unauthorized access, use, or disclosure, including obtaining the necessary consent from participants.

The Firm shall work with the project partners to establish clear data-sharing protocols and agreements that set out the purposes for which data will be shared, the scope of the data to be shared, and each party's responsibilities regarding security and regulatory compliance.

11. Supervision and Reporting

The contract supervisor will be Gregory Elacqua, Principal Economist (SCL/EDU). The Firm and the Bank will mutually agree on the frequency of the meetings needed to monitor the activities under this contract, and it shall be the Firm's responsibility to ensure its participation in such meetings.

The Consulting Firm will work in coordination with the IDB team and other relevant stakeholders. For the development of the intervention, the Firm will work closely with the IDB project team and with Elige Educar, the organization that operates the SPSE program, provides its content and pedagogical model, and leads implementation with teachers.

12. Schedule of Payments

Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

The IDB Official Exchange Rate indicated in the RFP will be applied for any necessary conversions of local-currency payments.

Deliverable	%
Stage I completed: technical design and architecture document for the AI-powered chatbot and hybrid model shared with the IDB and Elige Educar	15%
Stage II completed: functional chatbot trained on the SPSE content bank and ready for testing, with escalation logic and safety controls in place	20%
Stage III completed: testing report and technical platform configured and ready for the pilot	20%
Stage IV completed: operational platform and technical implementation reports through the end of December 2026	20%
Stage V completed: final technical report and pilot datasets	25%
TOTAL	100%

Consultant 1 - Research Assistant - AI-augmented Somos Profes, Somos**Educadores pilot****Post of Duty: Chile**

The IDB Group is a community of diverse, versatile, and passionate people who come together on a journey to improve lives in Latin America and the Caribbean. Our people find purpose and do what they love in an inclusive, collaborative, agile, and rewarding environment.

About this position

We are seeking a proactive and detail-oriented Research Assistant to support the design, implementation, and evaluation of an AI-powered pilot of the Somos Profes, Somos Educadores (SPSE) program in Chile. SPSE is a structured psychoeducational program that supports teachers across seven dimensions of wellbeing, and this pilot will test how generative AI can strengthen and scale its delivery model. This role is part of the Education Division (SCL/EDU) within the Social Sector Department (SCL). Our team works to strengthen education systems across Latin America and the Caribbean, fostering effective teaching and learning opportunities for all children and youth.

The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

What you'll do:

- Support the conceptualization of the AI-augmented delivery model for SPSE, including reviewing program materials and contributing to the design of hybrid human-AI interaction flows. Assist in the compilation, organization, and validation of the content bank across the seven wellbeing dimensions of the program, to be used for chatbot training.
- Coordinate with the technology firm and Elige Educar team during chatbot development and testing, tracking feedback and flagging issues for resolution.
- Help design and administer user-testing activities with teachers, including focus groups and satisfaction surveys during the piloting phase.
- Support the recruitment and logistics of the pilot with approximately 300 participating teachers. Monitor implementation progress, compile biweekly reports, and maintain up-to-date records on participation, engagement metrics, and incidences.
- Collect, organize, and clean data on pilot outcomes to support the final evaluation and inform the design of the 2027 RCT.
- Contribute to the drafting of the pilot's final report, including documentation of results, lessons

- learned, and recommendations for scale-up.

Deliverables and Payments Timeline:

Deliverables	Duration in Days	Planned Date to Submit
Development, refinement and review of Terms of Reference and initial project preparation, including support in initial planning meetings, coordination with Elige Educar and Patagonian, and any other preparatory activities needed to launch the project.	10	2026-09-30
Support in all activities related to chatbot preparation and development, including: content bank compilation and validation across the 7 wellbeing dimensions; conceptualization support memo with inputs to the hybrid model design; and ongoing collaboration with Patagonian and Elige Educar throughout the chatbot development, training, and refinement process.	10	2026-10-30
Support in all activities related to user testing and pilot preparation, including: coordination and support during chatbot user testing with teachers; systematization of feedback and support in incorporating adjustments; design and preparation of evaluation instruments for the pilot; and general support for pilot recruitment and all other preparatory activities needed before the pilot launch.	10	2026-11-30
Support in baseline and outcome data collection, cleaning, and organization; and ongoing support with implementation progress monitoring and quality control throughout the pilot.	10	2026-12-31
Contribution to the final pilot report/paper, including a rough draft of key sections (implementation description, results, and recommendations for the 2027 RCT) and a revised final version incorporating	10	2027-02-28

feedback from the BID team and co-authors.		
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What you'll need

- **Education:** Bachelor's degree or equivalent
- **Experience:** 2 years of relevant professional experience or the equivalent combination of education and experience
- **Languages:** Proficiency in English and one of the other Bank official languages (Spanish, French or Portuguese) is required.

Key skills:

- Learn continuously.
- Collaborate and share knowledge.
- Focus on clients.
- Communicate and influence.
- Innovate and try new things.

Requirements:

- **Citizenship:** You are either a citizen of Chile or a citizen of one of our 48-member countries with residency or legal permit to work in Chile.
- **Consanguinity:** You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB, IDB Invest, or IDB Lab.

Type of contract and duration:

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 60 days in a period of 6 months.
- **Work location:** Remote
- **Travel:** Yes

Our culture



HRD Terms of Reference

ANNEX A

At the IDB, we work so everyone brings their best and authentic selves to work while finding their purpose. Our people consistently strive for excellence, and we recognize and celebrate the impact of their contributions.

In our efforts to drive innovation, we intentionally include all voices, cultivate a sense of belonging and champion fairness. We welcome individuals from underrepresented groups to join us and share their unique perspectives.

We ensure that individuals with disabilities are provided reasonable accommodations to participate in the job interview process. If you require an accommodation to complete this application, please email us at accommodations@iadb.org.

TERMS OF REFERENCE

Consultancy for the Design, Development, and Testing of an AI-Supported Tool to Improve Tutor Instructional Quality in Costa Rica

COSTA RICA

RG-T4991

1. Background and Justification

- 1.1.** Costa Rica learning gaps have widened in recent years, particularly following the COVID-19 pandemic, reinforcing the need for targeted interventions to support students who are behind grade-level expectations. In this context, the effectiveness of tutoring programs depends critically on the quality and consistency of tutor practices
- 1.2.** In many cases, tutors have limited access to timely pedagogical feedback, structured opportunities to practice techniques, and tools to reflect on and improve their performance. These constraints affect the quality and consistency of tutoring delivery, particularly in high-dosage tutoring models that depend on strong instructional practices to generate meaningful learning gains. Strengthening tutors' instructional quality and their ability to use data-informed practices is therefore a key priority for improving the effectiveness of tutoring interventions.
- 1.3.** Emerging evidence from the region¹ highlights the potential of artificial intelligence to address these challenges. Recent pilots of AI-powered mentoring tools for teachers have demonstrated the feasibility of providing real-time, personalized pedagogical guidance at scale, helping overcome the limitations of traditional human intensive support models. These experiences suggest that AI-enabled solutions can enhance instructional quality while maintaining the level of personalization required for effective teaching and tutoring support.

¹ Elacqua et al. (2025), "Scaling Teacher Support: Piloting 'Profe Gabi,' an AI-powered mentoring chatbot for novice teachers in Chile," Inter-American Development Bank.

- 1.4.** In this context, the proposed intervention seeks to develop and test an AI-supported tool designed to improve tutor instructional quality and effectiveness. The tool will provide tutors with timely feedback, opportunities for simulated practice, and real-time support during tutoring sessions. This proof of concept will be implemented with approximately 500 students, supported by 45 tutors across 20 schools, generating evidence on the feasibility and operational performance of AI-enabled tools to inform future decisions on scaling and integration within education system

2. Objectives

- 2.1.** The objective of this consultancy is to design, develop, and test an AI-supported tool aimed at improving tutor instructional quality and effectiveness. The tool will provide tutors with timely pedagogical feedback, opportunities for simulated practice, and real-time support to strengthen their instructional practices and use of data-informed approaches during tutoring sessions.
- 2.2.** The consultancy will also support the iterative testing and refinement of the tool based on user feedback and operational performance during the proof of concept, generating insights to inform its potential scalability and integration within tutoring programs.

3. Scope of Services

- 3.1.** The consulting firm will be responsible for the design, development, and testing of an AI-supported tool aimed at improving tutor instructional quality and effectiveness within the context of a proof of concept in Costa Rica. The firm will work in close coordination with the Inter-American Development Bank (IDB) and relevant stakeholders to ensure alignment with the objectives of the intervention and the tutoring context.
- 3.2.** The assignment focuses on developing a functional prototype of the AI tool and refining it iteratively based on user feedback and operational performance during the proof of concept. The firm will be responsible for:
- Design the functional architecture of the AI-supported tool, including its pedagogical logic, user interface, and interaction mechanisms aligned with tutors' needs.
 - Develop core features that provide tutors with real-time pedagogical feedback, opportunities for simulated instructional practice, and guidance during tutoring

sessions.

- Integrate relevant data inputs to enable data-informed feedback and support mechanisms.
- Conduct iterative testing of the tool in real use conditions, incorporating feedback and usage data to improve functionality and usability.
- Ensure that the tool is accessible, user-friendly, and appropriate for the tutoring context.
- Provide technical support during the implementation of the proof of concept to facilitate effective use of the tool.
- Document technical specifications, development decisions, and key adjustments made during testing.
- Generate insights on performance, usability, and operational feasibility to inform future scaling decisions.

4. Key Activities

- 4.1.** Design the functional architecture and pedagogical framework of the AI-supported tool aligned with tutors' needs.
- 4.2.** Develop core features of the AI tool, including real-time pedagogical feedback, simulated practice, and instructional guidance.
- 4.3.** Integrate data inputs and processing logic to enable data-informed feedback and adaptive support.
- 4.4.** Conduct testing of the AI tool under real use conditions with participating tutors.
- 4.5.** Iterate and refine the AI tool based on user feedback and operational performance.
- 4.6.** Design and implement training and onboarding processes for effective use of the AI tool.
- 4.7.** Provide technical support during implementation to ensure appropriate use and resolve issues.
- 4.8.** Document the technical development, system functionality, and key design decisions.
- 4.9.** Generate insights on usability, performance, and operational feasibility of the AI tool to inform potential scaling.

5. Expected Outcome and Deliverables

5.1. The project will develop and validate an AI-supported tool to improve tutor instructional quality within the context of a proof of concept in Costa Rica. It will generate evidence on the feasibility, usability, and operational performance of AI-enabled solutions to support tutoring, as well as practical insights to inform future scaling. The expected outcomes and deliverables are the following:

- | | | | | |
|---|---|-----------|-----------------------|----------------------|
| • | Deliverable | 1. | Work | Plan |
| | Detailed work plan including methodology, timeline, key milestones, and technical approach for the design, development, and testing of the AI-supported tool. | | | |
| • | Deliverable | 2. | AI | Tool |
| | Functional prototype of the AI-supported tool, including core features for pedagogical feedback, simulated practice, and real-time instructional support. | | | |
| • | Deliverable | 3. | Refined | AI |
| | Improved version of the tool incorporating user feedback and adjustments based on iterative testing during implementation. | | | |
| • | Deliverable | 4. | Technical | Documentation |
| | Documentation of system architecture, functionalities, and user guidelines for tutors and implementation teams. | | | |
| • | Deliverable | 5. | Implementation | and |
| | Testing Report | | | |
| | Report including analysis of user engagement, tool performance, operational challenges, and adjustments made during testing. | | | |
| • | Deliverable | 6. | Final | Report |
| | Consolidated report including key results, lessons learned, insights on usability and feasibility, and recommendations for future scaling and integration. | | | |

6. Project Schedule and Milestones

Project Schedule and Milestones

The estimated duration of the consultancy is 7 months, aligned with the pilot phase of the intervention. The timeline is indicative, and the start of subsequent deliverables may depend on the availability of key inputs and the completion of previous activities.

Deliverable	Product Name	Timeline	Milestone Description
Deliverable 1	Work Plan	2 weeks	Work plan validated; methodology and technical approach agreed; timeline and milestones defined
Deliverable 2	AI Tool Prototype	8 weeks	Functional prototype developed; core features available including pedagogical feedback, simulated practice, and real-time support
Deliverable 3	Refined AI Tool	15 weeks	Iterative improvements implemented; adjustments based on user feedback and testing results
Deliverable 4	Technical Documentation	20 weeks	System architecture documented; functionalities described; user guidelines prepared
Deliverable 5	Implementation and Testing Report	25 weeks	Testing completed; user engagement analyzed; performance and operational challenges documented
Deliverable 6	Final Report	28 weeks	Results consolidated; lessons learned identified; recommendations for scaling and integration presented

7. Reporting Requirements

7.1. The outputs and deliverables should be delivered in electronic and hard copy and will be the property of the IDB.

8. Acceptance Criteria

8.1. The consulting firm will submit each report for review and approval by the Bank and/or

the designated technical counterpart. If revisions are required, the Bank will provide written comments outlining the necessary adjustments. The consulting firm will incorporate these comments and submit a revised version within a timeline agreed upon by both parties.

- 8.2.** Formal approval of each report by the Bank will be a prerequisite for the issuance of the corresponding invoice and the processing of the respective payment.
- 8.3.** If a report does not substantially comply with the requirements established in these Terms of Reference, the Bank reserves the right to request its revision prior to approval.

9. Consulting Firm and Team Requirements

- 9.1.** The consultancy firm in charge of the technical assistance for the design and implementation of the tutoring program must comply with the following qualifications:
 - A thorough understanding of Costa Rica education context.
 - Proven experience designing AI interventions in education contexts.
- 9.2.** The consulting firm should propose a lean team with relevant expertise in artificial intelligence, digital solutions, and education. The team should include a project lead and technicals experts with experience in the development of AI-supported tools and their application in education, particularly in pedagogical support and tutoring contexts.

10. Other Requirements

- 10.1.** Confidentiality and Data Management: The consulting firm shall ensure the confidentiality of any information accessed during the project implementation.
- 10.2.** All information and databases generated or used during the consultancy shall be used exclusively for the purposes established in these Terms of Reference.
- 10.3.** The firm shall adopt reasonable measures to ensure the proper safeguarding of information and comply with applicable regulations on personal data protection.
- 10.4.** Ownership of all data and outputs developed under the consultancy shall belong to the contracting entity

11. Supervision and Reporting

- 11.1.** The consulting firm will report directly to the Inter-American Development Bank (IDB) specialist responsible for the project: Pablo Zoido (PABLOZ@IADB.ORG) . The consulting firm will be responsible for submitting all deliverables and reports in accordance with the agreed work plan and timeline. The IDB specialist, or any person formally designated by the Bank, will be responsible for reviewing and approving all

reports, documents, and outputs produced under the consultancy, as well as providing comments or instructions for revisions when necessary. The consulting firm will ensure regular coordination with the Bank to review progress and address technical or implementation-related aspects throughout the execution of the contract.

12. Schedule of Payments

- 12.1.** Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.
- 12.2.** The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule	
<i>Deliverable</i>	%
1. Work Plan	10%
2. AI Tool Prototype	10%
3. Refined AI Tool	15%
4. Technical Documentation	15%
5. Implementation and Testing Report	20%
6. Final Report	30%
TOTAL	100%

Selection Process # RG-T4991**TERMS OF REFERENCE****Development and Implementation of an AI-Powered Chatbot for the Large-Scale Randomized Controlled Trial (RCT) of the Somos Profes, Somos Educadores Teacher Wellbeing Program in Chile****Chile****RG-T4991****AI and education: Scaling teacher support with AI: Evidence from Chile and Costa Rica****1. Background and Justification**

Chile faces a significant shortage of qualified teachers, driven both by a decline in the number of people entering the profession and by high rates of teacher attrition, particularly during the first years of practice. Over the past five years, enrollment in initial teacher-training programs has fallen by approximately 8% per year, and projections indicate a shortfall of more than 30,000 teachers, concentrated in specialized areas such as mathematics and science and in the most disadvantaged regions. The wellbeing and retention of in-service teachers is therefore a national priority.

In this context, the Inter-American Development Bank (IDB), together with the Chilean NGO Elige Educar, is using generative artificial intelligence (AI) to strengthen and scale programs that support current and future teachers in Chile. Building on a pilot conducted in 2026–27, the IDB is contracting a technology firm to develop and scale the AI solution underpinning the hybrid delivery model for the SPSE program for a large-scale randomized controlled trial (RCT).

Elige Educar operates Somos Profes, Somos Educadores (SPSE), an innovative, structured psychoeducational program that supports in-service teachers across seven dimensions of wellbeing — including emotional regulation, professional identity, and self-efficacy — and that reaches close to 3,000 teachers per year across multiple regions of the country. Although the program has demonstrated positive results, its traditional delivery model relies heavily on human counselors who provide psychosocial support to participating teachers, which limits its scalability. The AI-enabled hybrid (human + AI) model is intended to address this constraint.

These Terms of Reference correspond to the engagement of the technology firm (hereinafter, “the Firm”) responsible for developing, refining, and implementing the AI-powered chatbot and associated technical components for a large-scale randomized controlled trial (RCT) of the hybrid (human + AI) delivery model for the SPSE program, to be carried out in 2027. Building on the 2026–27 pilot, the RCT will rigorously evaluate the impact of the AI-enabled hybrid model at scale. The Firm will work in collaboration with the IDB and with Elige Educar, which operates the SPSE program, provides its content and pedagogical model, and leads implementation with teachers.

2. Objectives

The main objective of this consultancy is the development, refinement, and large-scale implementation of the AI-powered chatbot and associated technical components supporting the randomized controlled trial (RCT) of the hybrid (human + AI) delivery model for the Somos Profes,

Somos Educadores (SPSE) program, in collaboration with the IDB and Elige Educar. Specifically, the Firm will be responsible for:

- refining and improving the AI-powered chatbot based on the learnings from the 2026–27 pilot;
- validating the adjusted chatbot through a pre-scale pilot ahead of large-scale implementation;
- preparing and scaling the technical platform for the large-scale RCT;
- operating and maintaining the technical platform throughout the RCT; and
- delivering the technical data and a final report of findings to support the impact evaluation.

3. **Scope of Services**

This consultancy covers the development, scaling, and operation of the technical solution underpinning the large-scale RCT of the SPSE hybrid model. The specific services to be provided are as follows:

- Refine and improve the AI-powered chatbot based on the findings and learnings from the 2026–27 pilot, in collaboration with the IDB and Elige Educar;
- Validate the adjusted chatbot through a pre-scale pilot, incorporating technical and user feedback prior to scale;
- Prepare, configure, and scale the technical infrastructure and integrations required to deliver the chatbot to a large number of teachers and to enable escalation to human counselors;
- Operate, maintain, and monitor the technical platform throughout the large-scale RCT, ensuring reliability, performance, data security, and the data integrity required for rigorous evaluation;
- Support the random assignment, participant tracking, and data collection required for the RCT, in coordination with the IDB evaluation team;
- Deliver technical data, interaction logs, and a final report of findings to support the impact evaluation.

4. **Key Activities**

The project will be carried out in five stages. The key activities for each stage are detailed below:

Stage I: Development of the Improved/Adjusted Chatbot

- Review the findings and learnings from the 2026–27 pilot together with the IDB and Elige Educar;
- Refine and improve the chatbot — including content integration, conversation flows, escalation logic, performance, and safety and privacy controls — based on the pilot results;
- Update the technical architecture as needed to support reliable large-scale delivery;
- Iterate on improved chatbot versions with the IDB and Elige Educar, ensuring fidelity to the program model.

Stage II: Piloting

- Conduct a pre-scale pilot of the adjusted chatbot with a selected group of teachers;
- Collect technical, usability, and performance feedback and identify any issues prior to scaling;

- Refine the chatbot and platform based on the validation results;
- Confirm the readiness of the solution for large-scale implementation.

Stage III: Preparations for Implementation

- Configure and scale the technical platform, integrations, and monitoring to support the large-scale RCT;
- Implement the technical components required for random assignment, participant tracking, and data collection, in coordination with the IDB evaluation team;
- Conduct load and performance testing and finalize data-security and privacy measures;
- Support Elige Educar in onboarding processes and prepare the technical documentation and protocols for the RCT.

Stage IV: Implementation in Large-Scale RCT

- Operate and maintain the technical platform throughout the large-scale RCT;
- Support chatbot interactions and escalation to human counselors according to the established protocols;
- Provide periodic technical and engagement reports to the IDB and Elige Educar;
- Securely collect and store interaction and outcome data for all study participants, ready for analysis by the evaluation team.

Stage V: Evaluation and Final Report of Findings

- Analyze technical performance and engagement data from the RCT;
- Support the IDB evaluation team with the technical data and datasets required for the impact analysis;
- Prepare and deliver a final report of findings, including the solution architecture, technical performance, results, learnings, and recommendations;
- Present results to the IDB team and relevant stakeholders.

5. Expected Outcome and Deliverables

The expected outcome of this consultancy is the successful development, scaling, and operation of the AI solution for the large-scale RCT and the delivery of the products described below. Each deliverable corresponds to a stage of the project:

Deliverable	Description	Stage
Deliverable 1	Improved/adjusted AI-powered chatbot incorporating the learnings from the 2026–27 pilot, with updated technical architecture, escalation logic, and safety and privacy controls, ready for validation.	Stage I
Deliverable 2	Validation report for the adjusted chatbot, documenting the feedback received and refinements made, and confirming the solution’s readiness for large-scale implementation.	Stage II

Deliverable	Description	Stage
Deliverable 3	Scaled technical platform configured for the RCT — including integrations, monitoring, random-assignment and data-collection components, and finalized data-security measures — ready for implementation.	Stage III
Deliverable 4	Operational chatbot platform throughout the large-scale RCT, together with periodic technical and engagement reports agreed with the IDB team, and securely stored interaction and outcome data for all study participants.	Stage IV
Deliverable 5	Final report of findings (solution architecture, technical performance, results, learnings, and recommendations), together with the complete RCT datasets, ready for analysis by the evaluation team.	Stage V

6. Project Schedule and Milestones

The project will be carried out between February 2027 and January 2028, with the large-scale RCT fielded between April and November 2027. The schedule by stage is presented below:

Stage and Key Activities	Dates
Stage I: Development of the improved/adjusted chatbot Review of pilot findings with the IDB and Elige Educar; refinement of the chatbot (content, conversation flows, escalation logic, performance, safety/privacy controls); update of the technical architecture for large-scale delivery.	February – March 2027
Stage II: Piloting Pre-scale validation of the adjusted chatbot with a selected group of teachers; collection of technical, usability, and performance feedback; refinement of the chatbot and platform; confirmation of readiness for scale.	March 2027
Stage III: Preparations for implementation Configuration and scaling of the platform, integrations, and monitoring; implementation of random-assignment, tracking, and data-collection components with the IDB evaluation team; load/performance testing; onboarding support and technical protocols.	March – April 2027
Stage IV: Implementation in large-scale RCT Operation and maintenance of the technical platform throughout the RCT; support for chatbot interactions and escalation; periodic technical and engagement reports; secure collection of interaction and outcome data for all participants.	April – November 2027
Stage V: Evaluation and final report of findings Analysis of technical performance and engagement data; support to the IDB evaluation team with datasets for impact analysis; preparation and delivery of the final report of findings; presentation to stakeholders.	November 2027 – January 2028

7. Reporting Requirements

Reports shall be submitted in Spanish and sent by email to gregorye@iadb.org and anade@iadb.org.

8. Acceptance Criteria

The IDB team will review each deliverable within 10 business days. Once a deliverable has been approved, the IDB team will request the documentation needed to process payment. The Project

Manager authorized to accept the work is Gregory Elacqua, Principal Economist (SCL/EDU), gregorye@iadb.org.

9. Consulting Firm and Team Requirements

The Firm shall be a technology provider with demonstrated capacity to deliver the technical components described in these Terms of Reference. In particular, the Firm is expected to demonstrate:

- Proven experience developing technology solutions, ideally for the education or social sector;
- Demonstrated experience developing, managing, and implementing AI-powered chatbots;
- Specific experience developing chatbots in Chile to support teachers, in collaboration with Elige Educar.

The Firm should propose a multidisciplinary team — including, as relevant, AI/ML engineers, software developers, and a project manager — with the technical and local expertise needed to deliver the assignment, as well as appropriate data-security and data-privacy capabilities.

10. Other Requirements

The Firm shall ensure strict compliance with all relevant data-privacy regulations and data-sharing agreements throughout the project lifecycle. This includes compliance with the guidelines established by the Chilean data-protection authority and any specific agreements established with project partners, such as the IDB and Elige Educar.

The Firm shall be responsible for securely handling and storing all personal data collected from participants in the intervention, ensuring that appropriate technical and organizational measures are implemented to protect the data against unauthorized access, use, or disclosure, including obtaining the necessary consent from participants.

The Firm shall work with the project partners to establish clear data-sharing protocols and agreements that set out the purposes for which data will be shared, the scope of the data to be shared, and each party's responsibilities regarding security and regulatory compliance.

11. Supervision and Reporting

The contract supervisor will be Gregory Elacqua, Principal Economist (SCL/EDU). The Firm and the Bank will mutually agree on the frequency of the meetings needed to monitor the activities under this contract, and it shall be the Firm's responsibility to ensure its participation in such meetings.

The Consulting Firm will work in coordination with the IDB team and other relevant stakeholders. For the development of the intervention, the Firm will work closely with the IDB project team and with Elige Educar, the organization that operates the SPSE program, provides its content and pedagogical model, and leads implementation with teachers.

12. Schedule of Payments

Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

The IDB Official Exchange Rate indicated in the RFP will be applied for any necessary conversions of local-currency payments.

Deliverable	%
Stage I completed: improved/adjusted chatbot incorporating pilot learnings, ready for validation, shared with the IDB and Elige Educar	15%
Stage II completed: validation report confirming the adjusted chatbot is ready for large-scale implementation	15%
Stage III completed: scaled technical platform configured and ready for the RCT	20%
Stage IV completed: operational platform throughout the RCT and periodic technical implementation reports	25%
Stage V completed: final report of findings and complete RCT datasets	25%
TOTAL	100%

TERMS OF REFERENCE

Development, Implementation, and Evaluation of the Large-Scale Randomized Controlled Trial (RCT) of the Hybrid Delivery Model for the Somos Profes, Somos Educadores Teacher Wellbeing Program in Chile

Chile

RG-T4991

AI and education: Scaling teacher support with AI: Evidence from Chile and Costa Rica

1. Background and Justification

Chile faces a significant shortage of qualified teachers, driven both by a decline in the number of people entering the profession and by high rates of teacher attrition, particularly during the first years of practice. Over the past five years, enrollment in initial teacher-training programs has fallen by approximately 8% per year, and projections indicate a shortfall of more than 30,000 teachers, concentrated in specialized areas such as mathematics and science and in the most disadvantaged regions. The wellbeing and retention of in-service teachers is therefore a national priority.

In this context, the Inter-American Development Bank (IDB), together with the Chilean NGO Elige Educar, is using generative artificial intelligence (AI) to strengthen and scale programs that support current and future teachers in Chile. Building on a pilot conducted in 2026–27, the IDB, Elige Educar, and a contracted technology firm are moving to a large-scale randomized controlled trial (RCT) of the AI-enabled hybrid delivery model for the SPSE program.

Elige Educar operates Somos Profes, Somos Educadores (SPSE), an innovative, structured psychoeducational program that supports in-service teachers across seven dimensions of wellbeing — including emotional regulation, professional identity, and self-efficacy — and that reaches close to 3,000 teachers per year across multiple regions of the country. Although the program has demonstrated positive results, its traditional delivery model relies heavily on human counselors who provide psychosocial support to participating teachers, which limits its scalability. The AI-enabled hybrid (human + AI) model is intended to address this constraint.

These Terms of Reference correspond to the engagement of Elige Educar (hereinafter, “the Consulting Firm” or “the Firm”) for the development, implementation, and evaluation of a large-scale randomized controlled trial (RCT) of the hybrid (human + AI) delivery model for the SPSE program, to be carried out in 2027. Building on the 2026–27 pilot, the RCT will rigorously evaluate the impact of the AI-enabled hybrid model at scale. The Firm will work in collaboration with the IDB and with the contracted technology firm responsible for developing the AI-powered chatbot.

2. Objectives

The main objective of this consultancy is to support the development, implementation, and evaluation of a large-scale randomized controlled trial (RCT) of the hybrid (human + AI) delivery model for the Somos Profes, Somos Educadores (SPSE) program, in collaboration with the IDB and the contracted technology firm. Specifically, the Consulting Firm will be responsible for:

- revising and improving the content bank, scripts, and inputs for the chatbot based on the 2026–27 pilot results;
- coordinating and conducting a pre-scale pilot of the hybrid model;
- preparing for large-scale implementation, including recruiting and training human counselors and onboarding teachers;
- implementing the hybrid model at scale with participating teachers; and
- supporting the evaluation of the intervention and preparing a final report of results.

3. **Scope of Services**

This consultancy covers the development, implementation, and evaluation of the large-scale RCT of the SPSE hybrid model. The specific services to be provided are as follows:

- Revise and improve the content bank, scripts, prompts, and inputs required for the chatbot, based on the findings from the 2026–27 pilot, across the seven wellbeing dimensions of the SPSE program;
- Coordinate and conduct a pre-scale pilot of the hybrid (human + AI) model, incorporating feedback from teachers and counselors;
- Recruit, train, and manage the team of human counselors required for the large-scale RCT;
- Coordinate the recruitment and onboarding of participating teachers and manage all implementation logistics, following the criteria agreed with the IDB;
- Implement the hybrid model at scale, managing the escalation process from the chatbot to human counselors according to the established protocols;
- Support the evaluation of the intervention and prepare a final report of results, in coordination with the IDB evaluation team and the contracted technology firm.

4. **Key Activities**

The project will be carried out in five stages. The key activities for each stage are detailed below:

Stage I: Improved and Revised Content Bank, Scripts, and Inputs for the Chatbot Based on Pilot Results

- Review the findings and learnings from the 2026–27 pilot together with the IDB and the technology firm;
- Revise and improve the content bank, scripts, prompts, and other inputs for the chatbot across the seven wellbeing dimensions, based on the pilot results;
- Update the intervention model and escalation protocols as needed for large-scale delivery;
- Provide the revised content and inputs to the technology firm and review chatbot versions for fidelity to the program model.

Stage II: Piloting of the Hybrid Model

- Coordinate and conduct a pre-scale pilot of the hybrid (human + AI) model with a selected group of teachers;

- Gather feedback from teachers and counselors on content relevance, usability, and the human-AI handoff;
- Refine content, protocols, and counselor guidance based on the validation results;
- Confirm the readiness of the hybrid model for large-scale implementation.

Stage III: Preparations for Implementation

- Recruit, select, and train the team of human counselors required for the large-scale RCT;
- Finalize the materials, protocols, and counselor guidance for the hybrid model at scale;
- Coordinate the recruitment and onboarding of participating teachers, following the criteria agreed with the IDB;
- Prepare databases and operational logistics for implementation, in coordination with the IDB evaluation team and the technology firm.

Stage IV: Implementation

- Coordinate and implement the hybrid (human + AI) model at scale with participating teachers;
- Manage the human counselors and the escalation process from the chatbot to counselors according to the established protocols;
- Manage communication and logistics with participating teachers throughout the RCT;
- Provide periodic progress reports to the IDB, including participation, engagement, topics addressed, and incidents, and support data collection for all study participants.

Stage V: Evaluation and Results

- Support the evaluation of the intervention, including the collection of implementation data and outcome data for all study participants;
- Analyze implementation results and identify key learnings on the hybrid model at scale;
- Prepare a final report of results, including implementation, learnings, and recommendations;
- Present results to the IDB team and relevant stakeholders.

5. Expected Outcome and Deliverables

The expected outcome of this consultancy is the successful implementation and evaluation of the large-scale RCT and the delivery of the products described below. Each deliverable corresponds to a stage of the project:

Deliverable	Description	Stage
Deliverable 1	Improved and revised content bank, scripts, prompts, and inputs for the chatbot across the seven wellbeing dimensions, incorporating the learnings from the 2026–27 pilot, together with updated intervention and escalation protocols, provided to the technology firm.	Stage I
Deliverable 2	Pilot/validation report of the hybrid (human + AI) model, documenting feedback from teachers and counselors and the refinements made, confirming readiness for large-scale implementation.	Stage II

Deliverable	Description	Stage
Deliverable 3	Trained team of human counselors, finalized materials and protocols, and recruited and onboarded teachers, together with the operational databases ready for implementation.	Stage III
Deliverable 4	Periodic implementation reports during the RCT, with information agreed with the IDB team, including the number of teachers reached, engagement indicators, topics covered, and any incidents.	Stage IV
Deliverable 5	Final report of results (implementation, learnings, and recommendations), together with the implementation and outcome data for all study participants, ready for analysis by the evaluation team.	Stage V

6. Project Schedule and Milestones

The project will be carried out between February 2027 and January 2028, with the large-scale RCT fielded between April and November 2027. The schedule by stage is presented below:

Stage and Key Activities	Dates
Stage I: Improved and revised content bank, scripts, and inputs Review of pilot findings with the IDB and the technology firm; revision and improvement of the content bank, scripts, prompts, and inputs for the 7 wellbeing dimensions; update of intervention and escalation protocols for large-scale delivery.	February – March 2027
Stage II: Piloting of the hybrid model Pre-scale pilot of the hybrid (human + AI) model with a selected group of teachers; feedback from teachers and counselors on content, usability, and the human-AI handoff; refinement of content and protocols; confirmation of readiness for scale.	March 2027
Stage III: Preparations for implementation Recruitment, selection, and training of human counselors; finalization of materials and protocols; recruitment and onboarding of participating teachers; preparation of databases and operational logistics with the IDB evaluation team and the technology firm.	March – April 2027
Stage IV: Implementation Implementation of the hybrid model at scale; management of human counselors and chatbot-to-counselor escalation; communication and logistics with teachers; periodic progress reports; support for data collection for all participants.	April – November 2027
Stage V: Evaluation and results Collection of implementation and outcome data for all participants; analysis of results and identification of learnings; preparation of the final report of results; presentation to stakeholders.	November 2027 – January 2028

7. Reporting Requirements

Reports shall be submitted in Spanish and sent by email to gregorye@iadb.org and anade@iadb.org.

8. Acceptance Criteria

The IDB team will review each deliverable within 10 business days. Once a deliverable has been approved, the IDB team will request the documentation needed to process payment. The Project

Manager authorized to accept the work is Gregory Elacqua, Principal Economist (SCL/EDU), gregorye@iadb.org.

9. Consulting Firm and Team Requirements

The Firm shall be an organization with demonstrated capacity to deliver the program and field components described in these Terms of Reference. In particular, the Firm is expected to demonstrate:

- Proven experience designing and implementing teacher wellbeing or psychoeducational programs;
- Demonstrated experience working directly with in-service teachers in Chile;
- Experience managing large-scale program implementation and field operations, including recruiting, training, and managing human counselors;
- Knowledge of the Somos Profes, Somos Educadores program model and its seven wellbeing dimensions, and the capacity to collaborate with a technology firm on AI-enabled delivery.

The Firm should propose a multidisciplinary team — including, as relevant, program and content specialists, a field/operations coordinator, counselors, and a project manager — with the expertise needed to deliver the assignment, as well as appropriate data-security and data-privacy capabilities.

10. Other Requirements

The Firm shall ensure strict compliance with all relevant data-privacy regulations and data-sharing agreements throughout the project lifecycle. This includes compliance with the guidelines established by the Chilean data-protection authority and any specific agreements established with project partners, such as the IDB and the contracted technology firm.

The Firm shall be responsible for securely handling and storing all personal data collected from participants in the intervention, ensuring that appropriate technical and organizational measures are implemented to protect the data against unauthorized access, use, or disclosure, including obtaining the necessary consent from participants.

The Firm shall work with the project partners to establish clear data-sharing protocols and agreements that set out the purposes for which data will be shared, the scope of the data to be shared, and each party's responsibilities regarding security and regulatory compliance.

11. Supervision and Reporting

The contract supervisor will be Gregory Elacqua, Principal Economist (SCL/EDU). The Firm and the Bank will mutually agree on the frequency of the meetings needed to monitor the activities under this contract, and it shall be the Firm's responsibility to ensure its participation in such meetings.

The Consulting Firm will work in coordination with the IDB team and other relevant stakeholders. For the development of the intervention, the Firm will work closely with the IDB project team and with the team of the contracted technology firm responsible for developing the AI-powered chatbot.

12. Schedule of Payments

Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

The IDB Official Exchange Rate indicated in the RFP will be applied for any necessary conversions of local-currency payments.

Deliverable	%
Stage I completed: improved and revised content bank, scripts, and inputs for the chatbot, with updated protocols, provided to the technology firm and the IDB	15%
Stage II completed: validation report of the hybrid model confirming readiness for large-scale implementation	15%
Stage III completed: counselors trained, materials and protocols finalized, and teachers recruited and onboarded for the RCT	20%
Stage IV completed: implementation reports during the RCT	25%
Stage V completed: final report of results and implementation/outcome datasets	25%
TOTAL	100%

Consultant 2 – Specialized expert in teacher well-being and AI: AI-augmented Somos Profes, Somos Educadores RCT

Post of Duty: Chile

The IDB Group is a community of diverse, versatile, and passionate people who come together on a journey to improve lives in Latin America and the Caribbean. Our people find purpose and do what they love in an inclusive, collaborative, agile, and rewarding environment.

About this position

We are seeking a specialized expert to provide technical guidance and advisory support to the randomized controlled trial (RCT) of the AI-augmented *Somos Profes, Somos Educadores* (SPSE) program in Chile. SPSE is a structured psychoeducational program that supports teachers across seven dimensions of wellbeing, and this RCT will rigorously evaluate how generative AI can strengthen and scale its delivery model. The consultant will bring deep substantive expertise in teacher wellbeing and in the responsible use of AI to support teachers, advising the IDB team and its implementing partners (Elige Educar and Patagonian) throughout the design and execution of the trial. This role is part of the Education Division (SCL/EDU) within the Social Sector Department (SCL).

The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

What you'll do:

- Provide expert technical guidance on integrating teacher wellbeing frameworks—particularly the seven wellbeing dimensions of SPSE—into the AI-augmented delivery model and the design of the RCT.
- Advise on the RCT design, including the definition of treatment arms, the selection and validation of wellbeing-related outcome measures, and the appropriateness of evaluation instruments.
- Review the chatbot's content, tone, and human-AI interaction flows from a teacher-wellbeing and socioemotional perspective, ensuring the model is pedagogically and psychologically sound and aligned with good practice in supporting novice teachers.
- Advise on the responsible and ethical use of AI in the context of teacher socioemotional support, including safeguards and escalation protocols for sensitive situations.
- Provide technical input on the interpretation of results and on recommendations for refining and scaling the model, participating in key meetings with the IDB, Elige Educar, and Patagonian as a technical advisor.

Deliverables and Payments Timeline:

Deliverables	Duration in Days	Planned Date to Submit
Technical advisory memo on the integration of the seven SPSE wellbeing dimensions into the AI-augmented model and RCT design, including recommendations on treatment arms and outcome measures.	10	2027-03-31
Technical review of the chatbot content and human-AI interaction flows from a teacher-wellbeing perspective, with recommendations and safeguards for the responsible use of AI.	10	2027-05-31
Ongoing technical guidance during implementation, including participation in coordination meetings and a memo with input on the interpretation of preliminary results.	10	2027-08-31
Contribution to a full draft of the academic paper, providing substantive technical input on the framing, methods, and interpretation of results from a teacher-wellbeing and AI perspective..	10	2027-10-31
Final advisory note with recommendations for refining and scaling the model, and revised contributions incorporating co-author and IDB feedback into the final version of the paper.	10	2027-12-31

What you'll need

- **Education:** Master's degree or higher (doctorate desirable) in education, psychology, educational psychology, or a related field.
- **Experience:** At least 7 years of relevant professional experience in teacher wellbeing, socioemotional development, or teacher professional development, ideally combined with experience in the use of AI or educational technology to support teachers.
- **Languages:** Proficiency in Spanish and English is required.

Key skills:

- Learn continuously.
- Collaborate and share knowledge.
- Focus on clients.
- Communicate and influence.
- Innovate and try new things.

Requirements:

- **Citizenship:** You are either a citizen of Chile or a citizen of one of our 48-member countries with residency or legal permit to work in Chile.
- **Consanguinity:** You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB, IDB Invest, or IDB Lab.

Type of contract and duration:

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 100 days in a period of 12 months.
- **Work location:** Remote
- **Travel:** Yes

Our culture



HRD Terms of Reference

ANNEX A

At the IDB, we work so everyone brings their best and authentic selves to work while finding their purpose. Our people consistently strive for excellence, and we recognize and celebrate the impact of their contributions.

In our efforts to drive innovation, we intentionally include all voices, cultivate a sense of belonging and champion fairness. We welcome individuals from underrepresented groups to join us and share their unique perspectives.

We ensure that individuals with disabilities are provided reasonable accommodations to participate in the job interview process. If you require an accommodation to complete this application, please email us at accommodations@iadb.org.

TERMS OF REFERENCE

Consultancy for the Design and Implementation of a Randomized Controlled Trial to Evaluate an AI-Supported Tutoring Tool in Costa Rica

COSTA RICA

RG-T4991

1. Background and Justification

- 1.1.** Artificial intelligence is increasingly being explored as a means to strengthen educational delivery and support teachers and tutors in improving instructional practices. Across Latin America, tutors often face constraints such as limited access to continuous pedagogical feedback, insufficient opportunities to practice instructional techniques, and challenges in applying data-informed approaches during tutoring sessions. While high-dosage tutoring and mentoring interventions have demonstrated strong potential to improve instructional quality and student learning outcomes, their scalability is constrained by the intensive human resources required to sustain personalized support at scale.
- 1.2.** Recent evidence suggests that AI-enabled tools can help address these challenges by providing timely, personalized, and scalable pedagogical support. Emerging pilots in the region have demonstrated the feasibility of using AI to deliver real-time guidance, reinforce instructional practices, and support educators in ways that complement traditional models. These approaches offer a promising pathway to expand access to high-quality instructional support while maintaining the level of personalization that underpins effective tutoring interventions.
- 1.3.** In this context, a proof of concept has been developed to design, build, and test an AI-supported tool aimed at improving tutor instructional quality and effectiveness in Costa Rica. The tool provides tutors with real-time pedagogical feedback, simulated practice opportunities, and guidance during tutoring sessions. Building on this initial implementation, the next phase of the intervention aims to assess the effectiveness of the tool at a larger scale, reaching approximately 800 to 1,000 students, 90 to 120 tutors, and 40 to 50 schools.
- 1.4.** This consultancy is justified by the need to generate rigorous evidence on the impact of AI-supported tools on both tutor performance and student learning outcomes. The

evaluation will be conducted through a randomized controlled trial, designed to measure the causal effects of the intervention at the tutor and student levels. The results of this study will provide critical inputs to inform decisions on the scalability, cost-effectiveness, and potential integration of AI-enabled solutions within tutoring programs and broader education systems.

2. Objectives

- 2.1.** The objective of this consultancy is to design and implement a rigorous impact evaluation of the AI-supported tutoring tool developed under the proof of concept, in order to measure its effects on tutor instructional quality and student learning outcomes.
- 2.2.** The consultancy will design and implement a randomized controlled trial to estimate the causal impact of the intervention, including the definition of the experimental strategy, sampling approach, outcome indicators, and data collection processes.
- 2.3.** The evaluation will also generate evidence on the effectiveness, operational performance, and cost-effectiveness of the intervention, producing key insights to inform decisions on its potential scaling and integration within tutoring programs and education systems.

3. Scope of Services

- 3.1.** The consulting firm will be responsible for the design and implementation of a impact evaluation of the AI-supported tutoring tool developed under the proof of concept. The firm will work in close coordination with the Inter-American Development Bank and relevant stakeholders to ensure alignment with the objectives of the intervention and its operational context.
- 3.2.** The consultancy will design the overall evaluation framework, including research questions, key outcome indicators at the tutor and student levels, and the experimental design. This includes defining the unit of randomization, treatment and control groups, and the sampling approach required to ensure internal validity and sufficient statistical power.
- 3.3.** The firm will also be responsible for the development and implementation of data collection and management processes, including:

- Designing instruments to measure tutor performance and student learning outcomes.
 - Coordinating and overseeing data collection, ensuring quality, consistency, and adherence to protocols.
 - Establishing data management procedures, including cleaning, validation, and integration of data sources.
- 3.4. In addition, the consultancy will conduct the analysis of the evaluation and generate evidence on the impact and performance of the intervention, including:
- Estimating the causal effects of the intervention using appropriate statistical methods.
 - Assessing implementation of fidelity and operational performance to support interpretation of results.
 - Estimating cost-effectiveness metrics, where feasible, to inform scaling decisions.
- 3.5. The firm will prepare technical reports presenting the evaluation of design, methodology, results, and key findings, including implications for policy and program design. The scope of this consultancy is limited to the evaluation of the intervention and does not include the design or development of the AI-supported tool.

4. Key Activities

- 4.1. Define the evaluation framework, including research questions, key outcomes at the tutor and student levels, and the overall experimental design.
- 4.2. Design data collection instruments, including surveys and assessment tools to measure tutor performance and student learning outcomes. Establish protocols for data collection, management, and quality assurance.
- 4.3. Coordinate and oversee data collection processes during implementation, ensuring adherence to protocols, data quality, and consistency across participating units.
- 4.4. Consolidate, clean, and validate datasets, and conduct statistical analysis to estimate the causal impact of the intervention.
- 4.5. Prepare technical reports presenting the evaluation design, methodology, and results, and generate actionable insights and recommendations to inform scaling and integration decisions.

5. Expected Outcome and Deliverables

5.1. The project will generate evidence on the impact of an AI-supported tutoring tool on tutor instructional quality and student learning outcomes through a randomized controlled trial. The expected outcomes and deliverables are the following:

- **Deliverable 1. Evaluation Design and Work Plan**
Detailed evaluation plan including methodology, experimental design, sampling strategy, outcome indicators, and data collection protocols.
- **Deliverable 2. Data Collection Instruments and Protocols**
Set of validated instruments and tools for data collection, including assessments, surveys, and protocols for implementation and quality assurance.
- **Deliverable 3. Baseline Measurement and Initial Results**
Baseline data collection completed, including initial measurements of tutor performance and student learning outcomes prior to the intervention, with results summarized and ready for analysis.
- **Deliverable 4. Evaluation Results**
Clear presentation of the main findings of the evaluation, including the estimated effects of the intervention on tutor instructional quality and student learning outcomes.
- **Deliverable 5. Final Evaluation Report**
Final report consolidating the evaluation approach, key results, lessons learned, and recommendations for scaling and integration of the intervention.

6. Project Schedule and Milestones

Project Schedule and Milestones

The estimated duration of the consultancy is 8 months, aligned with the pilot phase of the intervention. The timeline is indicative, and the start of subsequent deliverables may depend on the availability of key inputs and the completion of previous activities.

Deliverable	Product Name	Timeline	Milestone Description
Deliverable 1	Evaluation Design and Work Plan	Within the first weeks after contract	Evaluation design validated; methodology, sampling strategy,

		signature	and outcome indicators defined
Deliverable 2	Data Collection Instruments and Protocols	Following Product 1	Instruments and protocols designed and finalized for implementation
Deliverable 3	Baseline Measurement and Initial Results	Following Product 2	Baseline data collection completed prior to intervention.
Deliverable 4	Evaluation Results	Following implementation and data collection	Main findings generated, including estimated effects on tutor and student outcomes
Deliverable 5	Final Evaluation Report	Final stage of the consultancy	Final results consolidated; lessons learned and recommendations for scaling provided

7. Reporting Requirements

7.1. The outputs and deliverables should be delivered in electronic and hard copy and will be the property of the IDB.

8. Acceptance Criteria

8.1. The consulting firm will submit each report for review and approval by the Bank and/or the designated technical counterpart. If revisions are required, the Bank will provide written comments outlining the necessary adjustments. The consulting firm will incorporate these comments and submit a revised version within a timeline agreed upon by both parties.

8.2. Formal approval of each report by the Bank will be a prerequisite for the issuance of the corresponding invoice and the processing of the respective payment.

8.3. If a report does not substantially comply with the requirements established in these Terms of Reference, the Bank reserves the right to request its revision prior to

approval.

9. Consulting Firm and Team Requirements

- 9.1.** The consulting firm in charge of the impact evaluation must demonstrate relevant expertise in the design and implementation of rigorous evaluation methodologies in education or related sectors.
- 9.2.** The firm should have experience conducting impact evaluations, preferably using experimental or quasi-experimental approaches, as well as experience working with data collection, analysis, and interpretation of results in education contexts.
- 9.3.** The consulting firm should propose a team with appropriate technical and analytical capacity to carry out the assignment, including a project lead and team members with experience in evaluation, data analysis, and education systems.

10. Other Requirements

- 10.1.** Confidentiality and Data Management: The consulting firm shall ensure the confidentiality of any information accessed during the project implementation.
- 10.2.** All information and databases generated or used during the consultancy shall be used exclusively for the purposes established in these Terms of Reference.
- 10.3.** The firm shall adopt reasonable measures to ensure the proper safeguarding of information and comply with applicable regulations on personal data protection.
- 10.4.** Ownership of all data and outputs developed under the consultancy shall belong to the contracting entity

11. Supervision and Reporting

- 11.1.** The consulting firm will report directly to the Inter-American Development Bank (IDB) specialist responsible for the project: Pablo Zoido (PABLOZ@IADB.ORG). The consulting firm will be responsible for submitting all deliverables and reports in accordance with the agreed work plan and timeline. The IDB specialist, or any person formally designated by the Bank, will be responsible for reviewing and approving all reports, documents, and outputs produced under the consultancy, as well as providing comments or instructions for revisions when necessary. The consulting firm will ensure regular coordination with the Bank to review progress and address technical or implementation-related aspects throughout the execution of the contract.

12. Schedule of Payments

- 12.1.** Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.
- 12.2.** The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule	
<i>Deliverable</i>	%
1. Evaluation Design and Work Plan	15%
2. Data Collection Instruments and Protocols	15%
3. Baseline Measurement and Initial Results	20%
4. Evaluation Results	20%
5. Final Evaluation Report	30%
TOTAL	100%