

**HELVETAS Swiss Intercooperation Bangladesh**  
**SDC Local Governnace Programme Sharique Phase IV**  
**Terms of Reference (ToR) for developing and maintaining e-learning platform**

## **1 Background**

Sharique, which started in 2006 (Phase I: 2006-09, Phase II: 2009-13, Phase III: 2013-16: Phase 4: 2017-19), is a mandated project of the Swiss Agency for Development and Cooperation (SDC). Sharique is implemented by HELVETAS Swiss Intercooperation. Now in its fourth phase, Sharique's overall goal is to contribute to the empowerment of local citizens to make inclusive, gender sensitive and pro-poor collective choices about their lives and livelihoods through more democratic, transparent, inclusive and effective local government systems. Sharique focuses strongly on working with national institutions such as National Institute of Local Government (NILG). NILG is mandated by the government to train elected and appointed local government functionaries and government officials linked with local government bodies. Sharique wants to support NILG in their endeavor.

NILG and Sharique organized few workshops to understand, plan, and prepare a road map for making training responsive to emerging needs among LGIs, NGO professionals, students, academics etc. In those workshops, one of the recommendations from participants was to introduce e-learning courses for Union Parishad. NILG as a training institute wants to explore innovative approaches. Possible learners for the e-learning platform can be UP Secretaries.

NILG and Sharique are inviting consultancy firms with prior experience in implementing e-learning/similar type of work to develop and maintain e-learning platform for NILG. NILG and Sharique are interested to develop an e-learning platform where NILG can prepare courses and UP secretaries can take these courses accessing from computer and cell phone. The e-learning platform should give the users impression that they are part of a classroom.

## **2 Objective**

- To support NILG and Sharique in developing e-learning course from existing course
- To develop digital course contents identified by NILG and Sharique
- To develop web-based e-learning platform for NILG courses based on the requirements identified by NILG and Sharique
- To develop mobile application (Android and iOS) for NILG e-learning platform

### 3 Scope of work

- Design and development support to NILG and Sharique to convert existing course to e-learning course
- In consultation with NILG and Sharique prepare a System Requirement Specification (SRS) for designing and developing NILG e-learning platform. The SRS should include actual development plan.
- Design and develop NILG e-learning platform so that it has good performance, flexibility, scalability, extendibility and multitenancy.
- Allow smooth accessing and using e-learning courses by users with good internet connection. The system should support user registration in multiple ways including mobile number, email etc.
- Develop digital course contents based on windows, android and iOS platform.
- Provide technical support to NILG and Sharique in developing e-learning courses with content management system for video, audio, word, pdf, forms (for quizzes, tests) etc.
- Develop android and iOS application of NILG e-learning platform.
- Ensure standard Website and application security for database and servers.
- E-learning must support content both in English and Bengali Language
- A user manual for using and maintaining the platform.
- Train the users in NILG and Sharique.
- Hosting service (for 15 months) with regular backup and disaster recovery support.
- Maintain and/or update the platform.

### 4 Deliverables

The following deliverables to be made available at different points of the work:

- An e-learning course for Union Parishad Secretary
- A fully working e-learning platform which is easy to use, with clear navigation available for mobile (Android and iOS) and computer
- Fully CMS based template and web navigation system
- A fully working Content Management System with user friendly GUI
- Software deployment on live server
- A user manual

- Knowledge transfer through training
- All source codes and database used for the platform including full control of cPanel.
- Domain and Hosting servers and ongoing maintenance for the platform.
- Work completion report/handover notes

## 5 Duration and timeline

The development of e-learning platform is expected to be completed by December 2018.

Task/output
Finalizing the system requirements in consultation with NILG and Sharique
Design and development of e-learning course
Development of e-learning platform including LMS, Digital contents, interactive features, mobile app, etc.
Incorporation of feedback
Knowledge transfer through training
Delivery of the final version of the system along with all required documentation including source code, user manual and technical documentation
Provide support & maintenance

## 6 Consultancy Firm

The contract will be awarded to a recognized firm which can propose a team with the following criteria:

- Strong understanding of in e-learning/similar type of work.
- Substantial experience in Software and digital content development business in Bangladesh.
- The firm must have experience of managing CMS web-based applications with GoB and/or with large scale corporate sector/educational institutions.
- The firm should demonstrate its management capacity (documents describing similar assignments, experience, availability of relevant professional staff and resources to carry out the assignment).
- Experience in adapting the program to new requirements, as necessary.
- Experience in developing user manuals and technical reports to learn new ways to maintain existing skills and knowledge.
- Experience in hosting servers which ensures regular backup and disaster recovery support.
- Submission of authentic licenses to the software that may be used in the platform. Please mention if you want to use of Open Source Development Platform

## 7 Evaluation Criteria

On receipt of the EOIs designated project management team will review the EOIs and shortlist firms for submission of technical and financial proposal. Selection of the firm will be based on:

Selection criteria	Scores
Proposed methodologies are in compliance with standard technical aspect of developing e-learning platform, maintenance and hosting server; logical and result oriented self-explanatory sufficiently detailed presentation; well balanced team composition toward achieving the outputs within set time frame and with desired quality.	10
Evidence of experience in <ul style="list-style-type: none"> <li>• The firm must have minimum of 5 years work experience related to web-based applications, mobile apps development (Android &amp; iOS), website designing and management.</li> <li>• Proven experience in implementing e-learning/similar type of work</li> <li>• Proven experience in developing digital training contents</li> <li>• Experience working with local and international organizations and clients of similar discipline.</li> <li>• Maturity and professional ability to handle sensitive information and ability to respect the confidentiality of such information while working with Sharique and even after the contract ends.</li> <li>• Proven ability to work effectively with others - including in multicultural team – and strong interpersonal skills</li> <li>• Ability to work under pressure, and commitment to meet deadlines</li> </ul>	20
Agency profile	10
CVs of the key staff	10
Total	50

## 8 Application Process

The **EOI should not exceed more than 10 pages**<sup>1</sup> highlighting following points:

- Proposed methodologies are in compliance with standard technical aspect of developing e-learning platform, maintenance and hosting server; logical and result oriented self-explanatory sufficiently detailed presentation; well balanced team composition toward achieving the outputs within set time frame and with desired quality.
- Submission of two examples of e-learning/similar type of work, maintenance and hosting work undertaken by firm in a related field.
- References: Names and contact details of two organizations for which similar work has been conducted in the last three years.
- Evidence of experience of similar completed assignments.
- Agency Profile
- Short CVs of the key staff.
- Provide Organization's/Firm's registration certificate, TIN, VAT and updated BASIS Certificate registration copy as annex.
- Must submit last 2 (Two) year's financial audit report as annex.

Please submit an EOI by 01 October, 2018 (before 4.30 pm). EOI should be delivered in person or by courier to HELVETAS Swiss Intercooperation at House # 13/A NE (K), 3rd Floor (Sharique), Road # 83, Gulshan 2, Dhaka 1212. The EOI documents should contain two hard copies and a CD with a soft copy of the EOI.

## 9 General Terms and Conditions

- HELVETAS Swiss Intercooperation reserves the right to accept or reject any EOI without giving any verbal and/or written rationale
- HELVETAS Swiss Intercooperation or its representatives reserve the right to monitor the quality and progress of the work during the assignment and/or maintenance and hosting server

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<sup>1</sup>Other administrative and legal documents should be submitted as annex.

## **10 License and Copyright**

- HELVETAS Swiss Intercooperation shall hold all copyrights and license(s) of the Apps, database and website
- The Apps, database, information or any part, therefore, cannot be sold, used and reproduced in any manner without prior written approval of HELVETAS Swiss Intercooperation

## **11 Communication**

For additional information on the consultancy please contact:

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