TERMS OF REFERENCE

Implementation of a Learning Management System/e-Learning platform and related contents

WMO RFQ 2200-22, 22 April 2022

General Background Information

The Pacific Regional Environment Programme (SPREP) is an intergovernmental organization charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.

SPREP hosts the regional office of the World Meteorological Organization (WMO), making the Secretariat the regional hub for meteorological services. It is also the host of the Pacific Climate Change Center which enables SPREP and its partners to further enhance the delivery of its meteorological support to members.

The advent of new Information Technology (IT) technologies continue to grow and its use in National Hydrological and Meteorological Services (NHMS) in Small Island Developing States (SIDS) also continues to increase with the adoption of new tools. The capacity requirements to effectively use and sustain these tools is an on-going challenge that Pacific SIDS NHMSs face.

In addressing the varying level of existing capacities in the NHMSs, SPREP has for five consecutive years provided training in the area of Information Technology (IT) to NHMSs to fully realise the capabilities and relevance of the tools implemented for their work. These trainings were conducted face-to-face on SPREP campus. This training was also a great opportunity to bring together and maintain an online community of technicians and forecasters using the systems to discuss and share ideas on how to support each other in using the systems effectively.

With the emergence and unprecedented impacts of Covid, SPREP has been forced to re-examine its resiliency to such disturbances in the light of its operations and processes, and had to explore and identify technological advances and solutions, being a key enabler in its efforts to strengthen SPREP's future resilience and minimal disruption to the effective delivery of its services to its members and partners.

SPREP in partnership with WMO and funding through the CREWS project, has identified the need for a Learning Management System(LMS)/e-Learning platform to continue delivering effective capacity building for its members and stakeholders, equipping them with necessary IT skills and knowledge.

Annex A

1. Objectives

Within these activities, WMO will contract a service provider that has extensive experience in developing Learning Management/e-Learning platforms, aiming to strengthen technical capacity and competencies of its various stakeholders.

The trainings to be held are technical in nature, therefore the platform needs to cater for different forms of course material such as text, ebooks, visual, video and audio and essential is that it provides the capability for hands-on training via simulation/labs.

2. Platform features and expectations

A) The feature-rich, e-learning platform will be implemented, set online and fully tested with the following expected functionalities and characteristics:

- It will be based on the most recent release of an open source existing platform;
- Should a new version of the same platform be released by the supplier within 12 months from the first installation, this installation will be upgraded to the new version;
- User registration and enrollment
- clean interface and dashboard, easy and interactive navigation through the lessons
- Function "learning path" an option for the delivery of training contents;
- branding of the graphical interface according to the SPREP Graphics identity;
- Instructor able to view Student view/session, take control of student session
- Implementation of the tracking service allowing the monitoring of the fruition by each user, display progress
- Setup course durations if needed or self-paced
- Activation of all ancillary services foreseen by the platform like chat, forum, agenda, media centre, evaluation tests, quizzes and so on;
- Vast libraries of integration modules/features available
- Should be able to integrate an environment for coding exercises/labs such as Drupal, PHP, Python, HTML, javascript, SQL, R, simulating server installation and administration exercises, VM's etc.
- Implementation of an easy to use User's Guide in PDF and of a Video tutorial explaining how to use the platform;
- Compatible with Microsoft Office 365, can host virtual trainings and/or integrate with other collaboration platforms like Zoom, Teams
- Preferably create interactive content within the platform
- Most features should be automated and have a hub to create automated functions based on certain conditions

Annex A

B) User Access and Mobile App Friendly.
- Easily accessible on desktop or mobile, 24/7. Users should be able to undertake trainings/courses on their own schedule and pace independent of device or operating system and with limited bandwidth. The platform should be web and mobile ready on both Android and Apple devices. Should be able to facilitate the learners to login to the learning system while on-the-go.

C) Content Compatibility
- The platform should be flexible, easily customizable, able to easily upload existing training materials or build courses from scratch while remaining user-friendly. It should cater for various content formats such as word, excel, pdf, videos, animations, ppts and provide for the users to upload the various content formats easily onto the platform. The platforms ability to have visual content is paramount. The content capture and delivery will include:
    i. Word document, PDF, XML, PowerPoint presentations
    ii. Video streaming to pure audio transcript
    iii. Quizzes
    iv. Surveys
    v. Completion Certificate

D) Deliverables
- The platform should provide for the auto-generation and auto-emailing of reports (daily, weekly, or monthly), and a dashboard for the various user levels including management for review.
- The comprehensive analysis and reporting solution should:
    i. support background monitoring for specific user levels
    ii. gauging the learning trends of users and tracking compliance of the learners.
    iii. The reports can be categorized (but not limited to):
        1. Course Reports
        2. Scheduled (upcoming courses), Enrolment, Assessment
        3. User Reports
        4. Active Users, Login activities, User's progress, Performance Comparisons using various parameters
        5. Organization Training
        6. Complete course report by unit/theme/location or gender, Certification, Curriculum, policy etc
        7. Custom Reports -Tailored to meet specific requirements/requests such as: to check the amount of time spent on a particular lesson or the number of attempts made to pass a quiz etc.

E) Security and Reliability
- The platform security should:
    o assure content confidentiality as well as protecting the users' personal data.
    o take into consideration encryption and adherence to ISO security standards

Annex A

     o be a reliable platform with minimal downtime, taking into consideration disaster management and contingency planning.

  F) Affordable Pricing / Licensing Structure.
- A platform from a vendor able to provide a dedicated consultant, unlimited support, virtual training, free upgrades and affordable subscription fees/licenses (if any).
- Include hosting options of the platform and of the contents (e.g.100GB disk space and 100GB traffic per month).

3. Guideline for the Submission of the Quotation

The quotations will be evaluated broadly on contractor's expertise, proposed approach and methodology for design and implementation of the assignment, team composition for the generation of the assignment. The Contractor is expected to demonstrate its strategy, methodology and expertise for the delivery of the platform.

WMO shall screen the proposals for completeness and with respect to the qualification requirements and evaluation criteria of this Request for Quotation. Annex B (Qualification requirements and Evaluation Criteria) must be duly filled and returned along with the Quotation.

4. Timeline and reports

The activities in this contract shall be finalized no later than three (3) months after the contract is awarded. Any deviation from this time schedule should be explicitly mentioned in quotations.

Inception Report:
The contractor shall submit an Inception Report, in electronic format, no later than two (2) weeks after the contract is awarded. The Inception Report shall include but not be limited to a detailed work plan. The Inception Report shall also include a Gantt chart to display its schedule of activities.

Final Report:
Final Report, upon completion of all the services referred to in these Terms of Reference. The Final Report shall include a comprehensive summary of the services rendered, the outputs generated and recommendations for future implementation.

Annex A