

## **Terms of References (ToR) for Software as a Service (SAAS) based Learning Management System for ICMAB**

### **A. Background**

The Institute of Cost and Management Accountants of Bangladesh (ICMAB) is the statutory professional body of Cost and Management Accountants under the Ministry of Commerce. The authority of the Institute has decided to transform the education system to a digital delivery platform through LMS which will be a revenue generating system by serving two more groups other than students i.e. 1) knowledge sharing programs (like CPD, soft skill development) for members of the Institute and 2) Short diploma/competency development courses for corporate and Government executives. Taking the above matters into consideration the authority of the Institute decided to engage a consulting firm for Development and Implementation of Learning Management Solution (LMS) for the Institute.

### **B. Objective of the Learning Management System**

1. To introduce a seamless user-friendly robust cloud-based learning management system for all the users e.g. students, teachers, admin, trainer, members, etc.;
2. To manage all the course and training activities of the Institute digitally by transforming the classroom-based system to the online-based system;
3. To earn revenue by serving students & members of the Institute and corporate & Government executives; and
4. To enhance the learning and capacity building experience of the target beneficiaries.

### **C. Scope of the Learning Management System**

LMS will be a cloud-based software platform that will provide an interactive online learning environment and automate the administration, organization, delivery and reporting of educational content and learner outcomes. The scope of the LMS can be defined as the range of activities and functionalities that it will offer to its users. The scope of the LMS will include, but will not be limited to, the following:

1. **Course management:** creating and managing courses, adding course materials, setting up assignments, quizzes, tests and tracking student progress;
2. **Content management:** creating and managing digital content in a collaborative environment;
3. **Classroom management:** creating and managing digital classrooms on the platform;

4. **Communication management:** facilitating communication between students and instructors through various channels such as email, chat, discussion forums, etc.;
5. **Assessment & Certification management:** creating and managing assessments such as quizzes, online exams, assignments, etc. and tracking student performance;
6. **Other Learning & Material Tools:** other learning tools can be enabled in the same platform to interact between instructor and learner like e-book, blog and vlog etc.;
7. **Storage Management:** store the learning materials in the platform, storage is important to quickly access the learning materials;
8. **Question Bank:** allow to store questions as prep store based so that the Instructor can generate questions quickly by selecting them like click and play;
9. **Question Randomization:** help to generate multiple sets of questions within a few clicks, not required to generate questions multiple times manually;
10. **Payment Gateway:** make life more convenient by providing financial transactions throughout the digital payment to enrol single/multiple courses;
11. **Reporting and Dynamic Dashboard:** generate reports on student performance, course completion rates, etc. and dynamic dashboard to provide real-time insights into learner progress and course performance, fostering data-driven decision-making and a more personalized educational experience;
12. **Device Responsiveness:** ensure that learners can access educational content seamlessly on various devices, from smart phones to tablets in order to allow students with flexibility to engage with courses anytime, anywhere, promoting continuous learning;
13. **Integration Capability:** foster seamless connections with external tools and systems, streamlining administrative tasks and expanding educational resources in order to ensure the LMS can fit diverse organizational needs, enhancing the overall learning experience; and
14. **Technical features:**
  - i. Option to take online classes (We prefer API to link with Zoom and other online platforms);
  - ii. Details Dashboard and graphical board;
  - iii. Course enrolment (Including Batch settings, Certification, Mark, and payment);
  - iv. Classroom Features (Assessment, Content, Course, Dashboard, etc. In a single platform);
  - v. Content Creation;

- vi. Question Bank (Support Exam, Quiz, Assignment, Video, Image, Manual, Audio, Document, Discussion, Presentation, Interview, Survey);
- vii. User and Admin Management;
- viii. Enrolment verification;
- ix. Option to create tutorials;
- x. Various Reports (Learners Reports, Course wise reports);
- xi. Integrated secured payment gateway;
- xii. Training Management System (TMS) [Should have selling option];
- xiii. Online Certification Provision;
- xiv. Student Engagement Tracking;
- xv. Course Calendar;
- xvi. Notification and alerts for the learners;
- xvii. Ability to customize features and own storage facilities;
- xviii. Plug and play platform that helps to integrate/enable another module through API easily;
- xix. Online exam center;
- xx. Course Selling facility (Explain how your LMS can help ICMAB);
- xxi. Mobile-based app version (If Any);
- xxii. Seamless platform access on low bandwidth; and
- xxiii. Report generation

#### 15. Estimation of the LMS:

- a) Estimated number of Accounts initially will be 2000 Accounts for first year;
- b) Estimated number of concurrent users will be 300 users;
- c) Growth rate per year for the next three to five years is expected to be 5%;
- d) The estimated number of live classes to be recorded and stored per month will be 40 Live with 1.5 hours class duration using an online platform which will be stored per month (Classes will be taken for 8-9 months in a year). So, yearly 1200 Classes x 1.5 Hrs x 2000 Students = 36,00,000 Hrs;
- e) In addition, there might be 30 external courses a year. Per course 3 hours for 20 class training. So, the total will be 20 Training x 3 Hr per class x 20 classes per training = 1200 Hrs.

#### D. Expected Outcomes:

The expected outcomes from the Learning Management System (LMS) may vary depending on the need of the Institution. However, some of the common expected outcomes are:

1. **Improved learning outcomes:** improve learning outcomes by providing a more interactive and engaging learning environment, personalized learning experiences, and real-time feedback on student performance;
2. **Increased efficiency:** automate administrative tasks such as course creation, grading and reporting, which will save time and reduce costs;

3. **Enhanced collaboration:** facilitate collaboration between students and instructors through various communication channels such as email, chat, discussion forums, etc.
4. **Better accessibility:** provide access to educational content and resources from anywhere at any time, making education more accessible to learners with different needs;
5. **Improved data analysis:** generate reports on student performance, course completion rates, etc., which can help instructors identify areas for improvement and optimize their teaching strategies;
6. **Research and Development:** adequate research and development will be conducted with regard to online education delivery; and

### E. Main Task of the Consulting Firm

Development and Implementation of Learning Management Solution (LMS) for ICMAB and provide necessary training to the different types of users of LMS.

### F. Job Responsibilities of the Consulting Firm

In achieving the objectives and to fulfil the expected outcomes the job responsibilities of the Consulting Firm are as follows but not limited:

1. To enable LMS with all required features and services for approximately 2000 users within a stipulated time;
2. To arrange In-office meeting/training/workshop when & and where necessary;
3. To fix system bugs, requirements, execution and collaboration;
4. To ensure data security and Privacy;
5. To provide the users with necessary training;
6. To provide the users with necessary User Support;
7. To maintenance Platform and Upkeep (Quality Assurance and Testing); and
8. Customization and Integration.

### G. Key Resource and Criteria of the Consulting Firm

Sl. No.	Description of the post	No. of Services	Educational Qualification	Experience	Man-Month
1	Lead Software Developer	1	Certified	At least 10 years	1x3
2	Software Developer	5	Certified	At least 10 years	1x3
3	Business Analyst	2	Certified	At least 10 years	1x3

## H. Qualification of the Consulting Firm

The Consulting Firm should have the following qualifications:

1. **Experience:** A minimum 5 years of experience in providing LMS solutions to educational institutions. Experience in e-learning course development and course selling will also be considered as an added qualification. In Depth understanding of online-based learning delivery and experience in teachers and government employees will be a preferred requirement;
2. **Expertise:** Expertise in the latest technologies and trends in the e-learning industry. They should be able to provide innovative solutions that leverage the latest technologies to enhance the learning experience;
3. **Customization:** Able to customize their solution to meet the specific need of the educational institution from time to time. They should be able to provide a solution that is tailored to the institution's requirements;
4. **Support:** Able to provide excellent customer support to their clients. They should be responsive to their client's needs and provide timely support when required
5. **Security:** Able to ensure robust security measures in place to protect their clients' sensitive data. They should be able to provide a secure environment for online learning;
6. **Awards and Certification:** ISO 27001 certification, Bangladesh Innovation Award, World Summit of Information Society (WSIS) is an added advantage for the overall qualification; and
7. **Client List:** Adequate working experience in higher education space in the digital learning arena in at least 10 institutions.

## I. Indicative Schedule:

1. Contract Period for 12 months;
2. Date of commencement after 10 working days of the contract signing; and
3. Date of commencement will be considered as contract effective date.

## J. Work Station and Office Accommodation:

1. At the assigned offices of the concerned department of LMS System (Education & ICT); and
2. Logistic for consulting firm and personnel by their own (Transportation, Laptop, Desktop, Internet etc.)

### **K. The Payment Schedule:**

The payment schedule will be as follows:

**1<sup>st</sup> Progress Payment:** will be provided after successful Installation and Commissioning with initial setup within the stipulated period of time;

**2<sup>nd</sup> Progress Payment:** will be provided upon handover the LMS with necessary security codes to the ICMAB and following training; and

**3<sup>rd</sup> Payment on Completion:** will be made upon fully and properly execution of the system including new development (if any).

VAT and Tax, as per government rules, will be deducted from the contract amount at all stages.).

### **L. Assistance and Coordination for carrying out the main task and job responsibilities:**

1. Coordination and supervisory services by the concerned departments and by the Consulting firm; and
2. Training related arrangements by the concerned departments and by the Consulting firm.

### **M. Confidentiality of Statement:**

All data and information received for the purpose of this assignment is to be treated confidentially and is only be used in connection with the execution of the Terms of Reference. All intellectual property rights arising from the execution of the ToR is assigned to GoB. The content of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advanced written authorization of the GoB.

## Information from Tender Documents

The points to be given under each of the Evaluation Criteria are:

Sl. No.	Criteria/Sub-Criteria	Point	Total
i.	Mandatory Condition to qualify in evaluation process: a. Trade License b. Registration c. Client Evidence d. Income tax return and TIN and BIN of 3 years e. Financial Solvency of the firm	3x5	15
ii.	a. Minimum Experience is 3 years b. Successful contract agreement with minimum 10 Institution	5x2	10
iii.	Responding of the ToR (C, D, E, F, G) with Methodology & Timeline	10x5	50
iv.	Award and Recognition (Mention minimum three)	5x2	10
v.	Ability and experience in teacher and government training (Mention Minimum two)	5x2	10
vi.	Interview for key staff (Qualification, Competencies, and suitability for assignment)	5x1	5
<b>Total Points</b>			<b>100</b>