

**TERMS OF REFERENCE**  
**For**  
**Online Training Consulting Firm for Subject Based Training**

Title:	<b>Online Training Consulting Firm for Subject Based Training</b>
Contract Package No.	SD 504
Organization	National University
Type of Contract	Lump-sum
Name of the Project	College Education Development Project (CEDP)
Duration of Contract:	12 (Twelve) Months

**1. Introduction**

Today's globalized society and economy, creating a large cadre of highly educated human resources who can tap into the global wealth of knowledge and technologies is increasingly essential for boosting economic prosperity and social development of a country. To address this challenge, higher education has an immensely important role to play in knowledge creation and human resource development. The National University (NU) affiliated college sub-sector caters to the largest segment (about two-thirds) of higher education students in the country, and thus has a critical role to play in fostering a skilled workforce and promoting job creation in Bangladesh. Since 2016, the World Bank has been supporting the Government of Bangladesh (GoB) to develop the tertiary college education system through the College Education Development Project (CEDP). The CEDP works to improve the quality and relevance of education in colleges and to enhance the management and planning of the tertiary college system. The project is jointly implemented by the University Grants Commission of Bangladesh and the National University.

The main objectives of the CEDP are to a) Strengthening Strategic Planning and Management Capacity; b) Improving the Teaching and Learning Environment in Participating Colleges; c) Project Management, Communications and Monitoring & Evaluation. National University (NU) is the main implementing agency in collaboration with other implementing agencies such as Directorate of secondary and Higher Education (DSHE), Bangladesh Open University (BOU); and National Academy for Educational Management (NAEM), Project Management unit (PMU) has been established to support the implementation of the CEDP.

Under the objective (b), CEDP is working to qualitative improvements in teaching and management in the college sub sector through supporting (a) the training of master trainers; (b) teacher training; (c) capacity building of college principals and future leaders; and (d) capacity building of policy makers for sub sector development. The Project also supports the development of training contents and Learning Management System (LMS).

Training and capacity-building activities are being carried out by a 'Training Consortium' comprising personnel from national agencies, including SHED, NU, DSHE, BOU, NAEM, and UNMC, an international academic partner. University of Nottingham Malaysia Campus carried out a different training programme based on the results of a Training Need Analysis (TNA) and information on market demand. On the other hand, National University (NU), Bangladesh organizes subject based training for the teachers of the government and non-government Honours teaching colleges. This helps the teachers to update themselves with the latest developments in the respective subject. About 8000 teachers of colleges in different subjects are expected to be trained under CEDP funding.



Coronavirus disease 2019 (COVID-19) was declared as a global pandemic by the World Health Organization (WHO) on 11 March 2020 due to its rapid transmission throughout the world. The Government of Bangladesh, like other countries in the world adopted the several modalities such as stay home, physical distancing and restricted movement of common people and their gathering throughout the country from 26 March 2020 onwards. Like other sectors, the education sector has also been badly affected by the rapid transmission of the virus. Since March 2020, normal teaching–learning practices have immensely been hampered due to this pandemic.

Under the context, in a recent review meeting of SHED, NU, DSHE, BOU, NAEM and WB asked CEDP to take necessary steps and suggested an online platform for the Subject based teacher training program. It is expected that each batch contains four subjects and each subject contains 40 participants. Four different classrooms are required for each batch. At the same time, it may be required to arrange training for multiple batches. Duration of the training is 28 days in general, two separate day-long workshops on ‘ICT’ and ‘pedagogy’ to improve trainees’ knowledge on particular topics. In addition, there are 4 days’ practical sessions on ICT knowledge.

## **2. Objective of the assignment:**

The major objective of Online Training for Subject Based Training is to organize online Subject Based training for the teachers of the government and non-government Honours teaching colleges under National University. The training platform will also ensure recording the sessions and use it for future purposes. It will also measure the trainees/trainer’s performance. Following objectives are required to be achieved through this platform:

- Identify an appropriate and convenient (user-friendly) eLearning platform which can be used to organize training for the teachers of the government and non-government Honours teaching colleges under National University;
- Conduct effectively and efficiently online Subject Based Training without any manageable interruption so that purpose of the training is achieved;
- Archive and make available all sessions conducted for later use by the trainees and stakeholders;
- Measure the performance of the trainees/trainers.
- NU teachers training management software solution from trainee selection to certificate award, resource person evaluation, pre-test and post-test, attendance, various reports, training records etc.
- Online training management operation and services Analytics and reporting
- Online communication for notification in email and SMS.

## **3. Scope of Services**

The scope of the assignment includes:

1. Justify an appropriate and convenient online-based teaching–learning platform, which can be used to conduct training between Trainers and Trainees;
2. Liaise with NU and Training wing of CEDP regarding training schedule to organize online sessions through using the eLearning platform and ensure all kind of technical support so that sessions can take place without any interruption;
3. Work as a bridge between Trainers and Trainees to connect them each other for the session including trainee’s assessment or examination (pre and posttest). It is expected to complete 08 batches training. Each batch contains 04 subjects Since each session will be centrally organized,

ensure that the platform can accommodate around 200 trainees in four (4) separate platform/training room (around 50 in each room) from different corners of the country and produce attendance report. Ensure smooth and easy online access and stay of the trainees and trainers. For workshop it may require multiple group facilities in a classroom.

4. Provide online class/Interactive Live Class facility through licensed Zoom (One per subject) integrated with online training management platform. Organize at least three (3) online sessions for each batch in a day. The minimum duration of each session will be 1.5 hours;
5. Help to archive all teaching and learning materials in cloud storage and make them available to all trainees immediately after each session to the subjects (the archiving period shall be 12 months);
6. Maintain highest professional standard and confidentiality of data while providing this technical assistance to NU and CEDP including trainees and keep records of all meetings /consultation or any support provided to NU and CEDP;
7. Admin, Monitoring team, Resource Persons, Trainees and Staffs users shall be created in the system as required by NU/CEDP
8. Provide Online Training Management Platform service for at least 8 batches 32 subjects training. Users in each subject shall be 50 trainees, 40 resource persons/management officials and 15 technical staffs of NU/CEDP.
9. Generating reports like list of trainees, list of resource persons, class schedule, attendance, performance evaluation, feedback, etc. other training reports as required by NU/CEDP.
10. exam./test/assignment/presentation/evaluation feedback/etc. automation in the provided platform.
11. Provide support staffs for technical support in online classes (one support staff/per subject/class) and system operation and report generation service. (i.e. manage service for online training management).
12. Provide technical session for each training batch/subject for the trainees, resource person, management officials and technical staffs. Online Training demonstration for resource persons and trainees separately on the online class platform.
13. Analytics module for various reporting and performance measurement.
14. Generate trainees/ resource person/ management officials/ technical staffs/ working team/etc. honorarium bill and receipt.
15. Module for training expenditure management and financial report generation.
16. Bulk SMS for Communication with Trainees, resource persons, advisors, coordinators, officials and staffs, etc.
17. SMS/ email notification
18. Integration with NU TTIS for trainees information and after class feedback collection
19. Integration with CEDP Website for various report generation, provided by CEDP training unit.
20. Others as required by NU/CEDP, will be specify at the time of contract.

#### **4. Required Features of Online Training Management platform:**

- Web-Based (https) Online Training Management System. Cloud based software service subscription for required no. of training group.
- Role based user's management (Admin, Co-admin, Trainees, resource persons, training coordinators, Monitoring officials and technical support staffs, etc. configured by NU/CEDP).

- Admin shall create/manage other user role. Resource persons, training coordinators and technical support staffs of each training group shall manage training as training admin of that training group.
- Authentication and authorization: user authentication should be secured and password protected. User Id should create by verifying the user email address. Shall support 50,000 or more user accounts.
  - Resource persons, training coordinators and technical support staff management: Admin will create/assign personal for this role to particular training group. Once assigned, the personal of this role will automatically get access to all their assigned course management and will be able to manage course contents, class schedule, online class, attendance, assignments, quizzes, evaluation, etc. and also able to generate different types of reports.
  - **Trainees Management:** Admin will add trainees in the training group from NU TTIS and assign to a training course. Once assigned, a trainee will automatically get access to their course contents;
  - Attend online class; submit assignments, quizzes, examinations, view reports, access all learning materials and activities of current / historical.
  - **Courses Management:** Course Schedule/calendar, Create/upload course contents in Word/PDF/excel, upload audio/video contents, manage assignments, manage quiz/exam, manage attendance, View reports, etc.
  - **Group Management:** In each training there will be workshop and group presentation. May require parallel online group session. Additional online session in zoom may require.
  - **Content Management:** A robust multimedia content management system with support of video, audio, pdf, word, ppt, image, texts, etc. Supports contents upload, tagging, searching and download features.
  - **Online Class Management:** shall use licensed zoom for online class integrated with the training platform. Users shall join class from the training platform and can't join any other by external zoom link. Class schedule, join, attendance and Live class recording.
  - **Attendance Management:** Attendance of a participant automatically when he/she joins an online class.
  - **Assessment & Evaluation:** online submission of assignment and online evaluation of the assignments. Real-time online quiz and offline quiz (multiple choice question and question-answer based) and online evaluation of quizzes. Create examinations as necessary and assign the examinations to the students. Setting of submission time.
  - **Results/ Tabulation sheet:** Provisions for process results and generate mark-sheets.
  - **Transcripts/ Certificates:** Generate Transcripts, Generate certificate. The system must have a Certificate Verification mechanism.
  - **Class Schedule/ Program Schedule:** Prepare and publish program schedule, Class routine with topic, Exam. schedule, workshop, presentation, assignment, test, etc.
  - **Performance tracking and analytics:** performance tracking of the resource persons and trainees.
  - **News/ Notice/ Announcement:** Should have features for posting news, notice and any announcements to the groups and all. Auto notification should be sent through SMS/email
  - **Course Feedback:** The system shall have provision for collecting session feedback after each class session and after completion of training course.
  - **SMS and email notification:** Any notification shall also be sent to email and mobile SMS. The system shall send customized SMS & Email notifications through gateway integration for auto notification.
  - **User manual:** There should be a detail interactive user manual for the respective users categories embedded in the training platform, which shall be accessible after login.
  - **MIS Report:** Generate custom reports such as daily attendance of the students and teachers. Summary of class feedback by trainees and resource persons. System log reports. Summary report for all batches/ subjects/ trainees/ resource persons/ management staffs etc. roles. Reports shall be exported in excel or pdf or sent to printer. Any other dynamic reports defined in report section.

- **Dashboard:** The software must provide custom dashboard for different roles. The Dashboard presenting dynamic data in reports in tabular and graphic presentations. User can browse the system from the dashboard easily. Mostly the major components like online class, course materials, notice, calendar, schedules, performance, reports, assessments, etc.
- **User Interface (UI):** The UI should be user friendly. The system should be cross browser compatible, responsive and graphically attractive. The system must be responsive to different screen size, i.e., Smart phone, tablet, laptop, etc. Browser compatibility with the latest version of Microsoft Edge, Internet Explorer, Apple Safari, Google Chrome, Mozilla Firefox, Opera, etc.
- **Customization and Branding:** shall insert branding for NU Online Teachers Training Management System for Subject Based Teachers Training.
- The system must support Bengali, English and any other Unicode language.
- Integration with NU TTIS and CEDP Website.
- Data Backup & Archiving System: Shall store all the online class records, training materials and reports and the user's accounts for long run. However the video class records and contents may archive after 2 years and provision for download.
- Others as required by NU/CEDP, will be specify at contract.

## 5. Reporting Requirements

- Batch/ subject wise trainee list report
- Batch/ subject wise lecture schedule setup/report
- Batch/ subject/date/session wise attendance sheet report
- Batch/ subject/date/session wise daily performance evaluation report
- Batch/ subject wise course advisor- honorarium receipt
- Batch/ subject wise course advisor- honorarium receipt (internet bill)
- Resource persons- honorarium receipt
- Resource persons- honorarium receipt (internet bill)
- Batch/ subject/date wise workshop ICT/Pedagogy resource persons honorarium receipt
- Batch/ subject wise tabulation sheet full automation
- Batch/ subject wise certificate generation manual sign/ digital sign
- Batch/ subject wise trainees group presentation with topic setup
- Batch closing Report/ statistical etc. report for presentation in closing ceremony

## 6. Expected Deliverables and Time Schedule for Deliverables

- Inception report to be submitted within 15 days of the signing of the contract. The report will include detailed work plan in alignment of the SOW to be carried out, identification of an appropriate eLearning platform, report on the training/orientation attended by the NU/CEDP officials, teachers of the government and non-government Honours teaching colleges and trainers regarding the platform, report on usefulness of the platform including stakeholder's views;
- Regular and real time technical support is provided throughout the assignment period to respective teachers of the government and non-government Honours teaching colleges and trainers in organizing online classes through the eLearning platform;
- Online class schedule/routine are disseminated; trainers'/trainees' assessment or examination are conducted; and attendance report are produced regularly;
- Session end report regarding class attendance (of both trainers and trainees), class recordings, course materials such as lectures, handouts, assessments, any written instruction etc.
- Class-end report along with class attendance of both trainees and trainers; class recordings, class materials such as lectures, handouts, assessments, any written instructions etc. are handed over to NU and CEDP officials after each class;
- Training completion report for each batch

- A final technical and financial report needs to be submitted within 15 days from the end of the assignment including successes and bottlenecks.

The Consultant will provide the above reports (both soft and hard copy) supported by photographs, video etc. The Consultant shall provide other information, data relating to assignment to the Client as and when required/requested.

#### **7. Duration of the Assignment:**

The duration of the assignment shall be 12 months. 1 month for preparation, remaining for training execution, report preparation and finalization. Hence, the assignment is expected to be conducted in, November'21 to October' 22 (Indicative). However, the duration may be increased or decreased based on the performance and needs of the Assignment.

#### **8. Data, facilities and local service to be provided by the client and Institutional Arrangement:**

All Cost of Personal Computers, Photocopy, and Support Services, Office Space, Transportations and Accommodation, Reproduction of reports, Office Expenditure and Workshop relevant and pertinent to the assignment are to be included in the Financial Proposal submitted by the consultant. CEDP will only provide relevant trainees/trainers details and administrative support to execute the assignment. Therefore, the indicative reimbursable items to be included in the financial proposal:

- Cost of Office Equipment
- Training Cost Enumerators
- Transportation and Accommodation of Experts as well as Support Staffs
- Reproduction of reports (Final Report-20 copies)
- Offices Expenditure (Photocopy, Office supplies etc.)

The consultants will report to the Project Director, CEDP NU and CEDP Training unit will be responsible for overall quality assurance of the training and collating feedback on the findings and recommendations from the consulting firm.

#### **9. Shortlisting Criteria**

The Consulting Firm should have at least 10 years' experience in software development and a membership of BASIS. The firm should have a ready e-Learning platform. The similar project experience with donor agencies (WB/ADB/WHO/UNDP or similar) will be given preference. They should have a strong team to carry out the assignment. The firm(s) who have software quality certification CMMI Level 3 or higher will get preference. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experiences to perform the Services. The short-listing criteria are:

- Core business & years in business
- Relevant Experience (Similar assignments of compatible size, complexity, and technical specialty in the required area)
- Technical and managerial capability of the firm, Ins
- Financial capacity/soundness of the firm (Turnover, Net worth, Profit etc.)

Consultants are requested to submit the following supporting documents in support of the above-mentioned criteria: (a) Registration paper of the firm (s); (b) JV agreement/letter of intent (if applicable); (c) Firm's brochure; (d) Audited financial reports for last three years; (e) List of relevant experience (including nature, total cost, total input in terms of man month, employer, location of service etc.) (g) Documents related IT, VAT, Trade License etc. (h) CVs of proposed Experts and Support staffs.

### 10. Minimum number of Team members, Tasks and Qualifications of Consultant:

Key Experts: Key Experts shall consist of one (1) Key Expert/Team lead, one (1) IT Expert/Specialist and one (1) IT Assistant. Consultant shall submit CVs of only Key Experts. Key Experts' CVs will be evaluated during the technical evaluation.

The Consultant shall engage qualified, experienced and competent Key Experts to deliver the Services. It is estimated that about 36 (Thirty-six) staff-months of Key Experts, who are national professional, input will be required to complete the Services.

The detailed of the Key Experts positions with tentative staff-month breakdown for each position, qualifications, experiences and competency requirement for the Services as well as relevant responsibilities are described as follows:

Title	Batches	Required Education Qualification & Experiences	Responsibilities
Key Expert/ Team lead  (1 Position)	8	-at least Master's degree in ICT or Computer Science or Management Information System or business management. -minimum 10 years working experience out of which 5 years as Team Leader of related e-Learning projects with demonstrated capabilities in planning, articulating step by step training and operational instructions of the eLearning platform and managing online sessions and application of the online teaching and learning platform (eLearning) for a large number of students/individuals at a time. -Experience of working with Government Organization/Donor Agencies will be an advantage	The Team Lead will be responsible for overall implementation of the project and will work as focal point for all communication. He/ She will guide, monitor and ensure quality of implementation of all relevant activities of the project. The person will also maintain good communication with the CEDP & NU
IT Expert/ Specialist  (1 person)	8	-at least Bachelor's degree in Computer Science or ICT -minimum 5 years working experience articulating step by step training and operational instructions of the eLearning platform and conducting online sessions and application of the online teaching and learning platform (eLearning) for a large number of students/individuals at a time.	The IT Expert/Specialist will provide high quality IT-related technical assistance to the trainees & trainers related to subject based training organized by NU. He or she will be responsible for smoothly operating/running online platform and virtual classes of the trainees along with the trainers. The Expert needs to be available in classes, or relevant sessions

### Education and Experience requirements of Indicative Support Staffs

Position	Academic Qualification	General and Specific Experience	Remarks
IT Assistant  (4 persons)	At least Diploma in Computer Science/ICT/related discipline	-The IT assistant will assist the IT Expert to carry out all activities of the project. He/ She must be available in all sessions/classes to provide needed support to the recipient agency and beneficiaries	CV of proposed Support staff must be included in the Proposal. However, CV will not be evaluated.



The Consultant may propose other experts as **Non-key experts, supporting staffs** if it is deemed required for accomplishing the tasks outlined in the ToR. Supporting staff will not be evaluated as part of technical evaluation.

#### **11. Data ownership, publication and confidentiality**


The selected Consulting Firm shall keep all information confidential and shall not disclose confidential information to any other party. The NU and CEDP will reserve the ownership of the data and also the authority to preserve using data generated by this project and hiring party shall not use any of this resulting information for the purpose of publication without prior NU and CEDP permission.

#### **12. Contract type & Payment Mechanism**

The type of contract is Lump-sum contract for the assignments in which the scope and the duration of the services and the required output of the consultant are clearly defined. Payments are linked to outputs (deliverables) as mentioned in Reporting requirements and Time Schedule for deliverables. This contract shall be administering on the principle of fixed price for a defined scope, and payments are due on clearly specified outputs and milestones. Payment will be on the basis of milestones/deliverables as listed below:

- 15% payment will be given after acceptance of the software and inception report;
- 25% payment will be given after completion of 3 batches (Around 4X40 student/batches may be up to 50) training and submission of report
- 25% payment will be given after completion of next 3 batches (Around 4X40 student/batches may be up to 50) training and submission of report
- 20% payment will be given after completion of next 2 batches (Around 4X40 student/batches may be up to 50) training and submission of report
- 15% payment will be given after acceptance of final report.

It is to be noted that the payment will be given according to the number of trainees attended in each batches. In such cases the percentage may vary.

  
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