Project: Good Local Governance Programme South Caucasus

Mission: Introduction of Learning Management System for municipal servants

1. **Introduction**

The Good Local Governance Programme South Caucasus advises and supports respective partner-organizations at national, regional (sub-national) and local levels in Armenia, Georgia and Azerbaijan in the implementation of cooperation initiatives towards improved local governance. It supports the improvement of frame conditions, addresses regional (sub-national) governance issues and works towards the improvement of municipal services and citizens’ participation at municipal level. In the context of the German international cooperation approach, the Programme’s objectives are oriented within the framework of the Caucasus Initiative; thus the improved professional exchange among the countries of the South Caucasus and their increasing cooperation are also objectives at regional South Caucasus level.

The Programme is implemented on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) and in Armenia co-financed by Swiss Agency for Development and Cooperation (SDC) and United States Agency for International Development (USAID) (until 2018). It is carried out in close cooperation with the Ministry of Territorial Administration and Development (MTAD) as the main political partner.

1. **Background**

One result area of the Programme is the strengthening of municipalities with regards to management and administration, including service delivery, administrative capacity and participatory decision-making. Along with the advancement of technologies, there is a need to reorganize the mechanisms of the municipalities’ work, and, focusing on a citizen-oriented approach, ensure high-quality, prompt and efficient service delivery to citizens. Numerous measures addressing the improvement of the service delivery have been undertaken in different stages of the reforms in the local self-governance system.

The goal of the tender is to introduce e-learning for municipal servants in Armenia to improve the efficiency of the municipal training system, increase access to learning opportunities for municipal servants, improve the level of professional preparation with the objective of delivering quality services to the citizens.

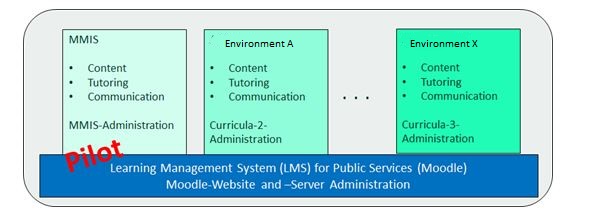
The assignment is aimed at the introduction of Moodle Learning Management System (LMS) which will host the materials developed, learning content, organize learning paths, enable communication and collaboration and administrate learners and courses.

The first pilot project on the LMS for municipal servants will be the trainings on Municipal Management Information System (MMIS)[[1]](#footnote-1) transferred to e-learning. The Programme has launched a separate tender for developing online learning materials for MMIS.

1. **Purpose of the assignment**

The purpose of this assignment is to introduce a customized Open Source Learning Management System (Moodle) for municipal servants.

The LMS will be used for various institutions with different courses dedicated to municipal servants. Therefore, the LMS shall be set up for a multi-client capability. This means there should be an overall system administration for the Moodle LMS based on which various environments from different institutions will be setup and administrated independently.



1. **Tasks**

**Task 1: Requirements analysis**

The Contractor shall propose LMS platform design that meets the expectations of the stakeholders involved and responds to the target audience needs:

* Easy and attractive access to the training platform by municipal staff,
* Easy maintenance of the system by future administrators,
* Intuitive, logical and attractive access to the different training courses,
* Consideration of potential limited IT skills of municipal servants,
* Incremental learning process,
* Built-in training course examination (tests),
* Certification procedure,
* Evaluation/assessment of the trainings provided.

The platform should inspire learners, especially those with limited IT skills, to engage with the system through a professional and attractive user interface and faultless experience in receiving the trainings.

The below parties are the main stakeholders of the assignment:

* The Good Local Governance Programme South Caucasus implemented by GIZ: contracting party and coordinator of the assignment,
* MTAD: Decision maker, future owner of the LMS and owner of MMIS.
* Information systems Development and Training Center, NGO (ISDTC): MMIS developer and trainer, subject matter expert,
* Individual (subject matter experts) and institutional training service providers,
* Municipal servants: system users.
* Provider of e-learning content materials for MMIS.

The contractor should conduct meetings and discussions with the all stakeholders to analyse the current situation, determine expectations and needs and propose a user-centred system design and prototype to validate and refine the requirements.

**Task 2: Prototyping of the LMS solution**

As preparation for actual setting up of the LMS (Task 3) and based on the Requirements analysis (Task 1), the contractor is expected to develop and present a prototype of the LMS solution. The prototype will demonstrate the core elements of the LMS and be the basis for discussion and fine-tunings among the stakeholders.

The prototype can be presented in an offline manner, e.g.:

* sketches and drawings: e.g. user interface, administrator interface, access to training modules, examination procedure, etc.
* process-mapping: e.g. LMS administration, full training cycle (from access to training course to certification), etc.

**Task 3: Setup of a Moodle Learning Management System**

Based on results and agreements reached in Task 1 and Task 2, the contractor will install the LMS within the MTAD premises. The technical requirements (e.g. to the server, software, internet connection) shall be provided by the Contractor based on the current situation analysis and future development prospects.

The contractor will prepare the server for multi-client capability and proceed with the basic configurations and setup to ensure the smooth handover to MTAD.

**Task 4: Setup and configuration of MMIS e-learning course**

The contractor installs MMIS e-learning as the first project on the system. The task includes, but is not limited to:

* Setting up of the system in Armenian language with focus, among other issues, also on:
  + - * easy to use learner access,
      * user-friendly trainer interface for setting up courses,
      * an easy way to integrated web-based trainings and videos so that they are played in a convenient way for learning,
      * formal and informal (on demand learning) course environments.
* Programming Moodle theme based on Tasks 1 and 2 results,
* Setting up of the overall configuration (user interface, Moodle themes, design) for MMIS e-learning based on Task 1 and 2 results,
* Defining a user data model for MMIS users (which user data from MMIS should be transferred to Moodle LMS) in cooperation with ISDTC,
* Programming an XML interface between MMIS and the Moodle LMS to enable single sign in,
* Providing the LMS with the initial structure based on the developed e-learning materials (in cooperation with ISTDC and e-learning materials providers)
  + - * setting up of trainings,
      * individual learning videos for learning on demand (“help link” from MMIS to Moodle LMS)
* Setting up the curricula framework for formal learning,
* Setting up of communication and community functions for informal exchange/learning and trainer support,
* Preparing a multi environment for future usage
* Testing of the whole system.

**Task 5: Trainings**

After the initial setup and configuration of the system the Contractor will provide trainings for facilitators in the municipalities (up to 10), administrators (up to 3) and trainers (up to 5) to work with the system:

* access to the training modules,
* upload training materials,
* assigning users to courses,
* using the forums, etc.

The trainings for system administrators should be adjusted to the Moodle LMS, including both Moodle system administrators and technical specialists.

**Task 6: Backstopping support**

After the launch of the LMS and first trainings, the contractor will provide backstopping support to the administrators of the system regarding:

* the overall maintenance of the LMS,
* technical finetuning based on administrators’ and clients’ feedback,
* any other issues or questions raising during the implementation of e-learning courses.

1. **Deliverables**

The following deliverables are expected in the course of the assignment’s implementation and will be the basis for interim payments:

* Draft and final Prototype of the LMS solution (Task 2 based on Task 1)
* Installed LMS solution (Task 3)
* Setup and configurated MMIS e-learning course (Task 4)
* Training details (agenda, content) (Task 5)
* Outline of the backstopping support provided (Task 6)
* Final Report covering the whole assignment including:
  + - Deliverables above-mentioned,
    - Recommendations for further development of the LMS system.

1. **Proposed Schedule and Contractor Inputs**

Tentative commencement of the assignment is **15.04.2019.** The contract will terminate on **22.11.2019.**

All below listed tasks will be implemented within up to **57** expert-days during the mentioned period.

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| --- | --- | --- | --- |
| **Tasks** | | **Timeframe** | **Expert days**  **(up to)** |
| 1 | Task 1: Design requirements analysis | April – July 2019 | 6 |
| 2 | Task 2: Prototyping of the LMS solution | 10 |
| 3 | Task 3: Setup of a Moodle Learning Management System | August – September 2019 | 3 |
| 4 | Task 4: Setup and configuration of MMIS E-Learning | 20 |
| 5 | Task 5: Trainings | 6 |
| 6 | Task 6: Backstopping support | October – November 2019 | 10 |
| 7 | Final Report | 2 |
| **Total** | | | **57** |

* The contractor is obliged to perform the assignment based on these TOR while ensuring close contact with GIZ throughout the implementation of the assignment.
* The contractor shall provide all the results directly and in the first turn to GIZ for discussion and further action.
* GIZ will support the contractor with provision of transportation for travelling to municipalities, accommodation and other logistics. Travel costs (transportation, overnight stay) will be covered by GIZ. Additional per diems will not be paid.

1. **Requirements for the company profile**

* At least 3 years of experience in IT and in Moodle services and trainings,
* At least 2 successful projects of similar nature (projects information should be enclosed).

1. MMIS is a joint effort of both private and public partners. It was launched as a response to municipal governance issues and aims to boost the performance of the local self-government in Armenia and improve the services delivered by the municipalities to citizens.  This is a unified information system consisting of numerous management systems, registries, information resources, tools of internal and external communication, e-governance, e-participation and e-services components.

   [↑](#footnote-ref-1)