



April 28, 2025

NOTICE OF AWARD

GMST INC.

6 T. Bugallon St.,
Marikina City
Mobile No: 0966-3900022

Dear Sir/Madam,

Please be advised that as a result of **Public Bidding** conducted by the National Center for Mental Health – Bids and Awards Committee for Contract Services and Consultancy for the **Public Bidding for the Subscription of Learning Management System (LMS) CY 2025** and is hereby **awarded** to your company the following:

NO	ITEM CODE	ITEM DESCRIPTION	QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE
01	ITB No. CS-09-2025-PB	<p>Project Title: Public Bidding for the Subscription of Learning Management System (LMS) CY 2025</p> <p>I. Rationale</p> <p>The COVID-19 pandemic has changed the landscape of learning and development in the workplace, especially in healthcare facilities like the National Center for Mental Health. It has highlighted the advantages of facilitating learning and development programs and activities in the educational and workplace settings through online mode of learning, especially the learning management system (LMS). Although the use of LMS in NCMH has not really been fully optimized, its functionality has been proven in other agencies and educational institutions.</p> <p>With another calendar year about to end, the contract of the current learning provider is also about to be terminated. This means that another procurement process is needed to be conducted for a new acquisition of LMS provider. With more learning programs in the pipeline including the four (4) elearning courses we expect to be completed before the end of the year, the need to have an LMS that meets NCMH requirements is beyond</p>	1	Lot	419,462.40	419,462.40

There is no Health without Mental Health



		<p>question. Thus, this intent for the procurement of a Learning Management System (LMS) provider.</p> <p>II. Objectives</p> <p>In view of the rationale and background, this Terms of Reference (TOR) is intended to procure a subscription of a learning management system (LMS) to serve the following purposes:</p> <ol style="list-style-type: none"> A. Host, administer, customize, and maintain an online and cloud-based learning management system (LMS). B. Deploy e-learning courses created by NCMH end-users for its employees. <p>III. Scope of Work</p> <p>The Consulting Service or Service Provider shall provide an Online and cloud-based Learning Management System (LMS) for eleven (11) months from the date of the contract signing. This shall include the following services: subscription services, content migration, and technical support. In providing the learning management system (LMS) platform, the Service Provider shall provide the following:</p> <ol style="list-style-type: none"> A. Admin Dashboard B. Course/Exam/Content Creation C. The Learning Content Management: The Learner app features. <p><u>A. Subscription Services</u></p> <p>1. System Requirements</p> <ol style="list-style-type: none"> 1.1 The LMS can be accessed on the existing desktop with operating systems like Windows, macOS, Linux, etc. 1.2 The LMS shall be accessible to any device like PC desktops, tablets, and mobile 1.3 Easily integrates with other systems (ex. Personnel Information System) and third-party Applications 1.4 Supports SCORM and Tin Can / XAPI 1.5 Data Privacy and Security 1.6 Compliance to Data Privacy Act 1.7 Include SSL Certificate site-wide 1.8 Allows NCMH LMS Administrators to: <ol style="list-style-type: none"> a. Edit settings <ul style="list-style-type: none"> • Configure display settings, display styles, language settings • Edit standard messages from the LMS (e.g. general conditions, email notifications) • Enroll large numbers of learners through CSV uploads efficiently. 			
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		<ul style="list-style-type: none"> • Back up courses securely and retrieve them on demand for disaster recovery or course duplication. • Guarantees data security and access to granular control over user permissions. <p>b. User Management</p> <ul style="list-style-type: none"> • Self-Registration/Enrollment\ • Bulk Upload (through email addresses) • User Types and Permissions • Monitor active users • User Profile settings <p>1.9 Subscription to services, databases, system updates must be included during maintenance and support during the whole contract duration</p> <p>2. User Interface</p> <p>2.1 Easy navigation controls and clear directions for new users especially the "not-so techie" employees</p> <p>2.2 Easy access across different devices such as, desktop, laptop, tablet, and mobile devices.</p> <p>2.3 Wide language support to cater to varied learners' preference in the use of interface elements and course content.</p> <p>2.4 Include game mechanics such as points, badges, and leaderboards to motivate learners and increase engagement.</p> <p>2.5 Insert interactive activities like polls, quizzes, and surveys within courses to keep learners actively involved.</p> <p>2.6 Design individualized learning routes based on individual learner needs and preferences.</p> <p>2.7 Incorporate social media elements like discussion forums, group workspaces, and internal messaging to enhance interactions among learners and build a sense of community.</p> <p>2.8 Monitor learner progress, spot areas of difficulty, and acquire valuable insights into learner behavior and overall course effectiveness.</p> <p>3. Deliver training modules of the following topics to NCMH Users:</p> <p>3.1 How to Use the LMS</p> <p>3.2 Content creation of the LMS for Training Coordinators of Sections/ Offices</p> <p>3.3 Other topics for online learning such as but not limited to:</p>				
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		<ul style="list-style-type: none"> • How to use Digital tools and Applications • How to make Instructional Design • Online and Blended Learning Models to use in LMS • How to use the Assessment and Analytics <p>3.4 How to deliver Online / E- Learning</p> <p><u>B. Course Management System</u></p> <p>1. Course Creation</p> <p>1.1 A drag-and-drop interface that simplifies course creation, allowing subject matter experts (SMEs) to easily arrange various learning activities, resources, and assessments.</p> <p>1.2 Create and manage collaboration of activities among learner groups for a variety of learning experiences.</p> <p>1.3 Create and manage collaboration of activities among learner groups for a variety of learning experiences.</p> <p>1.4 Courses can be created, managed, and delivered online anywhere</p> <p>1.5 Enroll users in training sessions</p> <p>1.6 Create groups and sub-groups of trainees (classes and batches)</p> <p>1.7 Create / Edit module environment</p> <p>1.8 Template in authoring environments</p> <p>1.9 Send notification for specific group/ target audience (through emails and/or messages on the home page)</p> <p>1.10 Can upload different file types to create/arrange.</p> <p>1.11 Conduct synchronous and asynchronous mode of learning</p> <p>1.12 Conduct live discussions</p> <p>1.13 Push Notifications / Announcements</p> <p>1.14 Learners grouping</p> <p>1.15 Access to archive course</p> <p>2. Monitoring</p> <p>2.1 Tracks progress of learners with the set completion criteria for each activity and displays overall completion status.</p> <p>2.2 Support specific competencies with learning outcomes and track learner's progress towards the competencies.</p> <p>2.3 Access logs of users and system activities with tracing options</p> <p>2.4 Analytics and Reporting</p> <ul style="list-style-type: none"> • Question banks and customizable assessments / type of questions • Enrollment status, progress, learners' completion rates, total time spent on training. • Generate customizable reports 			
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		<p><u>C. Other Requirements</u></p> <ol style="list-style-type: none"> 1. Apply Other features and functionalities included in Provider's LMS package not specified in these terms of reference (TOR). 2. Warranty during the subscription with the following provisions: <ul style="list-style-type: none"> • Support for a maximum of 300 concurrent users within the warranty period. • Resolve downtime issues within two (2) hours upon notification. • Provide technical assistance / support during downtime. 3. Data Security <ul style="list-style-type: none"> • All data of learners, course content, and system files are inscribed whether in use or not, using industry-standard encryption protocols. • Follow strict security practices and apply all critical security patches to the underlying operating system and LMS software promptly • Use advanced intrusion detection and prevention systems to track system activity and identify and block malicious attempts to access the platform. 4. Data Backup and Recovery <ul style="list-style-type: none"> • Regular, automated backups are performed at frequent intervals. • Multiple backups must maintain and be rotated according to a predefined schedule. • Backups are securely stored in geographically separate locations, further mitigating the risk of data loss due to unforeseen circumstances. • A comprehensive disaster recovery plan is in place to ensure a swift and efficient recovery process in case of a major outage or system failure. <p><u>D. System/Software and Information Assets Ownership and Copyright</u></p> <ol style="list-style-type: none"> 1. Ownership, Management and Technical Support <ul style="list-style-type: none"> • All contents/data shall be owned by NCMH even if the subscription ended. • If the subscription expires, the supplier must give NCMH an ample opportunity to retrieve its proprietary information. • Management of content and usage shall be the responsibility of NCMH. 			
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	<p>2. Migration of the existing data and requirements must be covered by the bidder without additional cost to NCMH.</p> <p>3. Technical support on hosting, software glitches and data shall be the responsibility of the Consulting Service provider within the duration of the warranty.</p> <p>4. Service Provider must execute a non-disclosure agreement with NCMH for contents uploaded to their site for hosting.</p> <p>5. Service Provider must continuously monitor the LMS 24/7 to identify and address any potential issues promptly.</p> <p>6. Track system uptime and performance metrics to maintain a high level of availability.</p> <p>7. Must have a dedicated technical support team available to assist with any technical inquiries or issues that may encounter.</p> <p>IV. Qualification Requirements</p> <p>A. The Service Provider/Bidder should be a digital company engaged in the design, configuration, and deployment of virtual learning systems in educational and workplace settings.</p> <p>B. The Service Provider/Bidder should have been in the industry for, at least, three (3) years providing Learning Management System (LMS) or similar services to government, schools, and workplace/businesses.</p> <p>C. The Service Providers/Bidders must be able to submit copies of Client Satisfactory Certificates from at least two (2) clients for the last three (3) years of similar contracts.</p> <p>D. The Service Provider/Bidder should have qualified employees such as Educational Technology professionals, Instructional Designers, IT Professionals, Learning and Development practitioners, and other related professionals.</p> <p>Total bid offer and contract amount is <i>Four Hundred Nineteen Thousand Four Hundred Sixty-Two Pesos and 40/100 (Php419,462.40).</i></p> <p>V. Cloud Subscription</p> <p>The subscription shall be one (1) year and renewable for another year upon the Satisfactory evaluation of NCMH.</p> <p>The duration of the implementation of the LMS shall be within the period of three (3) months</p>				
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	<p>from receipt of Notice to Proceed. The period of subscription will commence after the three (3) months implementation of LMS.</p> <p>VI. Duties, Responsibilities and Expected Outputs of the Consulting Service:</p> <p>The Consulting Service (CS) shall be responsible to provide the following:</p> <p>A. Deploy the Learning Management System to NCMH according to the agreed specifications in the contract.</p> <p>B. Set up the Learning Management System including 3rd-party plug-ins and modules and conduct regular updates of the abovementioned.</p> <p>C. Provide full online technical support for the enrollment and other requirements within 24 hours after receipt of notifications.</p> <p>D. Provide administrative access to NCMH for customized reports</p> <p>E. Deliver back-up services and system recovery such as:</p> <p>1. Automated periodic system backups</p> <p>2. Backup on demand</p> <p>3. Secured backup</p> <p>4. System recovery or reinstallation in case of a system failure</p> <p>VII. Duties and Responsibilities of NCMH</p> <p>The NCMH shall perform the following functions:</p> <p>1. Assign an LMS Administrator and Co-Administrator to manage the LMS and coordinate with the LMS provider, other course managers and subject matter experts. Assign other LMS related information as directed by the Project Manager.</p> <p>2. Pay the LMS provider based on the schedule of deliverables submitted.</p> <p>VIII. Payment Scheme</p> <p>The service provider shall be engaged immediately upon the execution of the contract. The matrix below shall be the basis of payment for the service provider following the Service Level Agreement of this Terms of Reference subject to one percent (1%) retention for one calendar year.</p> <p>Below is the proposed timeline and corresponding deliverables:</p> <table><tr><th>Deliverable/s</th><th>Timeline</th><th>Percentage</th></tr></table>	Deliverable/s	Timeline	Percentage				
Deliverable/s	Timeline	Percentage						

	1. Deployment of Online Learning Management System	1st Month from signing the Contract	30%
	2. Integration of 4 courses to the Online LMS	1st Month from signing the contract	20%
	3. Training for System Administrators	3rd Month from signing the contract	15%
	4. NCMH LMS User Manual	3rd Month from signing the contract	15%
	5. Training for Users	3rd Month from signing the contract	5%
	6. Maintenance and Technical Support (as need arises)	Until the end of contract	15%
	Total		100%
<p>IX. Liquidated Damages</p> <p>According to RA 9184, its 2016 Revised IRR, and other applicable laws, rules, and regulations, the SERVICE PROVIDER shall pay liquidated damages if it fails to satisfactorily provide the stipulated services to NCMH within the period specified herein, inclusive of duly granted time extension, and for reasons or causes attributable to the SERVICE PROVIDER. The applicable liquidation is at least one-tenth (1/10) of one percent (1%) of the cost of the unperformed portion for every day of delay until such services are finally delivered and accepted by NCMH</p>			
<p>X. Confidentiality and Ownership Statement</p> <p>All data and information received from the National Center for Mental Health (NCMH) for the purpose of this project are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference (TOR). All intellectual property rights arising from the execution of these Terms of Reference are assigned to NCMH. The contents of written materials obtained and used in this project may not be disclosed to</p>			

		any third parties without the expressed advance written authorization of NCMH..				
TOTAL:					Php419,462.40	

You are hereby required to provide the following within ten (10) calendar days;

- Performance Security in any forms and amount stipulated below:

A. Cashier's Managers Check Bank Guarantee	Five Percent (5%) of the Total Contract Price
B. Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, That it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank	Five Percent (5%) of the Total Contract Price
C. Surety Bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission / GSIS	Thirty Percent (30%) of the Total Contract Price

Failure to provide any of the above shall constitute sufficient ground for cancellation of the Award and forfeiture of the Bid Security.

Truly yours,



NOEL V. REYES, MD, FPPA, MMHoA
Medical Center Chief II



CONFORME:



Authorized Representative

Date and Time: _____