



# National Center for Mental Health

## PROFESSIONAL EDUCATION, TRAINING AND RESEARCH UNIT

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### TERMS OF REFERENCE

#### Subscription to the Learning Management System (LMS)

##### I. Rationale

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. The methods previously used in conducting learning activities like seminars, workshops, meetings, and the like have posed health risks to learners compelling NCMH to look for alternative methods in fulfilling the learning needs of its employees. Aside from the use of video conferencing platforms such as Zoom, Google Meet, and Microsoft Teams, the Professional Education, Training, and Research Unit (PETRU) found the option of using a learning management system (LMS) as more efficient and practical in delivering learning materials to employees at the same time protect them from contracting the COVID-19 virus when in face-to-face setting.

The NCMH PETRU intends to have is a simple and user-friendly system which makes the delivery of training content easy and efficient. Training coordinators or end-users from the different offices can easily upload their learning materials and fully utilize it in their trainings since the system has a user-friendly interface and functionality. With the few training sessions done, training coordinators can easily adapt to its system.

##### II. Objectives

In view of the rationale and background, this Terms of Reference (TOR) is intended for the subscription of LMS to serve the following purposes:

- A. Host, administer, customize, and maintain an online and cloud-based learning management system (LMS).
- B. Provide training to the end-users on the use of the LMS.
- C. Provide technical support to the end-users as needed.

##### III. Scope of Work

The Consulting Service or Service Provider shall continue to provide an **Online** and **cloud-based** Learning Management System (LMS) with the following specifications and functionalities:

- A. Intuitive User Interface
  1. Easy navigation controls and clear directions for new users especially the "not-so techie" employees
  2. Responsive design accessible on smartphones and tablets
  3. Interactive, can be easily manipulated and maneuvered
  4. Clear text
  5. Brief tutorial on how to use the LMS for newcomers

- B. NCMH Portal
  - 1. Shows how to use the LMS, log in, calendar of trainings
- C. Customizable Dashboard, home screen, and branding
  - 1. Number of users, Completion of courses in each Service
  - 2. No. of hours completed/Time Spent per course
  - 3. Data segmented by users, groups, individual learners
- D. Easily integrates with other systems (ex. Personnel Information System) and third-party applications
  - 1. Social Media Integration
- E. Accessible for PC desktops, tablets, and mobile
- F. Course Management
  - 1. Template library to Create, edit, deploy courses
  - 2. Courses can be created, managed, and delivered online anywhere
  - 3. Can upload different file types to create/arrange.
  - 4. Varied Assessment Tools and timed visibility
  - 5. Conduct synchronous and asynchronous mode of learning
  - 6. Conduct live discussions
  - 7. Courses taken or completed without an internet connection and can be updated into the LMS.
  - 8. Supports SCORM and Tin Can / xAPI
  - 9. Link lesson to an external resource
  - 10. Push Notifications / Announcements
  - 11. Learners grouping
  - 12. Access to Calendar
  - 13. Duplicate course without learner data
  - 14. Archive course
- G. Allows NCMH LMS Administrators to:
  - 1. Edit settings
    - a. Configure display settings, display styles, language settings
    - b. Edit standard messages from the LMS (e.g. general conditions, email notifications)
  - 2. User Management
    - a. Self-Registration/Enrollment
    - b. Bulk Upload (through email addresses)
    - c. User Types and Permissions
    - d. Monitor active users
    - e. User Profile settings
- H. Allows Creators / Instructors to Manage modules and training sessions
  - 1. Access logs of users and system activities with tracing options
  - 2. Enroll users in training sessions
  - 3. Create groups and sub-groups of trainees (classes and batches)
  - 4. Create / Edit module environment
    - a. Template in authoring environments
  - 5. Send notification for specific group/target audience (through emails and/or messages on the home page)
  - 6. Use monitoring tool
- I. Users to fill-in credentials to log-on.
- J. Users to Communicate through:
  - 1. Classroom forums
- K. Use of Grading and Attendance Monitoring
  - 1. Analytics and Reporting

- a. Question banks and customizable assessments / type of questions
  - b. Enrollment status, progress, learners' completion rates, total time spent on training.
  - c. Generate customizable reports
- L. Access
- 1. Desktop (Windows, macOS, Linux, etc.) using an app or web browser. The desktop view should be designed to be used with a mouse and keyboard.
  - 2. Mobile device (smartphone, tablet, etc.) using an app or web browser. The mobile device view should be designed for touch screen.
    - a. Data Privacy and Security
    - b. Compliance to Data Privacy Act
    - c. Include SSL Certificate site-wide
- M. Single sign-on, multiple log-in.
- N. Cloud Hosted with at least 99% uptime guarantee.
- O. Apply Other features and functionalities included in Provider's LMS package not specified in these terms of reference (TOR).
- P. Warranty during the subscription with the following provisions:
- 1. Support for a maximum of 300 concurrent users within the warranty period.
  - 2. Resolve downtime issues within two (2) hours upon notification.
  - 3. Provide technical assistance / support during downtime.
- Q. Ownership, Management and Technical Support
- 1. All contents/data shall be owned by NCMH even if the subscription ended.
  - 2. If the subscription expires, the supplier must give NCMH an ample to retrieve its proprietary information.
  - 3. Migration of the existing data and requirements must be covered by the bidder without additional cost to NCMH.
  - 4. Management of content and usage shall be the responsibility of NCMH.
  - 5. Technical support on hosting, software glitches and data shall be the responsibility of the Consulting Service provider within the duration of the warranty.
  - 6. Service Provider must execute a non-disclosure agreement with NCMH for contents uploaded to their site for hosting.
- R. Deliver training modules of the following topics to NCMH Users:
- 1. How to Use the LMS.
  - 2. Content creation of the LMS for Training Coordinators of Sections/Offices/
  - 3. Other topics for online learning such as but not limited to:
    - a. How to use Digital tools and Applications
    - b. How to make Instructional Design
    - c. Online and Blended Learning Models to use in LMS
    - d. How to use the Assessment and Analytics
  - 4. How to deliver Online / E- Learning

#### **IV. Qualification Requirements**

- A. The Service Provider/Bidder should be a learning technology development company engaged in the design, configuration, and deployment of virtual learning systems in educational and workplace settings.
- 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.

- C. The Service Providers/Bidders must be able to submit copies of Client Satisfactory Certificates from at least three (3) clients for the last three (3) years of similar contracts.
- 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.

V. **Approved Budget for the Contract** – The approved budget for the Consulting Service is **Six Hundred Sixty Thousand Pesos (Php 660,000)**.

VI. **Cloud Subscription**

The subscription shall be one (1) year and renewable for another year upon the Satisfactory evaluation of NCMH.

The duration of the implementation of the LMS shall be within the period of three (3) months from receipt of Notice to Proceed. The period of subscription will commence after the three (3) months implementation of LMS.

VII. **Mode of Procurement**

The mode of procurement is **Public Bidding**.

VIII. **Evaluation and Selection Criteria (Rating Scheme)**

The Consulting Service shall be evaluated based on a **Quality Cost Based Evaluation / Selection** using the following criteria:

The weights of the Technical Proposal are 80% and Financial Proposal is 20%.

A. **Technical Proposal (80%)**

1. Experience and capability of the Consulting Firm

- a) Submit **two (2) Work Plans** (30%) specifying the activities/tasks, timeline, technology, approach, and methodology used.
  - a.1. One (1) previously conducted/completed project of similar undertaking within the past three (3) years.
  - a.2. One (1) Proposed Work Plan for the current project.
- b) Submit **two (2) Deployment Plans** (30%) specifying the steps taken to deploy the project, activities per step, the measurable outputs produced per step.
  - b.1. One (1) previously conducted / completed project of similar undertaking within the past three (3) years.
  - b.2. One (1) Proposed Deployment Plan for the current project.
- c) Proposed **Sustainability Plan** (20%)
  - c.1. Identify what trainings to provide / conduct for NCMH end-users and administrators.
  - c.2. Identify what data and information shall be transferred to NCMH when the contract ends such as, but not limited to, software administrator credentials, hosting (cloud and database administrator credentials), data, software configuration and updates, database configuration, hosting configuration, etc.

2. Qualifications of key personnel involved, consisting of work experience like this project (development of customized online Learning Management System LMS) (20%)

**IX. Duties, Responsibilities and Expected Outputs of the Consulting Service:**

The Consulting Service (CS) shall perform the following:

- A. Assign a Project Management Team (PMT) consisting of a Project Manager, LMS Specialist, and Training Specialist;
- B. Conduct a training needs analysis (TNA) of stakeholders' requirements.
- C. Plan and design the look, content, and implementation of the Learning Management System and the corresponding training required subject to the approval of the NCMH-PETRU.
- D. Deploy, administer, and manage the LMS on the cloud immediately.
- E. Set up infrastructure which shall include cloud hosting with a 99.9% uptime except for server maintenance and system updates.
- F. Set up the Learning Management System including 3rd-party plug-ins and modules.
- G. Conduct regular updates of the LMS and 3<sup>rd</sup> party plug-ins to the latest version.
- H. Deliver back-up services and system recovery such as:
  1. Automated periodic system backups
  2. Backup on demand
  3. Secured backup
  4. System recovery or reinstallation in case of a system failure
- I. Create and deliver training modules based on the results of the TNA and feedback from NCMH stakeholders. These may be in the form of live, blended, or fully online training modules.
- J. Submit the following deliverables:
  1. Work Plan and Deployment plan
  2. Detailed report on the installation of the LMS which may include but not limited to the following:
    - a. Cloud hosting agreement
    - b. URL for Desktop Access
    - c. App for Mobile Access
    - d. Administrative Accounts
    - e. List of working modules and features
    - f. Manual on the Administration of the LMS
  3. Training plan and modules on the identified trainings needed.
  4. Reports and Analytics for the duration of the subscription.
    - a. Quarterly report
  5. Report on patches and modification.

**X. Duties and Responsibilities of NCMH**

The NCMH shall perform the following monitoring and supervision functions:

1. Assign a Project Management Team (PMT) from NCMH consisting of a Project Manager (from IHOMP/HOMIS), Representative from PETRU, and Subject Matter Experts representing the different services or Training Coordinators.
2. Monitor the deployment status of the project and report the details to the Chief PETRU / Office of the Medical Center Chief.
3. Provide the necessary information and feedback needed by the LMS provider as approved by the Chief PETRU.

4. Assign other LMS related information as directed by the Project Manager.
5. Facilitate the processing of payment based on the deliverables submitted.

**XI. Payment Scheme**

<b>Deliverable/s</b>	<b>Percentage</b>	<b>Amount</b>	
1. Inception Report (includes Work Plan and Deployment Plan)	15%	Php	99,000.00
2. Needs Assessment Report	20%		132,000.00
3. Deployment of Online/Cloud-based Learning Management System 2 months from submission of Needs Assessment	30%		198,000.00
4. Deployment of Training for NCMH Users	25%		165,000.00
5. Manual of the NCMH-LMS	10%		66,000.00
<b>Total</b>	<b>100%</b>	<b>Php</b>	<b>660,000.00</b>


**XII. Confidentiality and Ownership Statement**

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 any third parties without the expressed advance written authorization of NCMH.

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