

Terms of Reference for the Consultant

Developing E Learning Management System Framework for Punjab Local Government Academy, Lalamusa

Project:	“Strengthening of Local Governance Systems as a Catalyst for Improved Municipal Services Delivery in Punjab and KP”
Last date to apply:	6-02-2022
Submission to:	hr@cpdi-pakistan.org

About CPDI:

Centre for Peace and Development Initiatives (CPDI) is an independent, non-partisan and a not-for-profit civil society organization working on issues of peace and development in Pakistan. It is registered under Section 42 of the Companies Ordinance, 1984 (XLVII of 1984). It was established in September 2003 by a group of concerned citizens who realized that there was a need to approach the issue of peace and development in an integrated manner. CPDI seeks to inform and influence public policies and civil society initiatives through research-based advocacy and capacity building in order to promote citizenship, build peace and achieve inclusive and sustainable development. Areas of special sectoral focus include promotion of peace and tolerance, rule of law, local governance, transparency and access to information, budget watch, media development, electoral reforms, legislative strengthening and democratic development.

A. Background:

Within the overall understanding and cooperation between the Governments of Pakistan and Germany, CDPI jointly with GIZ is implementing the “Strengthening of Local Governance Systems as a Catalyst for Improved Municipal Services Delivery in Punjab and KP” project to support the Local Government Departments in Khyber Pakhtunkhwa and Punjab in the formulation of capacity building mechanisms (both digital and face-to-face) for local government officials and elected representatives, with a special focus on women and youth. The project, which is implemented by Centre for Peace and Development Initiative (CPDI), aims to (i) build capacity of Local Government Officials through a comprehensive training programme; (ii) encourage more political participation by citizens especially of women and youth through leadership development sessions at community level; (iii) engage policy makers to identify gaps for smooth implementation of effective service delivery mechanism through policy reviews and reflections; (iv) establish partnership with Tehsil Municipal Administrations (TMAs) to develop capacity of cadres of sanitary workers to work in a safe and effective manner, (v) Improve the performance of local governments to effectively provide local services to citizens through digitalization and use of ICTs; and (vi) launch study on analysis of gaps and key opportunities towards effective service delivery of municipalities.

B. Purpose of the Assignment:

The current system of delivery of trainings at the PLGA Lalamusa is offline, as it requires presence of participants at the campus, which makes the training process expensive in view of requirement of accommodation, food and refreshments, stationary, resource persons and TA/DA payments to participants. Keeping in view the limitations of the current training set up of PLGA Lalamusa and the need to increase the pace and quality of trainings, the Punjab Local Government and Community Development Department (LG&CDD) needs a framework for E-Learning Management System. A similar Learning

Management System is already in place at the KP Local Government, Elections and Rural Development Department (LG&RDD), which is being used to augment the on-going training efforts of the Local Governance School (LGS) in Peshawar. In this project, the consultant will carry out a detailed review of the KP Learning Management System and then use the learning to develop a framework of E-Learning Management System for the specific needs of the PLGA, Lalamusa. Consultant will work closely with the Director PLGA Lalamusa and other relevant officers in the Punjab LG&CDD.,

The proposed E-Learning Management System will achieve the following objectives:

- One-stop Local Government training portal to list and allow registration for both classroom and online courses.
- A platform to build, host, and deliver online curriculum and courses that will supplement or replace existing face-to-face trainings.
- Detailed and customizable reporting functionality that will allow for the collection and output of a wide range of user and course information.
- A comprehensive repository of training records for the province's entire local government workforce.

The following features will be part of the ELMS:

- Administration:
 - Content management system
 - Notifications
 - SSO
 - SCORM, LTI, API
 - CRM
- Learning Analytics:
 - Assessment Tracking
 - Administration Reporting
 - Feedback Tracking
 - Student Tracking
 - Automated Report Creation
- Authoring Tools:
 - Gamification/ Simulations technologies
 - Assessment and Testing technologies
 - Audio/Video Conferencing tools
 - Learning outcomes technologies (Grading functionality)
 - Social & collaboration technologies (chat tools)
- Customization:
 - Branded as proprietary system of Punjab Local Government Academy, Lalamusa
 - Customizable Reporting but with most often used reports templates available
 - User Interface
 - Customizable Functionality
 - Customizable Certificates
- Integrations:

- Overview of existing LMS at LGS KP and adapt it as per PLGA Lalamusa requirements, Blended/Hybrid learning.

D. Tasks/ Deliverables

Under the direct supervision of the concerned Project Manager in CPDI and in consultation with the Director PLGA Lalamusa, the Consultant will undertake the following tasks:

- Consult stakeholders and develop an inception report for developing and deployment of a functional LMS through a baseline configuration and input from relevant stakeholders.
- Project Implementation Plan for the platform aspect of the ELMS framework.
- Deployment of a running and fully functional ELMS framework; and technical support for addressing any errors or problems in managing it during the first four months of its deployment.
- Creating and updating the relevant documentation related to the operation and management of the deployed ELMS framework. Such documentation will include architecture diagram, deployment document, software configuration documentation, and quality testing & assurance documents.

E. Work Plan

Sr. #	Deliverables/Tasks	Duration (working days)
1	Development of Inception report based on (a) findings of review of existing Learning Management System established at LGS KP; and (b) inputs, feedback and expectations/ requirements of stakeholders including CPDI/ GIZ teams, Director PLGA Lalamusa and other relevant officers.	3
2	Finalization of a detailed list of requirements including integration of the existing Learning Management System with the requirements of ELMS PLGA Lalamusa.	2
4	Finalization of a system architecture diagram.	3
5	Developing the ELMS framework.	30
6	Testing of the developed framework and resolution of issues/ incorporation of feedback from the PLGA Lalamusa and project team.	5
7	Write the relevant system architecture, operation and maintenance documents and training of staff on ELMS at PLGA Lalamusa.	7

Sr. #	Deliverables/Tasks	Duration (working days)
	Deployment and handing over of required software, passwords and source codes, etc.,; and extension of technical support to address any errors or challenges during the first 4 months of its deployment.	
	Total number of days	50

E. Duration / Time frame:

The consultancy shall be carried out from 1st March – 31st June 2022

F. Reporting:

The Consultant will report to the concerned Project Manager in CPDI with additional reporting line to the Team Leader GIZ-Policy Reform and Institutional Strengthening, Support to Local Governance (LoGo-II) Programme.

Qualification /Competencies required:

- Master Degree in Computer Sciences or any other relevant discipline with emphasis on software development/ engineering;
- Proven and substantial experience (at least 5 years) in designing and developing of large-scale cloud-based software systems;
- Recent hands-on experience with core aspects of the Company Platform Technology;
- Domain expertise in one or more architectural specialties with broad exposure to relevant technology domains;
- Ability to participate in the prevention, diagnosis, and resolution of system outages as a guide in the underlying architecture; and
- Excellent writing and documentation skills in English and Urdu with a preferable working knowledge of Punjabi and Saraiki.