



Request for Proposal

Design and Development of the ASEAN Secretariat's Learning Management System (LMS)

The ASEAN Regional Integration Support from the European Union (ARISE Plus) Grant wishes to commission a qualified consulting firm to design and development e-Learning Management System as part of the ASEAN Secretariat's Knowledge and Document Management System. The secretariat is located in Jakarta, Indonesia.

Terms of Reference of the project is presented below. **All interested parties are requested to submit your applications via e-mail before COB of 24 September 2021 to:**

ARISE Plus Grant Manager
ASEAN Secretariat
Jl. Sisingamangaraja 70A, Jakarta 12110, Indonesia
Email: suchat.katima@asean.org and erwin.hendrawijaya@asean.org



TERMS OF REFERENCE
Design and Development of the ASEAN Secretariat's
Learning Management System (LMS)

A. Context

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with approximately 400 personnel, the mission of ASEC is to initiate, facilitate and coordinate ASEAN stakeholder collaboration in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter.

The strategic decision by the ASEAN leaders to create the ASEAN Community and formalize the ASEAN Charter has expanded the role and responsibility of ASEC significantly. ASEC and respective ASEAN sectoral bodies have been given greater responsibility to effectively standardize rules and regulations as well as to monitor the implementation of members' agreements and commitments. These changes and initiatives have resulted in the high demand for ASEAN Secretariat to provide effective supports and services to ASEAN Member States in a much more streamlined and efficient manner.

As part of its endeavor to respond to the expanding mandates, ASEC has recently implemented an integrated Knowledge and Document Management System (KDMS), which allows ASEC staff to manage and control documents, records, and accumulated knowledge with ease. Further to this, ASEC plans to develop an e-Learning system - as an additional module that integrates with the KDMS.

The Learning Management System (LMS) will provide an online learning platform to facilitate staff continuous learning and enhancing their capacity to discharge their duties more effectively. LMS will serve as the organizational knowledge hub for individual staff to access learning materials for self-development and track individual learning progress and achievement.

With the above backdrop, ASEC wishes to commission a software developing firm to develop the LMS platform and integrate the learning platform into the existing ASEC KDMS.

B. Objective

To design and develop Learning Management System by using the Commercial-Off-the-Shelf solutions that are readily available in the market as the platform and shall be compatible to ASEC's existing KDMS.

C. Expected Deliverables

- 1) A proposed design architecture of an integrated Learning Management System platform with process flow meeting all ASEC's required functionalities;
- 2) LMS platform with necessary tools and applications for integrating into the backend system of the KDMS which acts as a centralized document/data storage for the LMS learning materials;
- 3) A complete documentation of flowchart and process of the LMS platform;
- 4) User Manual and Technical Support Guidelines.
- 5) Training for system administrators and super users; and
- 6) 36 months of system maintenance, user support (and license, if any), at no cost to ASEC.

D. Scope of Works

The to-be selected consultant shall work under the supervision of Director of Corporate Affairs of ASEC and work closely with the designated ASEC's Information Technology (IT) and Human Resource Management (HR) team.

D.1 Designing the LMS Process Flow (Design Architecture)

Prior to the development of the LMS, the consultant should propose a design on the process flow of the to-be-developed LMS. In doing this, the consultant shall discuss with ASEC to identify the needs and expected functionalities, including to undertaking an assessment on the current IT and KDMS Systems. At this stage, ASEC's minimum required functionalities/process flows of the LMS are as follows:

User Menu

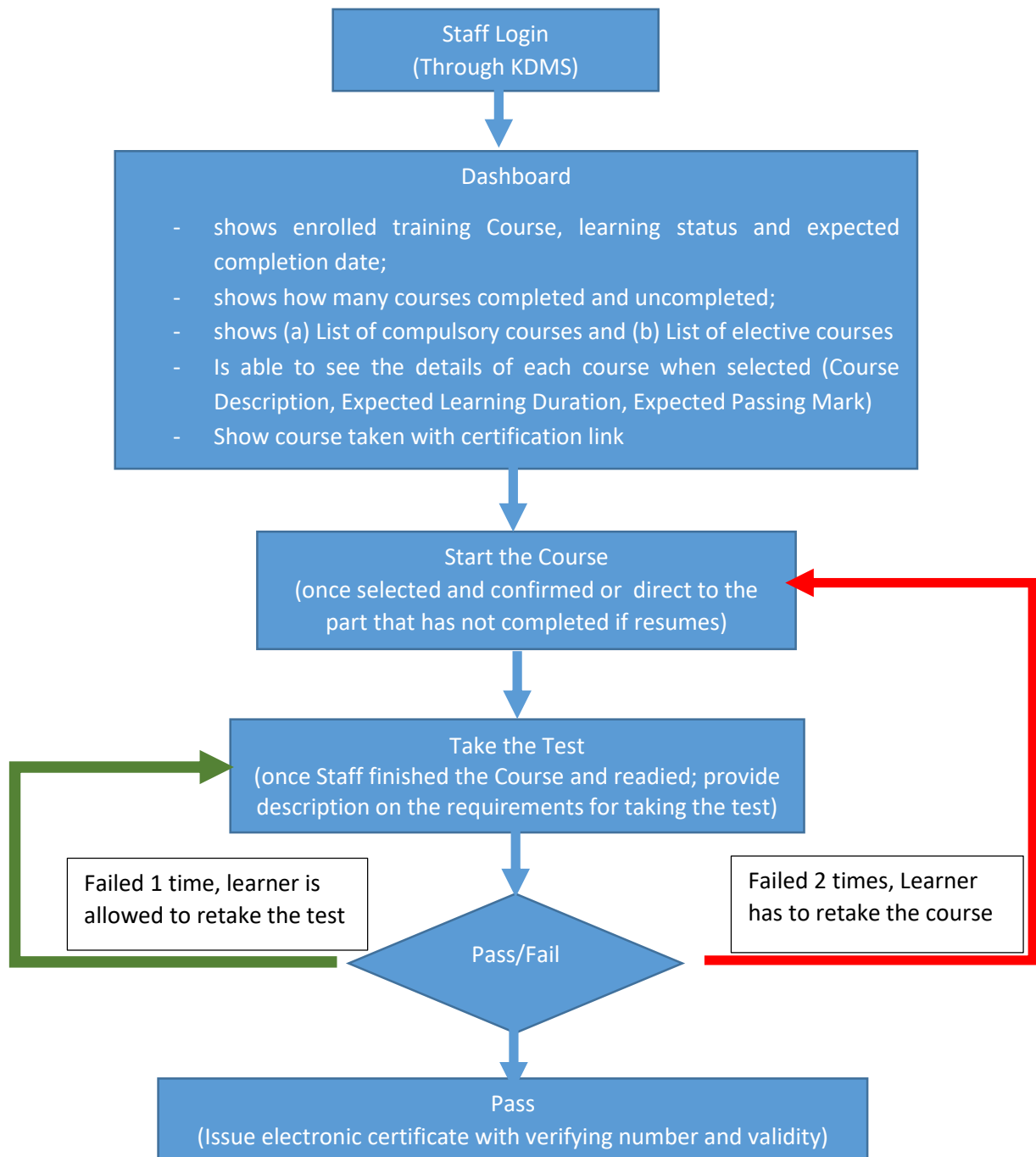
- Single sign-on from the KDMS;
- Personalized dashboard provides a list of courses and detailed course information (synopsis, outline and syllabus);
- Course navigation, including course tracking;
- Quiz and exams page with auto-randomized questions;
- Certificate completed with quiz result, auto-generate certificate number, and certificate validity period;
- Exam re-take feature;
- Feedback and evaluation page.

Administrator Menu

- Create a course outlining, Course Title, Course Description and Objectives, Modules, and Quiz/Exam. The course should be able to facilitate any form of content including e-book,

text, ppt, photo, file, video, and audio (upload/link). It is also expected that the system can provide digital simulation activity and interaction templates as part of the course creative menu;

- Add, remove, update course list/category, set the course dateline and exam passing grade;
- Create quiz/exam. The quiz mainly will be multiple-choice but the system should also allow any other kind of quiz;
- Upload and revise certificate template;
- Reporting e.g. number of access, number of staff have passed courses, participants feedback.



D2. Developing the Learning Management System

After the process flow design is approved, the consultant will develop the LMS according to the approved design. In developing the LMS, the consultant should consider the following:

- The system must be developed on a modular basis to accommodate new or additional requirements during the development stage or in the future and to allow future system development to be integrated into its database; including to be adaptive if later decided a mobile app will be developed.
- The system should be able to serve at least 400 users concurrently
- The system must be integrated and communicate with ASEC's existing KDMS under Single Sign-on with the Microsoft Active Directory
- The system must be user friendly, flexible, extensible, scalable, and secure. Any software updates or patches shall be easily available which can be either be downloaded from a website or to be provided by the vendor.

D3. Deploying and Implementing LMS

- a. Deploy and configure LMS as the production environment. This will include performing final functional and technical requirements validation including security testing. The consultant shall provide extra hard disks (at least 2.5TB per slot) with a total capacity of 20 TB or more to be inserted and integrated to the existing KDMS server;
- b. Develop the LMS user manual for staff and LMS technical support guidelines for system administrators. The LMS user manual should outline the step-by-step process in accessing and using the LMS. While, the LMS technical support guidelines should cover, the following:
 - process and function of LMS;
 - functional and technical design;
 - test plan, test scripts, and results;
 - system documentation;
 - Training materials and presentations;
 - Cut-over checklists;
 - Pre and Post Go-Live checklists;
 - Deployment Guide;
 - Backup and recovery plan
- c. Conduct User Acceptance Testing (UAT) to ensure the effective operation of the system and undertake follow-up on identified bugs and feedback from UAT participants
- d. Conduct hand-on training for system administrators and super users.

E. Task/Activities (Indicative)

Deliverable	Activities	Month								
		1	2	3	4	5	6	7	8	9
D.1 Designing the LMS Process Flow	a. Hold inception meetings with the Corporate Affairs Director to discuss the project scope of services, service level agreement and expected deliverables. b. Work with IT and HR team in conceptualizing design process flow c. Assess existing IT infrastructure and KDMS d. Submit inception report/ LMS design architecture	X								
D2. Developing the Learning Management System	a. Develop the LMS b. Integrate LMS into the KDMS c. Implementation LMS infrastructure d. Perform QA and security testing	X	X	X	X	X	X	X		
D3. Deploying and implementing LMS	a. Deploy and configure LMS as Production Environment b. Develop the LMS user manual for staff and LMS technical support guidelines c. Conduct User Acceptance Test during soft “go-live” period d. UAT follow up improvement e. System go-live f. Conduct training for administrators and super users.								X	X

F. Reporting/Deliverables

The Consultant is expected to produce reports and deliverables in accordance with Section C, D, and E above. The timing of delivery is indicative and can be adjusted when the Contractor’s work plan is developed, subject to mutual agreement.

No	Reports and Deliverables	Target Delivery Date
1	Inception Report/LMS Design Architecture	Week 4 of month 1 (Milestone1)
2	The LMS integrated into KDMS and accepted by ASEC	Week 4 of month 8 (Milestone 2)
3	Final Report, including all the documents required in section D3.	Week 4 of month 10 (Milestone 3)

All reports should be submitted to the Corporate Affairs Director, ASEAN Secretariat with a copy to ARISE+ Grant Manager.

The contractor will also provide regular reports on activities undertaken and issues that have arisen. These should be submitted to ARISE+ Grant Manager.

G. Project Management

This consultancy assignment will be undertaken intermittently over ten calendar months. Work will commence immediately after contract signing. The Corporate Affairs Director of the ASEAN Secretariat is the Project Owner. The project will be under the direction of the ARISE+ Grant High-level Implementation Committee. The project is funded by ARISE+ Grant for ASEAN Secretariat Capacity Building.

H. Qualifications

The bidder/s shall demonstrate the following expertise and qualifications:

1. An established company with proven records in designing and developing Learning Management System (LMS) or similar system for educational institutions, multi-companies, governmental agencies, or international organizations similar to ASEC;
2. Able to provide a demonstration on deployment of LMS or similar project with different login access levels that has been previously designed and developed by the assigned expert/s within the last 10 years;
3. Provided at least 3 references and testimonials who have acquired the vendor for the design and development of LMS or similar system;
4. Proven track records and experiences in developing and deploying learning solutions for similar to the LMS as required by ASEC;
5. Proven technical expertise in working with Microsoft SharePoint;
6. Authorised partner and/or supports of software solution/platform to be supplied;

7. Have the ability and infrastructure to provide adequate application support including helpdesk and on-site filed support;
8. All personnel assigned for this project shall have good written and verbal communications in English. The project team members shall comprise and possess the following:
 - a. Project Manager
 - Experience in management or involvement in development of at least 3 LMS systems;
 - Minimum 10 years of experience in management of large and complex projects;
 - Minimum 5 years of experience in managing stakeholders, performance support, training and change management in project implementation/rollout.
 - b. Functional and Technical Consultant
 - Minimum 5 years of experience in the area of functional/process expertise and in technology to be implemented.
 - c. Quality Assurance Lead
 - Minimum 5 years of experience in Software Testing;
 - Must be knowledgeable in different test design techniques;
 - Certified to work with the proposed solution.
 - d. Database and System Administrator
 - Minimum 5 years of experience as (i) a database administrator for RDBMS (relational database management systems); and (ii) system administrator for infrastructure.
 - Must have skill sets on: (i) Database/system administration; (ii) Backup and Recovery techniques; and (iii) Tuning in the servers and storage allocations.
 - Certified database/system administrator for proposed solution.

I. Maintenance and technical support:

- a. At least 36 months of warranty for the System is to be provided after the handover of LMS to ASEC. The warranty shall cover maintenance, updating, patching, debugging, repairing, replacement, remedying, or otherwise correcting any problem on the LMS, and licensing (if any) at no cost to ASEC (inclusive of on-site debugging/correction, when necessary); and
- b. 24/7 technical support on call, by email and/or an online helpdesk with expected response within 24 hours. In case of emergency, the expected response shall be within 3 hours.

J. Notes:

- a. The bidder/s is required to quote a separate cost for annual maintenance and support services, (as well as renewal licensing, if any) for a period of 3 years after the 36 months of warranty period. This annual recurrent cost will be used as one of the selection criteria

although this annual recurrent cost is not part of this assignment. This annual recurrent cost shall remain valid for 3 years after the warranty period, should ASEC decide to purchase these services.

- b. ASEC has subscribed Microsoft EA licensing and therefore any costs related to the annual license fee for Microsoft Windows Server, Microsoft SQL Server, Microsoft SharePoint, etc. are already covered.

K. Contracting

All parties who are interested should submit their applications in two parts: **Technical** and **Financial components**.

Part 1: The Technical component should present the following information:

- A brief discussion indicating the bidder's understanding of the needs of the project.
- A methodological discussion of how the bidder proposes to address the project requirements as listed in Part H, I and J.
- A detailed work-plan that specifies activities to be undertaken, expected deliverables, resources to be utilised and timing;
- CVs of all proposed experts;
- Expert mobilization and management plan;
- A discussion on measures to ensure future sustainability of the outcomes of this project; and
- A brief discussion on the firm's past experience in undertaking similar work and brief summaries of all related projects undertaken.

Part 2: The Financial component should specify **professional fees of experts and related cost of technical support**.

All applications should be submitted via e-mail in two separate files (Technical Proposal and Financial Proposal) with a cover letter before **COB of 24 September 2021** to:

ARISE+ Grant Manager (ASEAN Regional Integration Support by the European Union)
ASEAN Secretariat

Jl. Sisingamangaraja 70A, Jakarta 12110, Indonesia

Email: suchat.katima@asean.org and erwin.hendrawijaya@asean.org