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e- Platform Establishment for Development, Implementation and Maintenance of GREENLAND PROJECT (e-Learning Platform)

Project title:	GREEN-skills for a sustainable Development
Contract no.:	B_A.3.1_0048_GREENLAND
Service:	Development, Implementation and Maintenance of GREENLAND PROJECT (e-Learning Platform)
Location of the assignment (Target areas):	Egypt, Alexandria, Virtual service for all MED partners
Duration of the implementation:	10th February 2022 till 10th April 2022 for development, establishment and operation testing till 15 th April 2022
Project Overall objective:	A.3 - Promotion of social inclusion and fight against poverty (Promote economic and social development) A.3.1 - Provide young people, especially those belonging to the NEETS and women, with marketable skills
Project Specific objectives:	SO1 is to increase employability of NEETs (up to 30 years old) and women (all ages) by providing these target groups with marketable skills and qualifications to prepare them for skill-based occupations, piloted within Green and Circular Economy (GaCE) sectors, and reduce skill mismatches. SO2 is to promote connections between TVETs, Public institutions (i.e. Labour agencies and RLAs), Social inclusion actors and SMEs operating in the GaCE sectors with the final aim of increasing the number of networks and actions supporting women and youth employment and fostering Policy innovations. SO3 is to provide innovative approaches to activities such as skills assessment, data profiling, training, coaching, tutorial-based career guidance with e-tools and colloquia on site that will improve access to job-placement and TVET programs targeting NEETs and Women interested in the GaCE sectors
Tender objectives	This invitation to Entities hereon referred to as the tenderers, to apply for Development, Implementation and Maintenance of GREENLAND PROJECT (e-Learning Platform)
1. The services provided by the service provider should include the following which reflect the financial offer: GREENLAND PROJECT is looking for a provider to design, develop, implement and maintain an e-learning platform to host GREENLAND e-learning platform.	



The e-learning platform should be based on the latest software Technology with possible integration with another GREENLAND Systems as needed to improve for the learners and admin/Instructor/trainers.

The platform should be designed to be responsive and fully accessible on mobile devices and it should also ensure the maximum security of the system against data breach and it should be compliant with the GDPR (General Data Protection Regulation).

Besides, the User Interface (UI) for both Admins and Learners should be intuitive and easy-to-use and it should enable them to accomplish their tasks without a deep learning of the platform.

The GREENLAND e-learning platform is an e-learning platform for training, Skills enhancement, e-services (employment), and Mentors activities.

Various educational courses and contents are delivered through GREENLAND PROJECT to the target group (NEETs)

The GREENLAND PROJECT also offers courses and tutorials for the unemployed and under-employed youths in GREENLAND PROJECT Countries with a view to encourage them in self-employment.

The GREENLAND PROJECT platform is designed and developed as a learning management system (LMS) so that the participants of this e-learning platform can learn appropriate knowledge and skills in a chronological way with appropriate support from online facilitators.

The participants' learning progress is recorded and tracked by the LMS and they are notified about their progress.

There are dedicated online facilitators who communicate with the participants and provide necessary supports.

The learning activities in GREENLAND PROJECT include watching attractive videos, taking part in forum discussions and live sessions and submitting assignments and quizzes.

I. Platform Features:

The platform should be feature-rich and up to date with the ever-changing Learning & Development landscape. The platform must include the below automated.

a. Features:

1. User registration
2. Interactive navigation through the course lessons, ability to set and take up quizzes, set up timers for courses, display course progress, attendance, give certifications
3. Ability to add new courses and contents including pre-recorded videos, activities and case studies, discussion questions, and reading materials for the course/s being offered.
4. Ability to integrate plagiarism detection platforms/software such as Turnitin
5. Option for students and teachers' folders and their graphical presentation

b. Admin & Trainer

The platform should be designed to let admin and trainers accomplish the following tasks:

- creating and managing new users of the platform's backend with the possibility of granting and revoking to the different users' profiles levels of access to certain functionalities and data
- sending automatically and upon users' request to its email account the "Learner Data Report" with all the data stored by GREENLAND PROJECT about their account to comply with the GDPR.
- uploading of the education contents: video lectures, audio podcasts and reading Suggestions.
- setting up and managing interactive activities: exercises, self-assessment activities, tutorship, live events, and project activities.



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- 5-setting up course and activities completion criteria, including tracking progresses for video/audio lessons.
- monitoring the learners' performance and activities via an insightful, easy-to-use and customizable learning analytics dashboard.
- facilitating peer-to-peer exchanges and evaluation between learners through a discussion forum.
- granting badges and/or certificates to learners according to their progresses in the course and the accomplishment of certain tasks and assignments.
- communicate directly with the learners to motivate them in keeping on the learning process and to provide them with further information and updates about the courses.
- setting up and manage a help desk and a tutorship to answer to learners' questions about the education program, the issues treated as well as some minor technical issues.

c. Learners

Besides, the platform should be designed to let the learners accomplish the following tasks:

- to create and personalize its own user profile and choosing which personal data to share with the other registered participants and to easily delete its own account.
- to get at any time at its own email address the "Learner Data Report" with all the data stored by the GREENLAND PROJECT about their account.
- to access the platform via third parties, such as Facebook, Gmail, LinkedIn or OpenID Accounts.
- to keep track of the progresses in the learning process and their achievements.
- to easily communicate via a discussion forum with the trainers, tutors and other Learners.
- to get and share digital badges gained on GREENLAND PROJECT on social media.
- to navigate across the different lessons and modules easily and painlessly but by always knowing where they are in the process.
- to attend the lessons and to interact with the trainers, tutors and other learners also on mobile devices.

d. Device Compatibility:

The platform must be accessible on desktop or mobile, 24/7. Responsive web application; compatible with all devices.

e. Content Compatibility:

The platform should cater to various types of formats such a Word, Excel, pdf, ppts, videos, animations (GIF Files), allow the users to upload several content formats on it and it should have the ability to have visual content.

f. The content capture and delivery will include:

- Word document, PDF, XML (Purpose of XML), PowerPoint Presentations
- Video streaming (Videos will be hosted on 3rd party cloud storage)
- Quizzes (MCQs) and other formats
- Surveys and evaluation forms
- Fee Receipts/ Challans
- Completion Certificates

g. Reports and Analysis

The platform should provide for the auto-generation and auto-emailing of reports (daily, weekly, or monthly), digital receipts and plagiarism detection reports and a dashboard for the various user levels including management for review. The dashboard must give below information:

- Number of views
- Number of visits
- Number of clicks/Link clicks
- Active users
- Login activities
- Number of courses
- Number of Student
- Fee Collection
- Daily active users
- New Registration
- New Content Upload (Videos, PPT, etc.)
- Plagiarism detection reports

e-Service MODULE

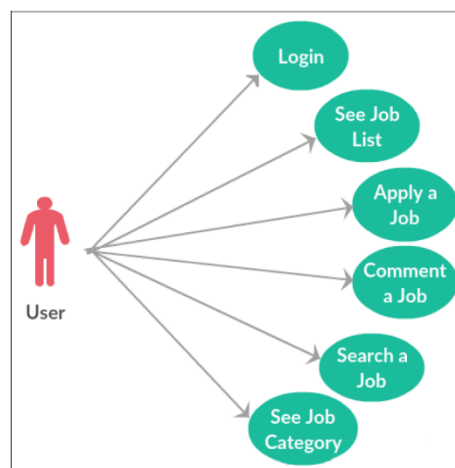
This module provides functionalities for the e-Service.

- a) Applicants can post their Personal as well as Professional details.
- b) They will be able to submit a resume which can be accessed by the recruiters for hiring purposes.
- c) Applicants can browse through the job vacancies available.

Training e-Service will also get mail alerts when their profile gets selected by any Employer.

Facilities provided to NEET/ Job Seeker:

1. e-Services.
2. A job seeker/NEET can post his/her resume.
3. A job seeker/NEET can view a particular company or list of companies.
4. A job seeker/NEET can contact companies directly at the contacts provided by them.
5. A job seeker/NEET can ask questions to the Recruiters about the jobs and recruitment process.



ADMIN MODULE CAN ACCESS

This module provides all the Administrator related functionalities.

The administrator manages the entire application and maintains the profiles of NEETs/ Jobs Seekers and Recruiters.

Facilities provided to Administrator:

1. Administrator can add new Companies.
2. Administrator can provide user-id and password to different users of the system.
3. Administrator can delete existing account.
4. Administrator can view or edit existing account.

RECRUITER MODULE

This module provides functionalities for a Recruiter.

Recruiters can post the vacancy details and can update them as and when necessary.

Recruiters can search through applicants' resumes based on different criteria.

Facilities provided to Recruiter:

1. Recruiter can view Job Seeker with particular skill set.
2. Recruiter can upload Job Posts and documents that Job Seeker can view.
3. Recruiter can directly contact any Job Seeker at the contact provided by him/her.
4. Recruiter can answer all the queries of the Job Seeker regarding the jobs listed.
5. Use Case Diagrams for Online Job

Mentors and Mentees

A section should be developed for Mentors and Mentees that facilitate for Mentees to **interact** and select and send inquiries to the Mentors

Custom Reports

Tailored reports to meet the specific requirements such as:

- Number of people responded to a quiz
- Attempts made to pass a quiz
- The amount of time spent on a particular part to analyze the learning patterns and outcomes

Privacy and Security Feature

- SSL Certificate for communication encryption
- File Extension checks
- Encrypted passwords
- Auto Session time out

Technological Specification

- Need to use Open-Source Development Platform.
- PHP based platform with tool architecture like Bootstrap, framework like Cake Php/Laravel/code igniter can be used.
- Android app should be developed in native android app development language.
- iOS app should be developed in native iOS app development language.
- Future technology Change, iterative prototyping and agility in product design are the generic expectation.
- Technology and all related design/data will be open to Client.
- The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both test and production environment of application.



Implementation Plan

The company/firm will:

- Participate in an initial inception meeting to meet GREENLAND PROJECT team, to discuss the project and its.
- roadmap and way forward.
- Share regular updates with the GREENLAND PROJECT team on the progress and development of the platform.
- Conduct meetings for content review.
- Incorporate GREENLAND PROJECT team team's feedback

Deliverables

1. Inception Report.
2. Software Requirement Specification SRS.
3. Development of GREENLAND PROJECT e-learning platform.
4. Development of GREENLAND PROJECT e-learning platform Android Mobile App & iOS APP.
5. Data Migration Document
6. API Specification of the GREENLAND PROJECT e-learning platform.
7. Software Deployment on Live Server.
8. User Manual.
9. Knowledge transfer through workshop/Training.
10. Source code & database.
11. Project Completion report including upcoming challenges if any.
12. Provide 18 months Support & Maintenance Service.

Support & Maintenance Requirement

- Provide 2 Years support & maintenance service of the GREENLAND PROJECT e-learning platform from the date of contract signing. Support & Maintenance will cover fixing all bugs and system errors as and when identified by the system users.
- Vendor shall take or advice server maintenance engineer to take timely backup of the entire database to meet up the challenge of system recovery, in case of any disaster or missing data.
- The vendor's team will work at their office premises, but in case of special requirement, they may work at the client's premises or any client designated location.
- Assign a Project Manager who will work closely with the clients designated official to ensure proper delivery of any assignment during the support and maintenance phase.
- The concerned company cannot assign the programmers to other project till completion of the assignment and will ensure the continuity of the scheduled work by other programmer in case of his/her absence.
- The hired and assigned IT personals for support & maintenance must be regular employees of the vendor company.



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Key Deliverables

- Development and customization of LMS.
- Development and customization of payment support system and improvise other features if demanded by GREENLAND PROJECT team.
- Technical documentation and user manual.
- Video recorded lectures/tutorials for the users regarding various features and functionalities
- Delivery of the final version of the above-mentioned platform along with all required licenses
- Support and maintenance: technical support, quality control for a period of 24 months

2. Experience / selection and award criteria

- At least 7 years of general professional experience in developing and implementing e-Learning Systems
- At least 5 years of experience with EU projects.
- At least 5 years of proven experience with Education, Training, and community development sector
- Excellent knowledge of English and Arabic (a must).
- Has proven experience in similar projects

3. Contract management

The Selected applicant will work closely with the project manager and the technical committee in a participatory working approach in order to achieve qualitative results

4. Commencement date & Period of execution

- **10th February 2022**

5. Remuneration

1. The payment will be in installments according to deliverables or in advance, in case, local workshops organization
2. The service provider should submit a payment request/invoice

The technical offer should contain the following documents:

- Technical proposal with the timetable
- Company profile
- Past performance and proven experience in similar projects/field

The financial offer should contain the following template:

- The financial offer should not include any tax

General requirements that should be followed /Application Process

- The service provider shall comply with terms and conditions of this tender which is integral part of this tender and all are complementary to each other



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- The offer should be sent with referring to the name of the project “GREEN-skills for a sustainable Development
- The documents of technical and financial offers should be signed
- To be the start of the contract within one day of approval on offer
- Any inquiries regarding the tender you can contact:
 - Dr. Mohamed Youssef Omar (Project Manager), mohamed.youssef@aast.edu
 - Dr. Hossam Kamal (Lead Buyer, Procurement Services), hossam.kamal@aast.edu
- The contract authority has the right to reject any tender that doesn't contain the required data in mentioned in this tender.
- The validity period of the tender is 3 months from date of opening of technical offer and the contract authority has the right to request an extension of tender if needed.
- All conditions are obligatory and in case of any violation of conditions the offer will be excluded.
- Communications are an integral part of terms of agreement
- The offer should be submitted in two separated sealed envelopes/files (financial-technical) signed and the outer envelope must bear the Contract number and the title of the project, together with the full name and address of the applicant, and the words "Not to be opened before the opening session"
- Offers must be submitted in a sealed envelope by registered mail, private courier service or by hand-delivery (a signed and dated certificate of receipt will be given to the deliverer) at the address below:
Arab Academy for Science, Technology and Maritime Transport
P. O. Box 1029 Miami – Alexandria, Egypt
Dr. Mohamed Youssef Omar

Last date for submitting offers on 08th February 2022 at 12 pm. No offers will be accepted after the due date.

Operational language

All written communications for this tender procedure, offers and contract must be in English.