

BH-L1033: CITIZEN SECURITY AND JUSTICE PROGRAMME (CSJP)

TERMS OF REFERENCE

CONSULTANCY:

Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme

1. Background

The Ministry of Finance of The Commonwealth of The Bahamas has received from the Inter-American Development Bank (IADB) (Loan BH-L1033), to implement a Citizen Security and Justice Programme. The overall objectives of this program are to: (i) improve behaviours for non-violent conflict resolution in New Providence; (ii) increase employability and employment of the at-risk youth population in New Providence; (iii) strengthen institutional capabilities of justice services; and (iv) reduce the recidivism rate among persons within the juvenile system. In order to reach the first of the loan's objectives, the Ministry of National Security intends to apply part of the proceeds of this Loan to contract a Firm to design, develop, deliver and evaluate a customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal as well as digitization of existing programs that facilitates the structured enrolment, tracking of retention and attendance, and payment by participants.

1.1 Context:

The Integrated Learning Management and Payment System (I-LMPS) is intended to support clients with their ongoing learning and developmental needs that includes social/interpersonal skills as well as technical/vocational training for employability and job readiness towards economic growth and development. In its fully functional state, it is intended that the I-LMPS will provide interagency access to a myriad of courses and programmes while facilitating structured reporting processes for monitoring and evaluating community center methods. As such, a tool is necessary to support the creation of customized learning paths, as well as a means of:

- i) Planning and tracking participant training
- ii) Searching an electronic catalogue to find courses each of which has an associated delivery type such as (instructor led, web-based training, e-learning or, virtual class)
- iii) Mobile application integration (on Apple Store, Google Play Store and other relevant OS platforms)
- iv) Online payment of requisite courses and programmes
- v) Integration for kiosk and/or onsite enrollment
- vi) Swipe card entry tracking integration for multiple locations
- vii) Group learning capabilities
- viii) Certificate courses (comprised of single or multiple courses/modules offered in different formats and/or at different times and locations)
- ix) Learning for the job – a series of courses recommended or required to assist in performing on the job

Such a portal is required to link to other portals that include and is not limited to:

- Electronic Labor Exchange (ELE)
- Public Employment Services (PES)

- Online payment facilities
- Requisite websites for numeracy and literacy support
- Career and Mentor/Mentee Programmes

2. Objective(s) of the Assignment:

The overall objective of this consultancy is to increase local capacity on the island of New Providence to provide targeted interpersonal technical and vocational skills training for employees and affiliates of Ministries, Departments and Agencies within the Public Sector. Such local capacity includes the ability to provide evidence based research and data on the efficiency and effectiveness of a myriad of standalone courses and programmes. Such intervention includes learning more about available programmes (e.g., working with Focal Point Teams to migrate and/or repurpose data/information, prevent overlapping/redundant/undersubscribed programmes).

The specific objectives are to:

- (i) design a customized Integrated Learning Management and Payment System (I-LMPS) portal that is hosted by the Department of Transformation and Digitization (DTaD)
- (ii) determine and make recommendations on hardware and or software needs and specifications for websites of portals in support of content sharing (i.e. operating systems, browser, plugins)
- (iii) provide a centralized portal on which all standalone courses and programmes may be accessed, with interface to requisite websites
- (iv) facilitate the use of on-line payment for fee-based courses and programmes, as well as individual and corporate membership for requisite programmes and sponsorships using multiple payment methods in support of e-commerce and ease of doing business
- (v) apply the use of an evaluation and sustainment strategy intended to ensure consistent application of the learning concepts in the live environment with generation of up to the minute consolidated reporting to inform evidenced-based decision making
- (vi) digitize any existing coursework for integration into the online platform

3. Specific tasks to be performed by the Firm:

Under the overall supervision of the Ministry of National Security's Citizen Security and Justice Programme, the Firm will answer to the Project Manager and work with an assigned Coordinator to create an Integrated-Learning Management Payment System (I-LMPS) Portal with multiple administrative view levels that allows the following:

The LMS shall allow any user to:

- Fill-in credentials to log-on
- Access to lost password functionality (based on e-mails)
- Go through an E-mail address checking procedure at first log-in.
- Go through a compulsory one-time acceptance of terms and conditions after log-in (at the first log-in or when Terms and Conditions have been renewed)
- Access welcome screen(s)

- Customize home screen
- Access overview pane of possible actions
- Access his/her own profile and the possibility to edit it (change attributes, accept changes, verify e-mail addresses, language of interface)
 - The administrator, through the admiration interface, should be able to select available fields and which ones will be editable

Trainee View:

- i) Access Log-in that opens to “Dashboard” screen in a browser window
 - a. Including features like “My To-Do List”, “My Courses” and upcoming events calendar
- ii) Allows users to manage the active list of current learning (check the status of course, launching a course etc.)
- iii) Continuing Education Tab to review Continuing Education plans or Learning Path Commitments on the portal
 - a. View training list for which he/she is registered (possibility to browse, sort, and filter)
- iv) My History Tab to access information on the learning that is completed
 - a. Access repository of obtained certificates
- v) View/Export training agenda
- vi) View recent activity, including
 - a. Assessment results
 - b. Completed trainings
 - c. Last log-in
 - d. Time spent in trainings
- vii) Start/Continue/Complete training
 - a. Access a training (enter specific learning path)
 - i. Catalogue Search Tab to find and request enrollment in any standalone course or programme
 - ii. Allow waitlist capabilities for enrollment beyond prescribed limit
 - b. Browse module content
 - c. Take exam
 - d. Download training documents
 - e. Upload training documents
 - f. Take and keep personal notes online
 - g. Use communication and collaboration tools:
 - i. View/post a message in a training forum
 - ii. Access instant messaging tool
- viii) Resources Tab to find links to local and or global supplementary learning resources and materials
- ix) Display Buttons to move within the list of display items in the window
- x) “What’s New” category to see the complete message that appears in the scrolling announcements
- xi) Upper Right-Hand Links to access key functions from any screen, including Help, Contact Us, FAQs, User Guides, Manager Guides, Instructional Guides, corporate and individual sponsorship etc.
- xii) “Feedback” forms section
 - a. Course and center experience ratings

- b. Report depleted supplies and recommend new ones

Center Manager View:

- xiii) Access Log-in that opens to "Dashboard" view in a browser window
 - a. Shows center class schedule in calendar view
 - b. Course enrollment statistics for classes run in that center
 - c. Daily to-do lists
- xiv) "Reports" tab that includes reports created by I-LMPS (that can be split in multi-generational categories based on user profile) based on overarching categories like
 - a. Overall course enrollment
 - b. Popular courses run in the center
 - c. Center retention (i.e. how many participants come into the center on consistent basis like daily, weekly, biweekly, monthly)
 - d. Course retention rates based on attendance records
 - e. Center attendance reports (based on daily, monthly, yearly etc. metrics)
 - f. User experience ratings
 - g. Membership Payments
- xv) Feedback section
- xvi) "My Pending Approvals" tab for purchase requests made by center staff
- xvii) "Suggested Supplies" tab for purchase requests made by participants
- xviii) Assign lecturers to courses in portal
- xix) "Payments" Tab to:
 - a. assign new members as non-paying or paying members of the community center
 - b. Track payments received
 - c. Assign nominal fees:
 - i. For general membership
 - ii. Specific courses
- xx) Create/Edit content
 - a. Upload web content (which include any kind of static web content)
 - b. Set up collaboration and communication tools
 - c. Use content authoring tools for additional online activities (e.g. quizzes/exams)
- xxi) Edit settings
 - a. Configure specific community center homepages
 - b. Configure display settings, display styles, language settings
 - c. Edit standard messages from the LMS (e.g. general conditions, email notifications)
- xxii) Manage user registration
 - a. Set up new users
 - b. Manage all users
 - c. Monitor active users
 - d. Manage user privileges
 - e. Manage user profile settings
- xxiii) Manage modules and training sessions
- xxiv) Access logs of user and system activities with tracing options
- xxv) Enroll users in training sessions
- xxvi) Create groups and sub-groups of trainees ("classes") and register "classes" at once to trainings
- xxvii) Create/Edit module environment
 - a. Template/Skeleton in authoring environments

- xxviii) Send notification for specific group/target audience (through emails and/or messages on the home page)
- xxix) Delete training environments
- xxx) Use monitoring tool

Community Center Administrator View:

- xxxi) Access Log-in that opens to "Dashboard" screen in browser window
 - a. Shows community center schedule calendar view
- xxxii) "Supplies" Tab
 - a. Show suggested supplies from community center participants
 - b. Make purchase requests to community center manager
- xxxiii) "Enrollment" Tab
 - a. Enroll participants in courses
 - b. Register users in training sessions
- xxxiv) Manage user registration
 - a. Set up new users
 - b. Monitor active users
 - c. Manage user privileges
 - d. Manage user profile settings
- xxxv) Access logs of user and system activities
- xxxvi) Access logs with tracing options
- xxxvii) Create groups and sub-groups of trainees ("classes") and register "classes" at once to trainings
- xxxviii) Create/Edit content
 - a. Upload web content (which include any kind of static web content)
 - b. Set up collaboration and communication tools

Lecturer/Facilitator View:

- xxxix) Access Log-in that opens to "Dashboard" screen in a browser window
 - a. Shows course in calendar view
 - b. Daily To-Do List
- xl) View/Export instructor agenda
- xli) Set viewing/editing permissions on training material and LMS tools in the training
- xlii) View and manage trainings
 - a. Assessment tools (the ability to give a score and/or a comment) for all trainees' assignments online
 - i. View, comment and score uploaded training documents
 - ii. Add comments for other trainee's online activity
 - b. Assessment tool for external activities
 - i. Adding score and comment for external activity (outside the LMS) for each trainee (e.g. an activity during the face-to-face seminar)
 - c. Quizzes/Exam Results
 - i. View quiz/exam results
 - ii. Review results of automatically scored quizzes/exams

- iii. Comment on results (provide individual feedback) for a general quiz/exam and for individual questions
 - iv. Score trainees progress
 - d. Manage certificate
 - i. Edit and send/deliver certificate of training attendance
 - ii. Edit and send/deliver module completion certificate
 - e. Monitoring/Reporting
 - i. View details of trainee
 - ii. View progress, time spent on training
 - iii. Customize an analysis report
 - iv. View and download reports
 - f. Use Communication and collaboration tools
 - i. Moderate forums (post, delete, amend messages)
 - ii. View forum messages
 - iii. Make forum announcements
 - g. Module elements
 - i. Hide/Unhide elements
 - h. Training planning
 - i. Change timeline
 - ii. Set/update deadlines
 - iii. Send the deadlines documents/information to the training participants
 - iv. Create, edit activities on training agenda
 - v. List trainees participating in a training
 - i. User Group management tools
 - i. Create user groups
 - ii. Manage users groups permissions
 - iii. Select available tools for each group
 - iv. Moderate activities related to available tools (e.g. moderate discussions in a group forum)
 - v. Follow activities related to available tools
 - j. Release/publish documents (release general feedback)
 - k. My Pending Approvals Tab
 - i. to accept request to facilitate courses from center manager
 - ii. approve or reject requests for enrollment
- xliii) "My Courses" tab to manage digitized course content and allow for assignment of online assessments

Overarching Administrator View:

- xliv) Access Log-in that opens to "Dashboard" screen in browser window
 - a. Shows calendar's across community centers
- xlv) "Reports" Tab to display collated reports across community centers and create separate reports by community center
- xlvi) "Payments" tab
 - a. To review nominal fees across community centers
- xlvii) Assign Delegate to request that someone else has the ability to manage your team in the Learning Management System (LMS) Portal for a defined period of time

- xlvi) Status by enrollee Tab to view the information under the To Do List Tab and My History Tab for specific team member/participant
- xlix) Status by Course Tab to review each team member's performance on a specific course or number of course lecturer facilitates
- l) Act as a Delegate to appear when you are assigned as a delegate by someone else. This will allow access to the "My Team" function by another Ministry, Department or Agency delegate

Usability Criteria:

- Ability to provide detailed and meaningful error-messages to end-users
- Consistency of the user interface across various modules of the LMS environment (e.g. lay-out, terminology, look-and-feel, style sheets, ...)
- Fault tolerance; the user can easily undo an action or Request for confirmations on sensible actions as deleting elements
- Fit-for-purpose; the user can execute the must have functionalities with a minimum number of actions
- Feedback; the LMS continuously provides contextual information to the user including explanations when an expected action could not be completed.
- Intuitive and recognizable, state-of-the-art user interface that is built around a common set of design principles
- Simplicity; attained through reduction of the number visual and functional elements available in a single screen to the minimum requirement for the tasks at hand.
- Flexibility; users can use various interaction commands (e.g. click, drag and drop, keyboard, spoken,...) to complete tasks and adjust the interface to meet their specific preferences (text font size, colours, language, ...)
- Attractiveness; the user interface should appeal a positive mind-set of the end-users with sounds, visuals and language targeted at the end-user audience
- Controllability; the interface meets the "select-then-operate" principle to ensure the users plays an active role in using the system. This implies that the user first decides on what he/she wants to operate on (e.g. training, profile, ...) before specific actions related to that object become available

Functional Requirements:

The Functional requirements outlined below are described as either "Must have" – A requirement that is of vital importance and needs to be fulfilled by the I-LMPS; "Should have" – A requirement that should be fulfilled by the I-LMPS however a workaround solution provided by the consultant is acceptable; "Could have" – A requirement that ideally the I-LMPS would have and both Project Implementation Unit (PIU) and consultant will aim to achieve through available means but is seen as a nice-to-have.

Authentication and Authorization Management

Requirement	Category
Ability to create and edit user profile <ul style="list-style-type: none"> • Edit personal information <ul style="list-style-type: none"> ○ Name ○ Location ○ Multiple e-mail addresses • Edit/recover password • Administrators can set permissions to edit/lock user information 	Must have

Ability to define and add several custom fields in User Profile	Must have
The I-LMPS distinguishes between multiple roles: <ul style="list-style-type: none"> • Trainee • Center Manager • Center Administrator • Lecturer • Overarching Administrator • Technical Administrator 	Must have
Custom roles and permissions can be defined and modified by an administrator <ul style="list-style-type: none"> • e.g. demo access with read only access • e.g. Tutor (that can monitor trainees' progress in a training and give feedbacks) 	Should have
Ability to perform an advanced search for users, based on all information fields of users' profiles	Must have
Possible Integration with external government authentication services	Should have
Ability to import batches of users and register them in the LMS environment automatically (e.g. csv/xml files import)	Must have
Handle customizable prerequisites during registration: <ul style="list-style-type: none"> • Custom welcome screen • Mandatory acceptance of general conditions • E-mail address validation 	Must have

Enrollment Management

Requirement	Category
Register users in different generic roles (Admin/Center Manager/ Center Administrator/ Lecturer/Trainee/Overarching Administrator)	Must have
Register user with different roles (instructor/trainee) to trainings	Must have
Customization of the e-mail templates for notifications	Must have
Logging of e-mail notifications (access to emails sent by the LMS)	Must have
Send pre-event reminder notification	Must have
Permit self-enrolment to courses	Must have
Permit batch enrolment in trainings by administrators (e.g. csv/xml files import)	Must have
Scheduling periods where trainees are enrolled in training	Must have
Automated notifications via e-mail to instructors and trainees when registering for trainings	Must have

Learning Content Authoring

Requirement	Category
Ability to create a training module	Must have
Edit and create various fields of module information (customized by LMS administrator): <ul style="list-style-type: none"> • Name and Identifier • Version • Language • Contact Person • Custom additional fields 	Must have
Learning content creation tools included/compatible with the LMS	Must have

Upload and use interactive and multimedia web content created using third party applications (e.g. Microsoft PowerPoint, Adobe Dreamweaver, etc.)	Should have
Direct integration of various type of sources (PDFs, Videos, etc.) in learning objects ("Mashups")	Should have
The ability to import/export parts of a module across modules	Must have
Define common parts for several modules that can be edited centrally (e.g. surveys, introductions)	Should have
Revision, tracking and version control at the level of modules	Could have
Import of Sharable Courseware Object Reference Model (SCORM) and/or Tin Can compliant content	Should have
Define and re-use Learning Objects Metadata (LOM)	Could have
The content authoring tools deliver content in mark-up and programming languages that can be used on a variety of browsers, operating systems and platforms specified under 'Technology Compatibility'	Must have

Exams, Quizzes and Surveys

Requirement	Category
Create exams, quizzes and surveys	Must have
Create questions pools usable in exams, quizzes and surveys	Must have
Create questions supporting multiple response formats <ul style="list-style-type: none"> • Multiple choice • True/False • Single answer (single correct checkbox) • Combined answer (multiple correct checkboxes) • Open-ended questions 	Must have
Set parameters for exams and quizzes: <ul style="list-style-type: none"> • Duration • Number of attempts allowed • Feedback strategies (no feedback given before publishing by the instructor, feedback given at the end of the exam showing the right answers, feedback after each question) • Passing scores (minimum thresholds to pass) 	Must have
Support for the following types of questions: <ul style="list-style-type: none"> • Short Open-ended questions with automatic feedback • Matching lists 	Must have
Support for customizable feedbacks to answers	Must have
Support multiple alternative response formats <ul style="list-style-type: none"> • Prioritization questions, e.g. <ul style="list-style-type: none"> ○ Sliders ○ Ordering options ○ Distribute 100% across multiple options (percentage scoring) 	Should have
Support multiple alternative response formats, e.g. <ul style="list-style-type: none"> • Automated validation of open text responses using text analysis mechanisms • Questions with graphical interfaces (drag and drop, zone selection, etc.) 	Should have
Collect and analyze exam, quiz and survey results	Must have

Customize scoring model for exams and exercises by adapting weightings and distribution of the scores for each question	Should have
Completed exams are automatically scored by the system (except for open questions), the scores and feedback given can be customized by the instructors	Must have
Integrated reporting on completed exams, quizzes, exercises and surveys	Must have
Trainees can compare their exam results to the correct answers	Must have
Provide functionality for surveys (anonymous) <ul style="list-style-type: none"> • Author/instructor is able to create, publish and edit surveys • Author/instructor can consult and export results to Microsoft Excel, CSV, XML or similar formats • Author/instructor is able to define the target audience for the survey 	Must have

Training Session Management

Requirement	Category
Edit and create various fields of training session information (customized by LMS administrator): <ul style="list-style-type: none"> • Session Identifier • Session type (among types defined by the administrator) • Category (among categories created by the administrator) • Instructors • Organizing institution • Additional custom fields 	Must have
The LMS automatically distributes notifications related to learning activities to different users	Must have
Ability to schedule of training sessions	Must have

Scheduling

Requirement	Category
Agendas for trainees, instructors and administrators, showing training events	Should have
Ability to create an agenda appointment in the LMS	Should have
When planning a learning activity, there is the ability to check for conflicts in the agenda (in the LMS) of the trainee (e.g. double booking)	Should have
Ability to export agenda events in common formats (PDF, DOC) including formats for re-importation of agenda events (e.g. ICS)	Must have

Training Session Execution

Requirement	Category
Ability for trainees to use live chat during training	Should have
Ability for trainees to use whiteboard functionalities during training	Could have
Ability for trainees to use screen sharing functionality during the training	Could have
Support for audio or video conferencing during training	Could have
Ability for trainees to see what they have already completed and resume their work when they re-enter a training	Must have

Ability for trainees or instructors to search for a text (string) in trainings	Must have
Ability for trainees to take notes during trainings and the possibility to download them afterwards	Should have

Group Communication and Collaboration Management

Requirement	Category
Search function querying every field of user's profiles	Must have
User group management based on profile data	Must have
Define scope and use of communication tools for specific user groups	Should have
Provide functionality for Forums: <ul style="list-style-type: none"> • Author/instructor can start forum discussions • Instructor and Trainee can post messages in formatted text with a WYSIWYG editor • Author/instructor can apply different privileges for trainees to create or just reply to existing threads • Trainee can attach images, documents and define hyperlinks 	Must have
Provide functionality for Wikis: <ul style="list-style-type: none"> • Author/instructor can set up a Wiki • Trainees can add or edit Wiki pages in formatted text • Author/instructor can apply different privileges for trainees to create or edit pages. • Trainees can attach images and define hyperlinks • The Wiki should provide versioning functionality 	Should have
Provide functionality to set-up a Document Repository: <ul style="list-style-type: none"> • Author/instructor is able set up Document Repositories (with folder structure) for trainees to upload assignments and documents • Author/instructor is able to define viewing parameters (visible by all, only by original uploader) for documents in the repository • Instructor is able to download multiple documents at once 	Must have
Provide functionality for automatic notifications (e.g. new Wiki post, newly uploaded document) <ul style="list-style-type: none"> • Author/instructor/Administrator is able to enable e-mail for making notifications • Author/instructor/Administrator is able to define the target audience of the notification 	Must have
Users can send messages to other users (built-in mailing functionality)	Should have
Automatic personalization of notifications/messages with: <ul style="list-style-type: none"> • Exam results • Profile data • Tracking data 	Could have
Instructor can set announcements to Trainees <ul style="list-style-type: none"> • Author/instructor is able to define the target audience of the announcement 	Must have

Tracking

Requirement	Category
--------------------	-----------------

Instructor can check detailed progress and results of trainees	Must have
Instructor should be able to receive notifications of tracked learning activities (e.g. document uploaded by trainees, assignment completion, message posted in a forum, etc.)	Must have
Track all e-learning activities (completion of exercises, assignments, messages posted in forums, time spent, etc.) by each user	Must have
Track a variety of alternative learning activities: <ul style="list-style-type: none"> formal classroom instruction on-the-job training 	Should have
Automatic assignment and progress tracking of learning activities	Must have
Training completion and certification tracking	Should have
Administrator and instructors can manually edit tracking and completion data for a trainee	Should have
Administrator can access tracking data on Instructors activities during training	Should have
Maintain and report on the attendance of trainees	Should have

Reporting and Analysis

Requirement	Category
Capability to export reporting and tracking data to Microsoft Excel, CSV, XML or other standard formats	Must have
Reporting capabilities that enable to produce both regular and ad hoc reports of high quality in terms of presentation and print	Must have
Selection of different reporting scope (all the assessments/one exam, one user/all users/selected users, etc.)	Must have
Ability to define key figures and characteristics to be used in reports and to apply aggregation functions to key figures	Must have
Drill-down functionality in interactive reports	Must have
Reports include but are not limited to: <ul style="list-style-type: none"> number of trainees per module/ per training/ per year/ per center/ per type of session/ per categories number of training sessions per module/ per year/ per center/ profile of trainees/instructors per training sessions Overall course enrollment Popular courses run in the center Center retention (i.e. how many participants come into the center on consistent basis like daily, weekly, biweekly, monthly) Course retention rates based on attendance records Center attendance reports (based on daily, monthly, yearly etc. metrics) User experience ratings Membership Payments 	Must have
Reports include visual presentations (dashboards, charts, etc.) including and not limited to the following formats: <ul style="list-style-type: none"> Pie charts 	Must have

<ul style="list-style-type: none"> • Bar charts • Line charts • Column charts with trend lines 	
Advanced analytics functionality	Must have

Certification Management and Skills Development

Requirement	Category
Ability for Administrator to access, filter and sort all history data for all users (e.g. participation to trainings, role in trainings, other changes in profile data, etc.)	Must have
Ability for Administrator to create, edit and design certificates (e.g. attendance certificates, certificates of completion)	Must have
Administrator/Author defines conditions for obtaining a certificate (e.g. based on assessment tool)	Must have
Ability for Trainees to access a repository of obtained certificates	Should have
Automatic authentication mechanism of certificates (e.g. using QR code on the certificate & web-link for its verification)	Should have
Ability to create individual learning programme with completion due dates	Must have
Ability to define skills and relate them to learning activities	Should have
Ability to conduct skills gap analysis (comparison of difference between current skills and skills required for a training)	Could have

Scalability

Requirement	Category
The LMS continues to perform as the number of active users and load conditions increase over time	Must have

Technology Compatibility

Requirement	Category
The LMS environment provides a browser interface that is compatible with the latest two major versions of: <ul style="list-style-type: none"> • Microsoft Internet Explorer • Apple Safari • Google Chrome • Mozilla Firefox 	Must have
The browser user interface of the LMS environment should work fluently from desktop, tablet and smartphone environments	Must have
No plugins are required to support for LMS interface and functionalities	Must have
There is a native iOS, Android and Windows app to access the LMS environment	must have

Documentation

Requirement	Category
User manual and reference guide (in electronic format) are provided targeting various user groups, and covering all functionalities of the LMS: <ul style="list-style-type: none"> • End-users (Trainee/Instructors/Center Administrator/Center Managers) 	Must have

<ul style="list-style-type: none"> Administrators 	
System security plans for the LMS environment are provided	Should have
Update notes and new releases notes are provided	Must have
Business continuity plan and procedures are provided	Should have
Product roadmap for the LMS technology	Should have
Documented incident response procedures	Should have
Document escalation and resolution process	Should have

Security

Requirement	Category
Administrative access and actions audit logs referring to manipulation of content, data and user information	Must have
APIs/open interfaces are secured and encrypted	Must have
Multi-tenant controls for separation of users/data within the service (the logical locks to keep tenant data and access separated while utilizing the same resources - e.g. hardware, storage and authentication)	Must have
Security feature on registration page to ensure that user input has not been generated by a computer, such as reCaptcha or similar	Must have
Registration page should have a security	
Data encrypted	Should have
Documented intrusion prevention and detection capabilities	Should have
ISO 2700x compliance or equivalent	Should have

Requirement	
Technical Standard	
Domain	Standard
Structured Documents and Messages	Extensible Markup Language (XML) and XML based Standards
Directory and Discovery	Universal Directory, Discovery and Integration (UDDI)
Web Services Definition	Web Services Definition Language (WSDL)
Workflow	Web Services Workflow Language (BEPL)
Remote Object Access and Activation	Simple Object Access Protocol (SOAP)
Programming Model	Specific J2EE Technologies: <ul style="list-style-type: none"> Java Portlets Java Server Pages (JSP)

	<ul style="list-style-type: none"> • Servlets as controllers in an MVC architecture • Java Naming and Directory Interface (JNDI) for directory access • Enterprise Java Beans (EJB) components (These should be used judiciously and not be used in high-volume situations) • Java Database Connectivity (JDBC) for database access • Java Message Service (JMS) for messaging • HyperText Markup Language (HTML). Cascading Style Sheets (CSS) for appearance and formatting.
--	--

Requirement		
Technical Standard (On Premise Data Center)		
Functionality	Product	Ver.
Application Server	WebSphere Application Server or Compatible Java EE Server	7.0
Database	DB2	9.7
	SQL Server	2008
Directory Service (intranet users)	Lotus Domino LDAP	8.5.2
Operating System	AIX	6.2
	Windows Server	2008
	Linux	Kernel 2.6
	IBM System i	V7R1
Software Configuration Management	Rational Team Concert	7.0

Requirement	
Technical Standard (Off Premise Data Center) - gCloud	
Functionality	Product
Application Server	<p>All major application servers (currently supported by vendor) are available upon request (x86):</p> <p>Java-based (RedHat JBoss, Oracle J2EE, ASF Tomcat, Oracle WebLogic, IBM WebSphere Application Server, RedHat WildFly)</p> <p>Javascript-based (Node.js, Wakanda, Phusion, and more)</p> <p>Microsoft-based (IIS-Internet Information Services, Windows Server AppFabric, .NET Framework)</p> <p>Python-based (mod_python, Zope, etc)</p> <p>Perl-based (Catalyst, Plack, mod_perl, etc)</p> <p>PHP-based (Zend Server, PHP-FPM, etc)</p>

	Ruby-based (Phusion Passenger, Iodine, etc)
Database	All major releases of <i>Relational</i> and <i>NoSQL</i> databases (currently supported by vendor) are available upon request (x86):
Structured Documents and Messages	<p>Relational: Apache Derby, IBM DB2, MariaDB, Microsoft SQL Server, MySQL, Oracle, PostgreSQL, SQLite, SAP HANA (taken from https://en.wikipedia.org/wiki/Relational_database_management_system)</p> <p>NoSQL (classified below by data model), taken from https://en.wikipedia.org/wiki/NoSQL#Types_and_examples_of_NoSQL_databases</p> <ul style="list-style-type: none"> • Column: Accumulo, Cassandra, Druid, HBase, Vertica. • Document: Apache CouchDB, ArangoDB, BaseX, Clusterpoint, Couchbase, Cosmos DB, IBM Domino, MarkLogic, MongoDB, OrientDB, Qizx, RethinkDB • Key-value: Aerospike, Apache Ignite, ArangoDB, Berkeley DB, Couchbase, Dynamo, FairCom c-treeACE, FoundationDB, InfinityDB, MemcacheDB, MUMPS, Oracle NoSQL Database, OrientDB, Redis, Riak, SciDB, SDBM/Flat File dbm, ZooKeeper • Graph: AllegroGraph, ArangoDB, InfiniteGraph, Apache Giraph, MarkLogic, Neo4J, OrientDB, Virtuoso
Directory Service (intranet users)	<p>Deployed in production (current): Microsoft Active Directory 2012 R2, Domino</p> <p>Available upon request: Apache Directory, OpenLDAP, Red Hat Directory Services, Oracle Directory Server Enterprise Edition</p>
Operating System	<p>212 supported operating systems available upon request, including all variants of Windows/ Linux. Details in attached list (downloaded for ESXi 6.5 U2 from https://www.vmware.com/resources/compatibility/search.php?deviceCategory=software&details=1&releases=408&productNames=15&page=1&display_interval=10&sortColumn=Partner&sortOrder=Asc&testConfig=16)</p>
Software Configuration Management	Available upon request: VMware vRealize vRealize Configuration Manager, Chef, Puppet, Ansible Tower, Microsoft System Center Configuration Manager (formerly Systems Management Server).

Service Requirements:

First and Second line support assistance

- User help and coaching concerning the use of LMS environment
- Keep user documentation up-to-date
- Management of a LMS help-desk
- Management of support activities
- Reporting of support activities
- Conception of user documentation

Service organization

- Operational management of the LMS environment in production
- Management and coordination of the LMS environment deployments
- Coordination of communication with PIU/executing agency/coordinating agency in case of changes or maintenance needs on the LMS environment.

Installation and maintenance of LMS environment

- Installation, maintenance and configuration of application of all components needed for the LMS environment (e.g. databases, web server, user directories, etc.)

It is expected the consultant to guarantee the above activities via a support service as part of the proposed solution and included in the fixed price agreed for the LMS environment usage. The proposed Service Level Agreement should minimally meet the following requirements.

Requirement	Category
The LMS service availability is above 99% on a 24/7 basis (planned and unplanned)	Must have
It is required that full availability is re-established within 24 hours after a disaster (RTO)	Must have
Application backups should be available to EASO and should be performed both at application and database level on a daily basis to ensure no more than 24 hours of data is lost (RPO)	Must have
For second-level application and technical support, the Contractor provides a mail or ticketing system with a single point of contact that covers: <ul style="list-style-type: none">• Incident, Problem and Service Request Management• Managed Application Support and Operations Service	Must have
Operating Hours is the minimal period where the consultant is required to provide first and second-level application and technical support, regardless of holidays or time zone differences. Business Days are defined as Monday to Friday, excluding Statutory and other holidays in The Bahamas. Statutory or other holidays in consultant locations have no bearing on this definition.	Must have

Digitization of Existing Content

The Government of The Bahamas and PIU seeks web-design and LMS services to build the online part of its training modules. The existing training scenario and text material is created and designed by various government departments and agencies mainly in Word documents. The consultant, through this consultancy, will be required to fulfil the following services:

- Translating relevant information and activities into an online format for modality in LMS
- Produce illustrations, graphical contents or provide generic images as required by The Government of The Bahamas. The copyright of specifically produced content will be owned by the government. The existing illustrations provided by the consultant must be free of rights;
- Produce rich web content as required, with interactions in JavaScript, compatible with main Internet Browsers (Internet Explorer, Firefox, Chrome, Safari) without the required use of plugins;

- Integrate web content in a LMS module by adding LMS' tools-related content (e.g. forums and quizzes) as required;
- Additional web-design and publishing services around the creation of online modules and related documentation

Website Creation and Management

Conduct steps including and not limited to:

- Configuration of the URL according to requirements of The Government of The Bahamas with proper SSL certificate
- Configuration of application graphical layouts and contents to meet stylistic requirements
- Installation and configuration of application modules
- Installation and configuration of reports
- Installation and administration of web sites or portals

The Firm will answer to the Project Manager and work with an assigned Coordinator to:

Analysis:

- li) Use data from the needs analysis on current practices/protocols/approaches, as well as country context, and other country specific issues related to the deliverables
- lii) Determine system capacity i.e. bandwidth, attitude towards technology within the target audience as well as general levels of computer literacy, data migration, and data on expected performance (task analysis) and actual performance (using surveys, interviews, observations, tests and records)
- liii) Determine manpower assessment/staffing needs/requirements for maintenance, upkeep of current learning content, report generation and review cycles
- liv) Conduct a performance analysis to define the problem/opportunity as it relates to the existing practices/protocols/approaches used as it relates to housing and accessing and paying for requisite programmes and courseware. Identify gaps, test each gap, confirm causes and propose solutions
- lv) Differentiate the knowledge and skill gaps from other environmental factors (i.e. capacity, incentive/motivation, conditions, feedback etc.) within proposed target audience/user group within the Public Sector and affiliate groups
- lvi) Outline the framework of the Learning Management System (LMS) Portal

Design and Development:

- i) Create user guides/manuals to be used as job aids/self-paced learning tools for Portal Administrators and end users
- ii) Ensure that requisite manuals include screen shots that diagram and provide instructions on how to use the learning portal
- iii) Create respective multimedia (i.e. the use of an avatar, podcasts, videos, asynchronous and synchronous e-learning modules etc.) in support of the use of a blended learning modality as it relates to navigating the learning portal

Conduct Feedback and Evaluation which will ensure that:

- i) Feedback to the learner is clear and constructive

- ii) Assessment decisions are fair and consistent
- iii) The sample amount of checks that assesses a given learner's proficiency is specified as appropriate, consistent and complete
- iv) Assessment tools and records are clear. Specific learning outcomes across a number of learners is specific
- v) The levels and credit values are standardized and maintained across units, modules, and tutors
- vi) The sample includes an element of random selection

Apply the use of the Kirkpatrick Evaluation Model and conduct the following:

- i) **Level 1 "Reaction"**: Administered immediately after delivery of training to use the Learning Management System (LMS) intended to measure the extent to which the learners perceived the program was effective, enjoyable and transferrable. Achieving a 4.0/5.0 score for 95% of workshops/learning delivered
- ii) **Level 2 "Learning"**: Measurement of the increase in knowledge and skill. Learning measures to be collected during course delivery based on 2/3rd application and feedback criterion
- iii) **Level 3 "Performance Application"**: The extent to which knowledge and or acquired skill transferred to the live environment. Level 3 performance measures captured 30, 60 and 90 days post learning intervention will be based on criteria presented and approved in the Design Document. Level 3 measures are to consider the influence of factors such as capacity, incentive/motivation, conditions, feedback on the learner's ability to apply learning content

4. Qualifications/expertise sought (required educational background, years of relevant work experience, other special skills or knowledge required):

Team Composition & Qualification Requirements for the Key Experts

4.1 Advisory firm Overarching Qualifications and Experience:

- 4.1.1** At least ten (10) years professional experience with demonstrated competence in designing developing and delivering Learning Management Systems (LMS) within large organizations with e-commerce interface that includes and is not limited to Public Sector organizations. Such demonstrated competence and proven success record will include and is not limited to providing advice and recommendation on bandwidth capacity, as well as hardware and software requirements (i.e. operating systems, browser plugins) in addition to websites and content sharing portals
- 4.1.2** A minimum of three (3) professional references who will verify the firm and product's competence and, professionalism, based on previous contractual relationships
- 4.1.3** Demonstrated knowledge and skill in managing learning projects requiring experience working with a wide range of interagency stakeholders and Focal Point team members representing requisite Ministries, Departments and Agencies
- 4.1.4** Experience in working with large, diverse organizations, the Public Sector and small island nations are strong assets

4.2 The advisory firm should have expertise in the following:

- 4.2.1 Conceptual, Interpersonal and technical skills training delivery
- 4.2.2 Facilitation and train the trainer program delivery
- 4.2.3 Working with modeling, creating systems and processes that include data migration and organization in accordance with the needs and requirements of multiple stakeholder groups
- 4.2.4 E-commerce systems and interfaces
- 4.2.5 Assessing technology hardware and software needs as well as present and future state requirements
- 4.2.6 Assessment, monitoring and evaluation methodologies with particular emphasis on creating multiple reporting formats
- 4.2.7 Instructional design and development for blended learning modality

4.3 Team Composition should have the following expertise and skillset:

- 4.3.1 **Team Leader:** at least a Master's degree in Computer programming from an accredited educational institution and or related background/qualification at a Master's Degree level in instructional and Website design and development and at least 5 years' experience managing teams tasked with designing, developing and delivering Learning Management Systems (LMS) with e-commerce interface. Excellent verbal and written communication skills is a must
- 4.3.2 **Instructional Designer:** at least a Master's degree level or equivalent in Instructional Systems Design and Multimedia from an accredited educational institution and at least 5 years' experience designing, developing and delivering instructional content in support of programme roll out using blended learning modality inclusive of the use of multimedia to adult audiences on front end and back end usage. Excellent verbal and written communication skills is a must
- 4.3.3 **Computer Programmer:** at least a Master's degree from an accredited educational institution, in Computer Programming or other related fields; at least 5 years' experience designing, managing and/or providing advisory services in the area of Learning Management Systems (LMS), inclusive of provision for e-commerce with multiple interfaces. Excellent verbal and written communication skills is a must
- 4.3.4 **Graphic Designer/Multi Media Developer:** at least a Master's degree from an accredited educational institution with a minimum of 5 years prior experience in Graphic Design, Computer Animation, Gamification, as well as demonstrated knowledge and skills in education/curriculum development using a blended learning modality. Additionally, knowledge and skill in designing and developing learning content through the application of current e-learning authoring tools that include and is not limited to Adobe Captivate, Lectora etc. for use on Mobile Devices, PCs and Tablets as well as Open Source Learning Management Systems (LMS) is required
- 4.3.5 **Facilitation and Monitoring and Evaluation Specialist:** at least a Master's degree from an accredited educational institution, preferably in adult education or human resource development with a specialty/certification in facilitation; at least 5 years' prior experience in facilitating content for front end and back end usage to diverse audience groups. Proficient in the applied use of Levels 1, 2 and 3 of

the Kirkpatrick evaluation model. Excellent verbal and written communication skills is a must

5. Deliverables:

- i) Create a Work Plan and corresponding timeline will be submitted within the first two (2) weeks of the consultancy.
- ii) Create a Design Document, Respective Storyboards and Corresponding Reporting Formats
- iii) Develop the Learning Management System Portal inclusive of e-commerce interface as well as paper based and electronic course material and reporting
- iv) Internal Verification Stages (Alpha and Beta Tests) inclusive of test scripts and checklists that may include and is not limited to the following:
 - **Verification Plan** inclusive of:
 - Select sample
 - Verification of learner's work
 - **Record of Outcomes** inclusive of:
 - Feedback to assessor
 - Recommendations
 - **Internal Verification Report** inclusive of:
 - Appropriateness and clarity of assessment decisions
 - Validity and appropriateness of assessment activities for the aims of the program and levels and credit value of the units in the program
 - Evidence of achievement, sufficient, authentic, current, valid
 - Brief details of examples of good practice in assessment/recording that may be useful to share
 - Proposed action
- v) Develop and apply the use of short training and orientation courses on Portal navigation and usage inclusive of an end of programme evaluation methodology using the Kirkpatrick Evaluation Model

6. Payment Schedule:

This assignment should be completed during the period of 5 months

- i) 10% on submission and acceptance of Work Plan and corresponding timeline
- ii) 20% on submission and acceptance of Design Document, respective Storyboards and reporting format
- iii) 25% on submission and acceptance of development of the Learning Management System (LMS) Portal inclusive of e-commerce interface paper based and electronic course material and reporting
- iv) 25% on submission and acceptance of Internal Verification Stages (Alpha and Beta Tests) inclusive of test scripts and checklists
- v) 20% on submission and acceptance of the development and application the use of short training and orientation course on Portal navigation and usage inclusive of an end of programme evaluation methodology using the Kirkpatrick Evaluation Model

7. Performance Evaluation:

- Practical knowledge of and experience in the field
- Ability to adapt knowledge and experience to assigned tasks
- Initiative
- Productivity
- Ability to work with others
- Adherence to TOR and executing agency's working regulations
- Quality of work completed

8. Citizen Security & Justice Programme Recourse:

The Citizen Security and Justice Programme reserves the right to withhold all, or a portion of payment if performance is unsatisfactory, if work outputs are incomplete, not delivered, or for failure to meet deadlines.

9. Documents to be included when responding to the Expression of Interest:

Interested candidates shall submit the following documents/information to demonstrate their qualifications:

- i) Letter of interest (dated and signed), along with brochures, website URL, descriptions of similar assignment, experience in similar conditions, availability of appropriate skills among staff, etc.
- ii) Completed CVs updated on behalf of all team members
- iii) Include biographies and **relevant** experience of **key** staff and management personnel. List the **key** personnel who will work on this project along with their qualifications, relevant experience, as well as their specific role and responsibility for this project. Affirm that no employees working on the engagement have ever been convicted of a criminal offence either inside or outside the Commonwealth of The Bahamas.
- iv) The nature of this project and solution is deemed a matter of national security and for due diligence, the following is required of the principles and partners of the company:
 - a. Copy of valid passport
 - b. Police Character Reference
 - c. Proper address (local and abroad)(All of the above copies should be apostille)

11. Obligations of Citizen Security and Justice Programme, Project Implementation Unit:

The Citizen Security and Justice Programmes, Project Implementation Unit agrees to:

- i) Review and provide feedback on consultancy deliverables;
- ii) Provide the Firm with all necessary logistical support to ensure that the Firm undertakes the consultancy with reasonable efficiency;
- iii) Meet all the agreed cost related to the consultancy;
- iv) Provide relevant documents and make all necessary contacts that may be needed; and
- v) Guide the consultancy as needed and necessary.

12. Intellectual Property Rights:

The Bahamas Government shall hold all property rights, such as copyright, patents and registered trademarks, on matters directly related to, or derived from, the work carried out through this contract. The Firm shall avoid copyright violations on all work related to this contract.



DESIGN AND DEVELOPMENT OF AN INTEGRATED LEARNING MANAGEMENT AND PAYMENT SYSTEM

EVALUATION FORM



**Citizen Security
and Justice Programme**

B A H A M A S

TRANSFORMING LIVES AND COMMUNITIES

Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme

EXPRESSIONS OF INTEREST

Firms may be shortlisted using a pass/fail or scores methodology

1) Table 1. PASS/FAIL METHODOLOGY

FIRM'S NAME	COUNTRY OF LEGAL INCORPORATION OR CONSTITUTION (If Joint Venture, indicate the name and country of legal incorporation of each firm and identify the leader of the JV)	¹ EVALUATION CRITERIA - PASS/FAIL METHODOLOGY				Comments
		Criteria #1 General Background and Organization	Criteria #2 Professional Evidence Portfolio	Criteria #3 Capacity to Handle Assignment In Terms of Resources (Personnel, Facilities, Certifications etc.)	Criteria #4 Adequacy of the Assignment	
Firm A						
Firm B						
Firm C						
Firm D						
Firm E						
Firm F						
Firm G						

¹ As per consulting services

Table 2. SCORES METHODOLOGY

	² EVALUATION CRITERIA – SCORES METHODOLOGY	MAXIMUM POINTS ALLOCATED	FIRM A	FIRM B	FIRM C	FIRM D
1	General Background and Organization	30 points Max.				
	At least ten (10) years professional experience with demonstrated competence in designing, developing, and delivering Learning Management Systems (LMS) within large organizations with e-commerce interface that includes and is not limited to Public Sector organizations (2 points for each year)	20				
	Demonstrated knowledge and skill in providing advice and recommendation on bandwidth capacity, as well as hardware and software requirements (i.e. operating systems, browser plugins) in addition to websites and content sharing portals (1 point for each year up to 10 years)	10				
	Comments					
2	Professional Evidence Portfolio	30 points Max.				
	Demonstrated experience with past assignments through evidence of description of assignment, brochures or reports (3 points for each year assignment)	30				
	Comments					
3	Capacity to handle the Assignment in terms of Resources (personnel, facilities, certification etc.)	20 points Max.				
	Team composition aligns with positions we have requested (3 points for each position alignment)	20				
	Comments					
4	Other Criteria (Adequacy for the Assignment)	20 points Max.				

² As per consulting services

	Experience in working with Governmental organizations, international organizations and small island nations are strong assets	10			
	Bahamian National Firm	5			
	References	5			
	Comments				
Total Points		100			
Rank					
Country of legal incorporation or constitution (if Joint Venture, indicate the name and country of legal incorporation of each firm and identify the leader of the JV)					
General Comments					

1. Procurement Method:	CQS – Selection Based on Consultants Qualifications
2. Evaluation Team	<ul style="list-style-type: none"> I. Dr. Dorcas Cox, Project Manager, CSJP PIU II. Dr. Rochelle Lightbourne, Component 1 Coordinator, CSJP PIU III. Yvonne Taylor, Department of Transformation and Digitation IV. Erika Perpall, Department of Transformation and Digitation V. Kendra Pratt, Consultant
3. Minimum Score to Determine Pass/Fail	70 points out of 100 points is required to determine pass/fail
4. Evaluation Criteria	Pass/Fail and Scores Methodology Presented Above

**EVALUATION REPORT FOR EXPRESSIONS OF INTEREST FOR THE DESIGN AND DEVELOPMENT OF A
CUSTOMIZED OPEN SOURCE INTEGRATED LEARNING MANAGEMENT AND PAYMENT SYSTEM (I-LMPS)
PORTAL FOR THE CITIZEN SECURITY AND JUSTICE PROGRAMME**

Country of Project: The Bahamas

Project/Programme: 3499/OC-BH

Loan/Credit/Grant No.: BH-L1033

Implementation Agency: Ministry of National Security

Consulting Services: Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme

Date of Evaluation: February 25th and 26th 2020

1) Brief Background of the Consultancy: To design and develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) that is intended to support clients with their ongoing learning and developmental needs that includes social/interpersonal skills as well as technical/vocational training for employability and job readiness towards economic growth and development. In its fully functional state, it is intended that the I-LMPS will provide interagency access to a myriad of courses and programmes while facilitating structured reporting processes for monitoring and evaluating community center methods.

2) Name, brief description of the Consultancy and major tasks within the Scope of Services:

The specific objectives are to:

- (i) design a customized Integrated Learning Management and Payment System (I-LMPS) portal that is hosted by the Department of Transformation and Digitization (DTD)
- (ii) determine and make recommendations on hardware and or software needs and specifications for websites of portals in support of content sharing (i.e. operating systems, browser, plugins)
- (iii) provide a centralized portal on which all standalone courses and programmes may be accessed, with interface to requisite websites
- (iv) facilitate the use of on-line payment for fee-based courses and programmes, as well as individual and corporate membership for requisite programmes and sponsorships using multiple payment methods in support of e-commerce and ease of doing business
- (v) apply the use of an evaluation and sustainment strategy intended to ensure consistent application of the learning concepts in the live environment with generation of up to the minute consolidated reporting to inform evidenced-based decision making
- (vi) digitize any existing coursework for integration into the online platform

3) Period of Consultancy: 5 months

4) SEPA Reference Number: CSJP-63-SCC-CF-1.2.14

5) Estimated amount: 100,000

6) Date of publication of Invitation for EOI [advertisement]: January 24th 2020 – February 24th 2020

7) Site of publication and reference number [advertisement]: Bahamas.gov.bs, UNDP

8) Number of Expressions of Interest received: TBD

9) **Firms submitting Expressions of Interest:** TBD

10) **Members of the Evaluation Committee:**

- i. Dr. Dorcas Cox, Project Manager, CSJP PIU
- ii. Dr. Rochelle Lightbourne, Component 1 Coordinator, CSJP PIU
- iii. Yvonne Taylor, Department of Transformation and Digitation
- iv. Erika Perpall, Department of Transformation and Digitation
- v. Kendra Pratt, Consultant

11) Evaluation Process

- a) Brief description of the evaluation process: CQS Procurement Method
- b) ³Selection Criteria:
 - i. Criteria – General Background and Organization 30 points
 - ii. Criteria – Professional Evidence Portfolio 30 points
 - iii. Criteria – Capacity to Handle Assignment in Terms of Resources 20 points
 - iv. Criteria – Adequacy for the Assignment 20 points
 - Total 100 points
- c) Analysis and Findings: The Committee reviewed and checked all the documents submitted and analyzed the information in accordance with the established evaluation procedures.
Points allocated or pass/fail with comments are shown in [⁴Tables 1 or 2]
- d) Results of Evaluation: [List qualifying consultants, points, and/or remarks.]

Rating	Name of Firm	Points Attained out of 100 ⁵	Remarks
1			
2			
3			
4			
5			
6			

12) **Firms not Sanctioned:** Verify from IDB website that shortlisted firms are not sanctioned.

13) **Firms have not conflict of interest:** Verify that shortlisted firms have no conflict of interest per *Policies for the Selection and Contracting of Consultants Financed by IDB-GN-2350-9 March 2011*: Section II. Clause 1.9 Conflict of Interest.

14) **Firms eligibility:** Verify that shortlisted firms are eligible per *Policies for the Selection and Contracting of Consultants Financed by IDB-GN-2350-9 March 2011*: Section II. Clause 1.11 Eligibility.

³ Insert points for scores methodology

⁴ Can be shown as an annex

⁵ For scores methodology

15) Additional comment, if any:

16) Recommendations:

Based on the above-mentioned findings and analysis the Evaluation Committee recommendations are:

- i. The following ... firms are shortlisted for the consulting service.....
[Names of consultants/Associates and country of registration]
- ii. Invite the above....firms to submit fee and technical proposals (depending on the procurement method) to undertake the consulting services

Signatures of the Evaluation Committee:

- Dr. Dorcas Cox, Project Manager, CSJP PIU [Chairperson] _____

Members

- i. Dr. Rochelle Lightbourne, Component 1 Coordinator, CSJP PIU
- ii. Yvonne Taylor, Department of Transformation and Digitation
- iii. Erika Perpall, Department of Transformation and Digitation
- iv. Kendra Pratt, Consultant

Appendix:

Attachments: Signed individual score sheets

REQUEST FOR EXPRESSIONS OF INTEREST

CONSULTING FIRM



Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme

Institution: Inter-American Development Bank
Country: The Commonwealth of The Bahamas
Project: Citizen Security and Justice Project
Project Number: BH-L1033
Loan Number: 3499/OC-BH
Process/Bid No.: CSJP-63-SCC-CF-1.2.14
Sector: Citizen Security
Deadline: February 24th 2020

The Ministry of Finance of the Commonwealth of The Bahamas has received financing from the Inter-American Development Bank (IDB), and intends to apply part of the proceeds to payments under the Citizen Security and Justice Project for a consulting firm to **Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme**. The Integrated Learning Management and Payment System (I-LMPS) is intended to support clients with their ongoing learning and developmental needs that includes social/interpersonal skills as well as technical/vocational training for employability and job readiness towards economic growth and development. In its fully functional state, it is intended that the I-LMPS will provide interagency access to a myriad of courses and programmes while facilitating structured reporting processes for monitoring and evaluating community center methods.

The specific objectives are to:

- (i) design a customized Integrated Learning Management and Payment System (I-LMPS) portal that is hosted by the Department of Transformation and Digitization (DTD)
- (ii) determine and make recommendations on hardware and or software needs and specifications for websites of portals in support of content sharing (i.e. operating systems, browser, plugins)
- (iii) provide a centralized portal on which all standalone courses and programmes may be accessed, with interface to requisite websites
- (iv) facilitate the use of on-line payment for fee-based courses and programmes, as well as individual and corporate membership for requisite programmes and sponsorships using multiple payment methods in support of e-commerce and ease of doing business
- (v) apply the use of an evaluation and sustainment strategy intended to ensure consistent application of the learning concepts in the live environment with generation of up to the minute consolidated reporting to inform evidenced-based decision making
- (vi) digitize any existing coursework for integration into the online platform

The Government of The Commonwealth of The Bahamas now invites eligible consulting firms to indicate their interest in providing the services. Interested consulting firms should provide information demonstrating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff etc.) Consultants may associate to enhance their qualifications. **The implementation period for the consultancy will be five (5) months.**

Consultants will be selected in accordance with the procedures set out in the Inter-American Development Bank: Policies for the Selection and Contracting of Consultants Financed by the Inter-American Development Bank GN-2350-9 and is open to all eligible bidders as defined in the policies. Interested consultants may access the Terms of Reference (TOR) document from the Bahamas Government website www.bahamas.gov.bs/nationalsecurity. Further clarification on the technical aspects or scope of services may be obtained from Dr. Dorcas Cox, Project Manager, Ministry of National Security, csjp@bahamas.gov.bs. Expressions of Interest must be submitted to the address below in person, by e-mail csjp@bahamas.gov.bs or by mail, on or February 26th 2020 at 4:00pm.

Permanent Secretary
Ministry of National Security
REF: Request for Expressions of Interest **Design and Develop a Customized Open Source Integrated Learning Management and Payment System (I-LMPS) Portal for the Citizen Security and Justice Programme**
Charlotte House, Shirley and Charlotte Street
P.O. Box N-3217
Nassau, N.P. The Bahamas