

## **Terms of Reference**

### **Conducting Web Development and Administration Training for Government Officers**

#### **1. INTRODUCTION**

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex body in implementing the Government Information and Communication Technology (ICT) policies. ICTA is in the process of formulation and driving national level initiatives towards developing and empowering all sectors through the intervention of digital technologies. In this regard, ICT for Government sector has been considered as one of the key development area.

When it comes to improving the delivery of services for citizens and maintaining transparency within government processes, organizations may consider using ICTs. Government technology solutions exist in order to help agencies meet the demands of an ever-changing public atmosphere, state and local authorities should make sure they're utilizing technology to its fullest capacity wherever possible. One of those areas in which government organizations can use technology to their advantage is with their websites.

A website can represent a relatively inexpensive and efficient solution if compared to other ways of communicating. It is very important to manage a website in every government organization and keep it up to date. For that, there should be a responsible person in each organization who is competent in web development, maintenance and administration. In order to achieve this goal, web development and administration training program is conducting for selected government officers who are responsible in maintaining web site of their organization.

#### **2. AIM AND OBJECTIVES OF THE ASSIGNMENT**

The aim of this assignment is to procure a training provider for planning, developing, delivering and conducting a training programme in web development and administration skills for 80 government officers”.

Specific Objectives of this assignment are to,

- facilitate in developing, organizing, and delivering a training program for government officials,
- provide a venue, and arrange necessary infrastructure facilities for conducting the training program,
- provide accommodation and other logistics arrangements for the participants,
- develop training plan according to the modules provided in the course structure,

- identify qualified lectures and trainers to deliver training,
- provide necessary workshop materials, and
- develop and implement performance evaluation methodology for access the effectiveness of the training program.

### 3. SCOPE OF THE SERVICE

- 3.1 Training provider shall plan and develop training programme to train 80 officers in government organizations.
- 3.2 Training provider shall conduct trainings for 80 staff members as per the course content attached in Annex 1.
- 3.3 Training program is required to be delivered within Colombo city limits.
- 3.4 Program should be conducted as a series of workshop which contains 4 batches (20 officers per batch) to train 80 government officers. A training session should be conducted as 5 days residential training program. All together there shall be 20 days (5 days \* 4 workshops) for the entire program. Entire program shall be organized in a sequential manner.
- 3.5 Training provider shall provide services and consultancies listed in follows during the said period in hiring basis.

#### Planning and Implementation

- 3.6 Training provider should select a suitable venue with mentioned infrastructure facilities as described in Table 1. [Please note that following requirements are mentioned for only for one training session. Same infrastructure for 4 training secession should be available].

Table 1: Infrastructure Facilities

Item	Description/Configurations	No of Units Required
Venue	Colombo or within 30km radius	N/A
Air Conditioned Computer Laboratory facilities	- Computers/ laptops (core i3 processor, 4GB RAM) - White board facility - Uninterrupted power supplies (UPS) for each computer - Uninterrupted Internet facility – minimum speed of 04Mbps (dedicated)	A lab will equipped with following - Minimum 25 computers - UPS 25 - Internet for all machines - 1 white board and writing materials
Multimedia projector with screen	- Multimedia projector 5000 ANSI Lumens (overhead) - 11’x9’ projector screen - necessary caballing	01

3.7 Training provider should provide accommodation and logistics for the participants as mentioned in Table 2. [Please note that following requirements are mentioned for one training session. There shall be 4 training sessions with same requirements]

Table 2 : Accommodation and Logistics

Item	Description	No of Units Required
Accommodation*	- Half board – Twin sharing basis for 4 nights with breakfast and dinner	13 rooms
Refreshments	- Welcome drink for First day of the session - Morning and evening refreshments with 2 snacks and tea/coffee for each day	25 participants
Lunch	- Buffet lunch for all 5 days	25 participants
Water	- Water bottles available throughout all days	As required

\* Accommodation should be in the reach of maximum 60 minutes' drive or within the radius of 5 km from the selected venue. Transport should be provided from the accommodation point to the selected venue in each morning and back in the evening during the course period.

3.8 Training provider should provide necessary workshop materials mentioned as mentioned in Table 3.

Table 3 : Workshop materials

Item	Description	No of Units Required
Training materials *	- Developing contents according to the modules described in the course structure (Annex 1) - English Medium - Printing manuals Cover : Art Board 260GSm 4 Color Page size : A4 Pages : 20 pages Art paper 100GSm Black and White	100
Files*	- Size : A4 size - Art Board - Four color printing	100
Training aids : CD*	- With relevant software and materials provided by ICTA - With CD, CD sticker and cover - CD writing	100
Backdrops**	- Digital printing on flex	02
Certificates	- Size : A4 size - Art Board - Four color printing (one side)	100

\*Relevant texts, logos and software to be written on CDs are provided by ICTA. Necessary layout should be designed by the vendor. However, prior approval for above should be sought before bulk production. Ownership of training materials shall be transferred to ICTA.

\*\*Backdrop size (Height and Width) should be decided by the vendor according to the selected venue. Vendor should get confirmation from ICTA before production.

### Monitoring and Evaluation

- 3.9 Collect baseline data from all the trainees and assess their knowledge, skills, attitudes and practices on content management tools and in particular Joomla content management system.
- 3.10 Monitor training programs and sessions, providing comprehensive monitoring reports, reporting on progress being made, issues faced, etc. ICTA expects the training provider to work closely with ICTA's Monitoring and Evaluation (M&E) team in gathering M&E data generated through project activities.
- 3.11 Conduct evaluation upon completion of first two modules and grade trainees based on their skill levels.
- 3.12 Certificate to participants should be printed and given according to their performance at the evaluation.
- 3.13 Training provider shall provide ICTA with a complete evaluation report of each batch of trainees at the end of the course outlining activities conducted, achievement of results, identifying lessons learned and recommendations etc. ICTA expects training provider to include a comparison of baseline data in to the final evaluation report.

### Reports

- 3.14 Training provider shall submit an initial Report which contains covering all activities related to the assignment. This includes following but not limited to, training plan, allocation of resources and M&E systems.
- 3.15 Training provider shall submit Reports on participant's attendance and feedback.
- 3.16 Training provider shall submit Completion Report at the end of each course providing evaluation of training performance and achievement of course objectives. Report should also include detailed information on participants, attendance, exam results, summary of feedbacks and vendor's suggestions/ comments for future training programs.

## 4. NATURE OF THE TRAINING PROGRAM

- 4.1 This training program is mainly focus with Content Management System with Joomla. Joomla is a website content management system that allows creating and maintaining a website and it is open source.
- 4.2 Training provider is expected to develop a training programme to cover the course content as listed in Annex 1. Training should be delivered in modules. Duration of the training should not be less than forty (40) hours per participant. Duration of the course would be 5 days.
- 4.3 Training provider is expected to complete modules with theories and practical work with necessary software tools.
- 4.4 The training manual should cover the training content described in Annex 1 and make this available to all individual participants as take home material.
- 4.5 Training provider shall appoint qualified and experience lectures and trainers to conduct the training (trainers required qualifications and experience are listed in Table 4).
- 4.6 Training is expected to be delivered in all three languages, i.e. based on the language competencies of each batch.
- 4.7 Training provider is also encouraged to include any other value additions to the consultancy.
- 4.8 Training provider should maintain 10:1 participant: instructor ratio with one main trainer (lecturer) per class.

Please refer detailed modules which are annexed in Annexure 01.

## 5. KEY STAFF QUALIFICATIONS

### Team Composition and Qualification Requirements for the Key Experts

#### 5.1 Minimum Qualification of the key Experts

Table 4 : Minimum qualifications of the key experts

	Minimum Academic Qualification	Experience
Training provider	-	Minimum 2 years' experience in conducting similar assignments.
Team leader	Degree in IT from a recognized university	Minimum 2 years' experience in industrial level Content Management System developing

Trainer	Recognized certification on web development	Minimum 1 year experience as a Joomla trainer
Instructor I	Recognized certification on ICT	Minimum 1 year experience in ICT technical training
Instructor II	Recognized certification on ICT	Minimum 1 year experience in ICT technical training

## 5.2 Other Qualifications and Experience of Trainers

1. For trainers and instructors, being a Joomla contributor and knowledge in Apache, MySQL, PHP, HTML and GIMPshop would be added advantage.
2. Training providers must provide adequate technical staff to ensure smooth functionality and to handle technical issues.
3. Demonstrate ability to deliver training for a batch of 20 participants.
4. Training providers must have experience in conducting recognized web development courses for more than 5 years
5. Proven ability to deliver the training programme in all 3 languages (English, Sinhala and Tamil).

## 6. TIME SCHEDULE AND DELIVERABLES

### Service provider's Reporting Requirements and Deliverables

No:	Task:	Duration:	Deadline:	Deliverable:
1	Finalized training plan, including class schedules, resources, M&E systems.	2 weeks	Commencement date + 2 weeks	Report
2	Finalized training material, inclusive of manuals, user guides	2 weeks	Commencement date + 4 weeks	Training Manual User Guide
3	Training of 20 officers (1 batch)	1 week	Commencement date + 6 weeks	Up to maximum of 20 government officers trained Weekly Report
4	Monitoring & Managing the project			
5	Submission of monitoring & evaluation reports at the end of each batch			
6	Training of 20 officers (1 batch)	1 week	Commencement date + 8 weeks	Up to maximum of 20 government officers trained Weekly Report
7	Monitoring & Managing the project			

<b>8</b>	Submission of monitoring & evaluation reports at the end of each batch			Completion report(s) for workshop two (2)
<b>9</b>	Training of 20 officers (1 batch)	1 week	Commencement date + 10 weeks	Up to maximum of 20 government officers trained Weekly Report
<b>10</b>	Monitoring & Managing the project			
<b>11</b>	Submission of monitoring & evaluation reports at the end of each batch			Completion report(s) for workshop three (3)
<b>12</b>	Training of 20 officers (1 batch)	1 week	Commencement date + 12 weeks	Up to maximum of 20 government officers trained Weekly Report
<b>13</b>	Monitoring & Managing the project			
<b>14</b>	Submission of monitoring & evaluation reports at the end of each batch			

\*Workshop number is referred to a workshop with 20 participants.

All the above deliverables should be delivered in a manner acceptable to ICTA.

## 7. CLIENTS INPUTS

List of participants and their contact details.  
Relevant texts, logos and software to be written on CDs

## 8. TRANSFER KNOWLEDGE TRAINING

As specified in Scope of Services

## 9. PROCEDURE FOR REVIEWING OUTPUTS

All outputs will be reviewed by a review committee appointed by ICTA.

## **ANNEX 1 – Course content/modules**

### Module 1 – Fundamentals

The fundamentals module requires the candidate to know and grasp basic concepts about Content Management Systems.

- Introduction to Web Design – History, Web Standards, Web 2.0, Web 3.0
- Hypertext Mark Up Language (HTML)
- How to use GIMPshop
- Introduction to Content Management Systems (CMS)

### Module 2 – Joomla 3.5

- Installation XAMPP Installation
- Joomla Installation
- Sections, Categories and Articles
- User Management
- Menu Management
- News, Web Links, Search, Syndicate
- Add Extensions
  - Modules
  - Plug-ins
  - Components
- Templates – CSS, HTML
- Languages
- Hosting
- Backup , Security Features, Patches

### Module 3 – PHP & MySQL

- Introduction
- Setting up the database
- Creating and populating tables
- Basic CRUD

### Module 4 - Assignment

This module requires the candidate to develop a working website individually.

### Certification

- Upon successful completion of all four modules, participants should be assessed by the training provider.