

TERMS OF REFERENCE (TOR)

Capacity, Skills & Entrepreneurship Development Training Programme for Tele-centre Operators

ICTA/GOSL/CON/QCBS/2016/57

1.0 BACKGROUND

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the implementing organization for the Nenasala (National Tele-centre) Project. The overall goal of this project is to empower rural communities all across Sri Lanka with affordable access to ICT based services.

A majority of the Nenasalas follow a community model where the centres are established in a central place of a village such as a religious institution, a community organization or a public library. These centres provide a range of services including internet facilities to access information, email, telephone, computer training classes and other ICT related facilities. Contents essential to the rural community are available in Sinhala and Tamil languages to users. The Nenasala is now a resource center to the village for disseminating knowledge and for sharing information through the Internet, with the ultimate goals of reducing poverty, economic and social development and improving the IT literacy rate of the country.

The Nenasala project is one of the largest Tele-centre project in Sri Lanka. Sri Lanka's aim is to increase the IT literacy of the country. Currently over 1005 Nenasalas have been established islandwide.

The Nenasala Project has had significant impact to the rural society of Sri Lanka and has been recognized at International platforms for its achievements.

The ICTA has decided to engage a Consultancy Firm to design, schedule, organize and conduct Capacity, Skills and Entrepreneurship development training program for the Nenasala operators.

The training will improve essential skills and knowledge of the Nenasala operators for better management & improvement of Nenasala centres.

2.0 OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to improve knowledge, skills and entrepreneurship of Nenasala operators for better management of Nenasala centres and maintenance of personal computer hardware & networking. The knowledge and skills provided should ensure that the Nenasalas are financially sustainable and providing services to meet the needs of the community with the aim of providing better access to knowledge and business opportunities.

3.0 SCOPE OF SERVICES AND TASKS TO BE CARRIED OUT

3.1 Scope

The trainings should be designed and delivered to three hundred and forty (340) Nenasala operators. The training programmes should focus ICT based services to rural communities.

This assignment will mainly cover two training components those are;

Section 1 - Two Hundred and Forty (240) Nenasala Operators to be trained

Section 2 -One Hundred (100) Nenasala operators to be trained.

These Nenasala operators are diverse in age and knowledge. At the end of the training programmes, the operators should be skillful, knowledgeable and entrepreneurial in following modules (but not limited to),

3.1.1 Section 1– This has two modules

Module 1: Essential skills for better management of Nenasala centres (minimum 30 hours)

- a) 5 S Methodology – 6 hours
- b) Book keeping – 8 hours
- c) Monitoring and Evaluation – 6 hours
- d) Marketing and Business Development – 5 hours
- e) Soft Skills – 5 hours
 - i. Communication Skills
 - ii. Teamwork
 - iii. Time Management Abilities

Module 2: Technical skills training (minimum 30 hours)

- a) Personal Computer Hardware - 16 hours
- b) Local Area Networking - 14 hours

3.1.2 Section 2

Module 3: Entrepreneurship development training (minimum 16 hours)

- a) The role of entrepreneurship and small business
- b) The Small Business Decision
- c) Personality characteristics of successful entrepreneurs
- d) Individual assessment of interests, skills and personality traits
- e) How to assess New Business Opportunities
- f) Critical Factors for success
- g) Searching and Screening the opportunities
- h) Preparing for Small Business Ownership
- i) Sources of Finance and Resources
- j) Developing Business Plans

Training providers should design, schedule and deliver training programmes covering the above modules. The training programme should be able to fulfill the requirements and expectations of the client. The training programme should be developed and delivered with the understanding of the background of the target groups. Most of the operators are from rural setting and they also work with rural disadvantaged communities.

The training programme should be designed using participatory and interactive sessions including group activities to ensure the effectiveness of the training. Presentations and lectures should be simple enough for participants to understand. Trainers are always encouraged to make their sessions in an interactive and participatory manner.

3.2 OUTLINE OF TASKS

Based on the above mentioned requirements, develop the training programme, training content, training approaches and methodologies. Training provider is encouraged to provide details of any value additions to overall training programme.

3.2.1 Based on the training programme developed, prepare a comprehensive training plan, incorporating a training schedule, resource allocations, facilities to be provided, monitoring and performance evaluation systems.

3.2.2 Training provider to provide content, resources, training and certification as per the scope, objectives, training methodology and approach.

3.2.3 Training provider to provide printed handbooks in black & white, 80 GSM paper, A5 size, plastic bound, covering all the training topics in detail and any additional related information, both in Sinhala and Tamil, to the respective groups. Soft and hard copies of the handbook/s should be made available in advance to ICTA for review. Number of books for each module to be printed as follows;

- I. Module 1 – 250 books (Sinhala 205, Tamil 45)

II. Module 2 – 250 books (Sinhala 205, Tamil 45)

III. Module 3 – 110 books (Sinhala 80, Tamil 30)

3.2.4 Training providers to provide Training materials (including for hands on practical sessions) such as Personal Computer Hardware components and accessories, Testing Tools, content, resources and deliver training as per the scope, objectives, training methodology, implementation methodology and certification. (Certificates issued to participants should include logos of ICTA, Nenasala and Training institution).

3.2.5 Training provider to provide facilities such as Air conditioned Auditorium / Lecture room, Multimedia Projector, Personal Computer lab facility with internet access for internet for technology lectures, meals, refreshments, Note pads, Pens, Marker pens, name tags etc. The auditorium / lecture room should be appropriate for conducting group activities. The training venue and facilities suggested should be acceptable to ICTA and if not acceptable alternate location should be suggested for acceptance of ICTA. ICTA Project Manager assigned will visit training venue and facilities for acceptance.

Following are the suggested menus for refreshment and lunch during training programme;

Refreshments - Morning & Evening breaks: One savoury, one sweet item, and Tea.

Lunch Menu 1 – White rice, Red rice, five dishes and a Dessert - (Dishes : Chicken curry, fish curry, two vegetables, Dhal Curry and papadam / Dessert: Fruit Salad)

Lunch Menu 2 – Fried rice, Red rice, five dishes and a Dessert - (Dishes: Chicken curry, fish curry, two vegetables, Potato tempered and Chilli paste / Dessert: Curd & Treacle)

3.2.6 Training provider to provide or arrange hostel facilities to all the participants including meals. Hostel facility should be within same premises where training programme is conducted or else if hostel facility is in different location from training venue appropriate transport shall be provided to all participants between hostel facility and training venue during training period. Hostel facilities suggested shall be acceptable to ICTA and if not accepted alternate site should be suggested for acceptance of ICTA. ICTA Project Manager assigned will visit Hostel facility for acceptance. Rooms should be sharing basis and could be double, triple and quadruple. The rooms should be with basic facilities such as a ceiling fan, beds with clean pillows and bed sheets, attached bath and toilets and round the clock security. Hostel facility should cover Morning bed tea, Breakfast and Dinner. Meals should be served in buffet style and following menus suggested and Training provider to collect details of vegetarian and non-vegetarian participants and organize meals accordingly;

Breakfast Menu 1 – Milk Rice, Pol Rotti, three dishes and a Dessert - (Dishes : Fish curry, Dhal curry, Dry Fish Kattasambal/ Dessert : one fruit item)

Breakfast Menu 2 – String hoppers, Bread, three dishes and a Dessert – (Dishes: Fish curry, Potato curry and Pol Sambol/ Dessert: one fruit item)

Dinner Menu 1 - String hoppes, Bread, three dishes and a Dessert – (Dishes: Fish curry, Dhal curry and Dry Fish KattaSambal/ Dessert: one fruit item)

Dinner Menu 2 – White rice, Pol Rotti, four dishes and a Dessert – (Dishes: Chicken Curry, Dhal curry, Tempered beans and Soya tempered and papadam/ Dessert: one fruit item)

Dinner Menu3- Noodles, Bread, three dishes and a Dessert – (Dishes: Fish curry, Potato curry and PolSambol/ Dessert: one fruit item)

3.2.7 Selected Training providers should be in a position to receive and adhere to requests from the ICTA for improvements during the course of the training programme based on shortcomings observed by the ICTA which are not in accordance to required standards.

3.2.8 Training provider should obtain daily feedback from participants on delivered lectures and make necessary corrections for future lectures. Minimum time allocated for the feedback session should be 10 minutes towards end of the session and the feedback form should be designed in consultation with the ICTA M&E Unit.

3.2.9 Training provider should ensure that group activities, assignments, discussion, role plays, etc are included into the training sessions to get the active participation of the trainees.

3.2.10 Collect feedback data from Participants and Lecturers at the end of each training session for each batch. A completion report also needs to be submitted at the end of the assignment according to the given format by ICTA.

3.2.11 Total training hours per day (minimum) should be 8 hours, excluding breaks for tea, lunch and evaluations. Following table presents guidance for preparing an effective training schedule.

3.2.12 Please follow as a guide for the meals and refreshments.

per Batch

For Section 1:(20 participants)

Module 1: Essential skills for better management of Nenasala centres

- (i) Training period 3 ½ days (3 Full Days and Last Day Morning to afternoon refreshments)
- (ii) Training 8 hours per day from day 1 to 3 and 6 hours on day 4
- (iii) Refreshments for four(4) days
- (iv) (a) Dinner on arrival day + Three(3) days
(b) Breakfast for four (4) days
(c) Lunch for four (4) days
(d) Accommodation for arrival day + Three (3) days

Module 2: Technical skills training

- (i) Training period 3 ½ days
- (ii) Training 8 hours per day from day 1 to 3 and 6 hours on day 4
- (iii) Refreshments for four(4) days
- (iv) (a) Dinner on arrival day + Three(3) days
(b) Breakfast for four (4) days

(c) Lunch for four (4) days

(d) Accommodation for arrival day + Three (3) days

For Section 2: (25 participants)

Module 3: Entrepreneurship development training

- (i) Training period 2 days
- (ii) 8 hours of training per day
- (iii) Refreshments two(2) days
- (iv) (a) Dinner on arrival day + One (1)day
 (b) Breakfast for two (2) days
 (c) Lunch for two (2) days
 (d) Accommodation for arrival day + One (1) day

For easy reference of above please refer below table;

Batch 1 -	Module 1 (20 per batch)					Module 2 (20 per batch)					Module 3 (25 per batch)		
	Arrival day	1	2	3	4	Arrival day	1	2	3	4	Arrival Day	1	2
Duration	-					-					-		
Hours per day	-	8	8	8	6	-	8	8	8	6	-	8	8
Refreshments	-	√	√	√	√	-	√	√	√	√	-	√	√
Breakfast	-	√	√	√	√	-	√	√	√	√	-	√	√
Lunch	-	√	√	√	√	-	√	√	√	√	-	√	√
Dinner	√	√	√	√	-	√	√	√	√	-	√	√	-
Accommodation	√	√	√	√	-	√	√	√	√	-	√	√	-

√ - Yes/Provide

Please apply above instructions to other batches also.

It is suggested that 20 or 25 participants to be grouped into one batch. The total number of Nenasala operators to be trained under Section 1 is 240 at maximum and 204 at minimum and under Section 2 is 100 at maximum and 85 at minimum. Blend of lectures and practical should be 50:50 for effectiveness of entire training programme. Batches will be grouped language wise and lectures should be conducted accordingly.

For Section 1:

Set No.	No of participants	Batches	Duration per batch - Leadership skills development training	Duration per batch - Technical skills training	Language
Set 01	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Sinhala
Set 02	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Sinhala
Set 03	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Sinhala
Set 04	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Sinhala
Set 05	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Sinhala
Set 06	40	20 participants x 2 batches	30 hours x 2 batches	30 hours x 2 batches	Tamil
Total	240				

For Section 2:

Set No.	No of participants	Batches	Duration per batch - Entrepreneurship development training	Language
Set 01	25	1 batch	16 hours	Sinhala
Set 02	25	1 batch	16 hours	Sinhala
Set 03	25	1 batch	16 hours	Sinhala
Set 04	25	1 batch	16 hours	Tamil
Total	100			

3.2.13 Training provider to coordinate and confirm with each participant on their participation by phone call, provide guidance on venue and obtain their attendance. If participants are not confirming attendance inform ICTA Project Manager for alternate participant information.

4.0 PREFERABLE QUALIFICATIONS OF CONSULTANTS

Key Staff	Preferable Qualification	Preferable Experience
1) Project Manager	Degree from a recognized University	<ul style="list-style-type: none"> - Experience in Managing and coordinating team/staff (min 5years) - Experience in working with similar projects in Sri Lanka (min 3 years) - Project Management experience shall be an added advantage
2) Lecturer 5 S Methodology – Sinhala Language	Degree from a recognized University (Business Management or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
3) Lecturer 5 S Methodology – Tamil Language	Degree from a recognized University (Business Management or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
4) Lecturer Book keeping – Sinhala Language	Degree from a recognized University (Management/Finance/Accountancy or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
5) Lecturer Book keeping – Tamil Language	Degree from a recognized University (Management/Finance/Accountancy or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
6) Lecturer Monitoring and Evaluation – Sinhala Language	Degree from a recognized University	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
7) Lecturer Monitoring and	Degree from a recognized	Demonstrate at least 5 years experience in providing lectures in

Evaluation – Tamil Language	University	similar capacity Fluent in Tamil language
8) Lecturer Marketing and Business development – Sinhala Language	Degree from a recognized University in the relevant field.	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
9) Lecturer Marketing and Business development – Tamil Language	Degree from a recognized University in the relevant field.	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
10) Lecture Soft Skills development- Sinhala language	Degree from a recognized University or Professional Qualification in the relevant field.	Demonstrate at least 3 years experience in providing lectures in similar capacity. Fluent in Sinhala language
11) Lecture Soft Skills development- Tamil language	Degree from a recognized University or Professional Qualification in the relevant field.	Demonstrate at least 3 years experience in providing lectures in similar capacity. Fluent in Tamil language
12) Lecturer Personal Computer Hardware - Sinhala Language	Degree from a recognized University (IT/CS or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
13) Lecturer Personal Computer Hardware - Tamil Language	Degree from a recognized University (IT/CS or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
14) Lecturer Local Area Networking – Sinhala Language	Degree from a recognized University (IT/Networking or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language

15) Lecturer Local Area Networking – Tamil Language	Degree from a recognized University (IT/Networking or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
16) Lecturer Entrepreneurship Development – Sinhala Language	Degree from a recognized University (Management or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Sinhala language
17) Lecturer Entrepreneurship Development – Tamil Language	Degree from a recognized University (Management or equivalent)	Demonstrate at least 5 years experience in providing lectures in similar capacity Fluent in Tamil language
18) Project support staff (2 Nos.)	Diploma from recognized institution	<ul style="list-style-type: none"> - Experience in working with similar projects in Sri Lanka (min 3 years) - Skills in using MS Excel, MS Word, MS Power Point, email and internet - Project Management experience shall be an added advantage

5.0 FINAL OUTPUTS

No.	Deliverable	Duration	Occurrences
D1	<ol style="list-style-type: none"> 1. Finalization of training plan training venue, hostel facilities for participants 2. All 3 module handbooks for review (<i>both in Sinhala and Tamil versions</i>) 3. Feedback forms for review (<i>Sinhala and Tamil versions</i>) 	Commencement date + 21 days	1
D2	Training Nenasala operators on Essential skills for better management of Nenasala centres and Completion report at end of the training with details of participants, lecturers and feedbacks from students and lecturers.	Commencement date + 2 months, + 2 ½ months, + 3 months, + 3 ½ months, + 4 months, + 4 ½ months,	6 (after completion of 2 batches)
D3	Training Nenasala operators on Technical skills and Completion report at end of the training with details of participants, lecturers and feedbacks from students and lecturers.	Commencement date + 2 months, + 2 ½ months, + 3 months, + 3 ½ months, + 4 months, + 4 ½ months.	6 (after completion of 2 batches)
D4	Training Nenasala operators on Entrepreneurship development and Completion report at end of the training with details of participants, lecturers and feedbacks from students and lecturers	Commencement date + 2 months, + 3 months, + 4 months, + 5 months.	4 (after completion of each batch)
D5	Final completion report for all the training sessions completed including evaluation report covering entire training programme	Commencement date + 5 months	1
	TOTAL DURATION	5 Months	

*All deliverables (D1 to D5) should include a **softcopy** along with the original **hardcopy**.

6.0 CLIENT'S INPUTS

6.1 The client will provide a list of selected Nenasala operators to be trained including contact details.

6.2 Final Completion report format will be provided by ICTA.

7.0 REVIEW PROCEEDURE OF THE OUTPUTS

7.1 ICTA nominated review team will evaluate the training output.