

Learning Management System (LMS) for USAID-ULF Advanced Manufacturing Workforce Development Alliance (AMDev) Program

REQUEST FOR PROPOSAL

Unilab Foundation, Inc. is seeking proposals from at least three (3) service providers or organizations interested in providing **consulting** services. If your organization chooses to lodge a “Proposal” it must be submitted on the terms of this Request for Proposal or “RFP” document.

PART 1: GENERAL INFORMATION

A. Deadline for Submission of Proposal:

4 December 2023 (Monday) at 5:00 PM [GMT+8 or Philippine standard time]

B. To allow **Unilab Foundation, Inc.** to provide updates, interested Organizations must at the first instance register their expression of interest submit a proposal by emailing the following information by email to:

- Organization Name and Address
Unilab Foundation, Inc..
2F Bayanihan Center Annex,
132 Pioneer Street, Brgy. Barangka Ilaya
Mandaluyong City, Philippines
- Organization Representative Name and Position
Catherine D. Racho
Deputy Chief of Party
USAID-ULF AMDev Program
- Email Address
catherine.racho@unilabfoundation.org
Please copy the following: **Lacey Anne Ramos** [lacey.ramos@unilabfoundation.org] and
Alecs Enano [alecel.enano@unilabfoundation.org]
- Phone Number
(+63) 917 862 5245
(+63) 917 841 4847

C. Proposals must be submitted by email to:

Catherine D. Racho **catherine.racho@unilabfoundation.org**

Please copy the following: **Lacey Anne Ramos** [lacey.ramos@unilabfoundation.org] and
Alecs Enano [alecel.enano@unilabfoundation.org]

It is the responsibility of the interested parties to ensure that their submission, including all attachments, has been received, in the above email inbox prior to the closing time. Any submissions received after the RFT closing time will be considered a late submission. **Unilab Foundation, Inc.** may at its absolute discretion, accept or reject a late submission.

D. All inquiries should be submitted by email to:

Catherine D. Racho catherine.racho@unilabfoundation.org

Please copy the following: **Lacey Anne Ramos** [lacey.ramos@unilabfoundation.org] and **Alecs Enano** [alecel.enano@unilabfoundation.org]

Unilab Foundation, Inc. reserves the right to issue answers to organizations who register their expression of interest. Notification will be provided to all tenderers via the contact details at the time of registration.

E. Maximum Number of Pages: **not applicable**

F. Eligibility: To be eligible, the Organization

- must exist as a legal entity at the time of lodgment of their proposal
- must not subject of any judicial decision against them
- must be solvent and financially capable of undertaking the proposed contract work and performing such work and to undertake the necessary expenditure without anticipated financial difficulties and must be able to demonstrate prior to the contract award.

G. Proposal Validity Period: 12 weeks (unless otherwise negotiated).

H. Shortlisted Organizations will be requested to pitch their proposal to **Unilab Foundation, Inc.** via an online meeting. Schedules to be advised.

I. Organizations with unsuccessful proposals will be notified by email.

PART 2: TERMS OF REFERENCE

A. Background

The Advanced Manufacturing Workforce Development Alliance (AMDev) is a five-year (2022-2027) program supported by the United States Agency for International Development (USAID) and implemented by the United Laboratories Foundation, Inc. (ULF).

The AMDev Program seeks to create a pipeline of highly skilled and adaptive (learning) workforce who meet the evolving requirements of the advanced manufacturing sector, through better-defined, harmonized skills and qualifications descriptors, competency, and training standards. The Alliance also aims to contribute to the national discourse and policies on strategic human resources for the Philippines as it attains upper-middle income status, shapes businesses to be more internationally competitive, and positions its youthful population to thrive in Industry 4.0.

To deliver the Program's goal, the AMDev Alliance seeks to achieve three Intermediate Results (IRS):

IR 1: Improved competencies of target manufacturing workforce that are relevant to Industry 4.0 needs Competency-based education and training approaches.

IR 2: Improved enabling environment for advanced manufacturing workforce development, policy, research, advocacy, and strategic human resource management.

IR 3: Improved stakeholder readiness for Industry 4.0. Stakeholder engagement with the private sector, academe, and government partners.

B. Purpose of this RFP

ULF requires a one service provider to achieve one of the program’s IR, specifically IR1, the program needs a Learning Management System that will house all the courses the is being developed for this program.

IR1 specifically focuses on the improved competencies of target manufacturing workforce that are relevant to industry 4.0 needs.

The development of the education and training curriculum aligned with competency and skills framework for the advanced manufacturing workforce is under this IR.

The Curriculum Cluster (CISTEM and MIT-OL) along with the model companies (Amherst, Belmont, Fastech, and Western Digital) have been developing courses of the manufacturing workforce and we need a Learning Management System (LMS) to house these courses and for our Alliance Partners to have some authoring tool that they can also use in the LMS, so it will be easier for them to upload the courses.

The defined/end users or target beneficiaries of this LMS are the incoming and current manufacturing workforce. This can range from graduating SHS STEM students, graduating college students of any STEM or Manufacturing related courses, faculty members of any STEM or Manufacturing related courses, and current manufacturing workforce from operators to managers.

The project is about designing and developing a full-fledged high impact Learning Management System (LMS) and ensuring the responsiveness of such digital solutions across desktops and mobiles for good user experience. This includes UX/UI design and layout, hosting and system maintenance, SEO and site analysis, and quality assurance in accordance with the defined specifications

C. Scope of Services

The Supplier of Goods/Service Provider will design, develop, test, and implement) AMDev’s own Learning Management System (LMS) within the designated timeline which meets the following requirements:

<p>Participants Profile</p>	<ul style="list-style-type: none"> • The LMS should offer a high degree of configurability in terms of the type of information being captured and the way the information is captured/pre-populated. • The Participants Profile should be easily customizable and downloadable for reporting purposes.
<p>Ease of Use</p>	<ul style="list-style-type: none"> • The LMS should be easy to use for both administrators and users. • The user interface should be intuitive and well-organized. • The LMS should be accessible on a variety of devices, including desktop computers, laptops, tablets, and smartphones.
<p>Technical Support</p>	<ul style="list-style-type: none"> • The service provider should provide timely and responsive technical support to ensure that the platform operates efficiently, and the scale expected.

	<ul style="list-style-type: none"> • Technical support should be available through a variety of channels, including phone, email, and live chat. • The service provider should have a team of experienced and knowledgeable technical support representatives. • The service provider should have a responsive and helpful customer support team. • The service provider should have a good track record of resolving customer issues quickly and efficiently. • The service provider should provide a free trial of their software to test the LMS and see if it is a good fit for the organization.
Reporting and Analytics	<ul style="list-style-type: none"> • The LMS should generate real-time comprehensive reports and analytics on user activity, course completion rates, and other metrics. • The reports should be easy to customize and export. • The LMS should allow administrators to track the progress of individual users and groups of users.
Cost	<ul style="list-style-type: none"> • The service provider should offer a competitive pricing structure. • The service provider should be transparent about all associated costs, including licensing fees, support fees, and implementation costs. • The service provider should quote for an initial 500 users/learners' size for the LMS with a maximum capacity of 1000. Flexibility to increase the capacity at any given time should be permissible at an extra cost mutually agreed to by the parties.
Systems Updates and Innovation	<ul style="list-style-type: none"> • The service provider should regularly release system updates and security patches. • The service provider should be committed to innovation and adding new features to the LMS. • The service provider should have a roadmap for future development of the LMS.
	<ul style="list-style-type: none"> • The service provider should have a good reputation and track record of success. • The service provider should be able to provide references from satisfied customers

D. Deliverables

The scope of work includes three (3) main areas to be outlined in the service provider's proposal:

1. LMS Design and Development
2. LMS Hosting and Maintenance
3. Search Engine Optimization and Site Analysis

Table 1: LMS Design and Development

1	Branding	Customized based on USAID-ULF AMDev Branding Guidelines
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2	UX/UI Design	Interactive and visually appealing front end architecture. Easy to navigate, intuitive design. Automating administrative tasks.
3	Responsive Design and Mobile Optimization	Ability to render appropriately on a wide variety of browsers and optimized for low bandwidth users.
4	User Dashboard	For User Profile Management
5	User Registration, Authentication, and Management	<p>The LMS allows users to complete the appropriate user registration process. The user registration process should adhere to best practices including the use of CAPTCHA and email verification and should be able to scale as needed. Easy sign-on and user authentication must be incorporated into the LMS.</p> <p>Provides admin access to create unique user accounts, and to troubleshoot user account concerns (log-in error). The baseline number of users is 500 user accounts.</p>
6	Privacy Setting	Users should be able to configure how much of their profile information is shared with different users/user groups.
7	Content Management System (CMS)	<p>User friendly CMS that supports various customizations (page layouts and content modules) Examples: WordPress, PPTs, etc.</p> <p>The platform should allow authorized users to edit/update platform content. This includes the ability to create, upload, delete, and publish content.</p> <p>SCORM course authoring tool.</p> <p>Import and/or link content – videos, documents, etc.</p> <p>Authorized users can add, edit, delete and update courses and/or learning path for learners</p>
8	Increasing Accessibility	Multilanguage capabilities, accessible to users with disabilities. Option for Offline Learning/content
9	Reporting and Analytics	Reporting data can be customized, readily available data and reports, and easy to download in different formats (ex. PDF, Excel, etc.)
10	LMS Statistics	The LMS should allow authorized users to extract or generate relevant reports like user registration, site usage, key interest/topics discussed in the platform’s collaborative spaces, and other relevant usage data
11	Search Feature	The LMS should allow the ability to search for and locate content based on keywords and key phrases. Search should not be limited to articles, pages or other forms of content-administrator

		created posts but should also include user-generated content found within the collaborative space
12	E-commerce Feature	For future paid courses, payment function integration should also be considered (ex. PayPal, Debit/Credit Cards, etc.)
13	Security Features	Data protection, cyber security standards, and spam control
14	User Manual	Digital user manual for the LMS
15	Timeline	<p>The design and development of LMS including onboarding and training for LMS administrator.</p> <p>Week 1-3: Submission of workplan; Signed sign-off documents; Onboarding of service provider's technical team</p> <p>Week 4-5: Creation of wireframes</p> <p>Week 6-8: Design Phase</p> <p>Week 8-12: Development Phase (front-end and back-end)</p> <p>Week 13-14: Testing Phase</p> <p>Week 15-16: Finalization and Launching</p> <p>Week 17 onwards: Hosting and Maintenance</p>

Table 2: LMS Hosting and Maintenance

1	Hosting Server	Create servers and databases to support functionality of the LMS
2	Secure and Authenticated Platform	LMS is secured in accordance with the current web security best practices, including but not limited to, software and plugin updates, routine backups, installing SSL certificate, virus/malware scans, and passwords not stored in plain text.
3	Content Updates	Assists in content updates when the changes that have to be made are not possible from the CMS user interface.
4	Files and Backups	<p>The hired company/service provider/agency maintains the full backup of the LMS through the duration of the contract. Data should have a weekly backup and the hired company/service provider/agency should give the updated back-up monthly.</p> <p>Codes and files will be fully turn overed to USAID-ULF upon the contract end date.</p> <p>The service provider should have a plan in place for LMS disaster recovery and business continuity.</p>
5	Site Checks and Monitoring	Conduct automated testing system to check for broken links on the LMS and ensure that the LMS is up and running within a reasonable load-time. The hired company/service provider/agency monitors the server logs and generates regular reports.

6	Aftersales Support	Onboarding of possible personnels who will be creating content and managing the LMS. On-going after-sales support, especially for technical troubleshooting.
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Table 3: Search Engine Optimization and Site Analysis

The hired service provider will provide SEO and site analysis services. This includes providing detailed reports analyzing progress, trends, and areas to be improved. The hired service provider will test and review the LMS’ performance on user experience, traffic, speed, and SEO.

1	Keyword Research and Analysis
2	Site Content Optimization
3	Competitive Analysis
4	Web Ranking Report

E. Indicative Timelines

Week 1 – 3	Submission of workplan Signed sign-off documents Onboarding of service provider's technical team
Week 4 – 5	Creation of wireframes
Week 6 – 8	Design Phase
Week 8 – 12	Development Phase (front-end and back-end)
Week 13 – 14	Testing Phase
Week 15 – 16	Finalization and Launching
Week 17 onwards	Hosting and Maintenance

PART 3: PROPOSAL EVALUATION

Proposals will be evaluated on the basis of a combined technical and financial assessment in order to achieve the best value for money outcome. The following selection criteria and weighting will form the basis of the proposal’s assessment.

CRITERIA	MAXIMUM SCORE
A. Past performance and Organizational Capability <ul style="list-style-type: none"> The organization or its Senior Members has relevant past experiences in delivering similar Scope of Work, preferably with a government agency and/or a non-profit organization 	30 points

<ul style="list-style-type: none"> • History of Good Past Performance • Organization has sufficient systems and processes to ensure high quality delivery of the Scope of Work and manage the project. 	
B. Technical Approach <ul style="list-style-type: none"> • The Proposal sufficiently addresses the Requirements outlined in this RFP. • The proposed approach is technically sound and feasible 	30 points
C. Personnel <ul style="list-style-type: none"> • The proposed team composition has sufficient combined expertise and extensive experience to deliver the Scope of Services 	20 points
D. Budget and cost-effectiveness <ul style="list-style-type: none"> • The budget narrative is clear and comprehensive. • The proposed budget is sufficient and reasonable to successfully meet the objectives of the award. 	20 points
TOTAL	100 points

Unilab Foundation, Inc. is not bound or required to accept the lowest priced proposal or any proposal. Organizations with unsuccessful proposals will be notified through email. The decision of the evaluation panel is final, and the provision of feedback on the evaluation process is for purposes of courtesy and process improvement only. No further correspondence will be entered into, based on this feedback.

PART 4: UNILAB FOUNDATION, INC.'s RIGHTS

Unilab Foundation, Inc. reserves the right in its absolute discretion at any time to:

- a) Terminate this procurement process, or cease to proceed, change the structure and timing, or vary or extend any detail at any time.
- b) Terminate further participation in the procurement process by any organization for any reason.
- c) Seek clarification of non-conforming proposals or request additional information or clarification or provide additional information or clarification.
- d) Negotiate with any one or more organizations.
- e) Perform such security, probity, and financial investigations and procedures as they may determine are necessary in relation to any organization who has submitted a proposal, its employees, officers, partners, associates, sub-contractors or related entities. Organizations should promptly provide **Unilab Foundation, Inc.** with the information or documentation required in order to undertake such an investigation.
- f) A proposal may be rejected by **Unilab Foundation, Inc.** if the organization does not promptly provide, at its cost, all reasonable assistance to **Unilab Foundation, Inc.** in this regard or based on the outcomes of the investigations or procedures.
- g) Assess or reject a non-conforming proposal.
- h) Seek clarification of, and negotiate the terms included in, short-listed proposals after the procurement process finishes. These discussions will be documented and form part of the evaluation purposes.
- i) Exclude from consideration any proposal if the Organization or one of its related entities is listed by The World Bank on its "Listing of Ineligible Firms" or "Listing of Firms Letters of Reprimand" posted at www.worldbank.org (the "World Bank List").
- j) Exclude any individual or entity determined by the Minister for Foreign Affairs under the Charter of the United Nations Act 1945 and/or listed in regulations made under Division 102 of the Criminal Code Act 1995. Further information about listed persons and entities is available from the Department of Foreign Affairs and Trade website at www.dfat.gov.au;
- k) Exclude those excluded by any other donor of development funding on a list like the World Bank List;
- l) Terminate any negotiations being conducted at any time with any potential service provider for any reason. Organizations whose proposals are unsuccessful will have no redress against **Unilab Foundation, Inc.** regardless of any addition or amendment in the RFP.