

REQUEST FOR PROPOSAL

Recruitment of

Consultancy to develop ICT courses for the public sector employees and the citizens of the Republic of Maldives.

National Centre for Information Technology
Republic of Maldives

Terms of Reference

I INTRODUCTION

The National Centre for Information Technology (NCIT) wishes to hire a competent Consultancy firm or Consultant(s) to develop two, standards-based, ICT courses for the public sector employees and the citizens of the Republic of Maldives.

II BACKGROUND

The application of ICT for catalyzing and accelerating development can be seen across the globe. Whilst, in large parts of the developed world the concept of e-Government is the norm and the benefits of e-Government is increasingly taken for granted, countries of the developing world are still struggling to harness the potentials of ICT due to many issues. One such issue is that of awareness, readiness and confidence in the use of ICT of the public sector employees and the general public. The Maldivian Government views e-Government as one of its key initiatives in delivering a better quality of life to the people of the Maldives and to bring the services of the government closer to the people and recognizes that building awareness, readiness and confidence in the public sector employees as one of the key success factors in implementing and harnessing e-Government for national development..

In this regard, NCIT wishes to develop two, standards-based, courses on ICT for the public sector and citizen. The main aim of developing these training programs is to harmonize the level of ICT competencies across the government in order to reduce the barrier for adoption and increase productive participation of the government employees in the application of ICT, and by doing so, help create an environment for rapid development and implementation of e-Government in the county's public sector and amongst the general public.

III OBJECTIVES

The objective of this project is to develop two courses on ICT based on the International Computer Driving License (ICDL) and e-Citizen standards of the European Computer Driving License (EDCL) Foundation.

ICDL has been shown to increase productivity, reduce costs, increase quality of output, amongst it many other benefits and also provide a tangible benchmark for computer use skills. In addition to the seven core modules of ICT, a module on e-Government will be

developed. This module will be developed in the spirit and to the competency level of the ICDL and would deliver the foundation required for active participation and promotion of e-Government. Candidates who successfully complete this course should be ready for the ICDL test and certification.

e-Citizen is a basic computer skills certification developed in response to the urgent and growing need for an increase in e-skills within the community and is intended to help citizens bridge the digital divide by giving them the necessary skills to participate online across a broad range of environments, from dealing with government departments to searching for information and buying products and services.

In addition to the above two training programs, a one day executive program aimed at briefing and confidence building on the concepts and implementation of e-Government for the senior executives of the public sector will be developed.

III SCOPE

In order to achieve the objectives of this project, the Consultant will:

1. Conduct a preliminary analysis to determine the level ICT competencies across government.

It is proposed that this analysis be based on interviews with a couple of Ministries in the capital and a couple of government offices in the atolls. This analysis will mainly serve to shape the different course delivery plans.

2. Develop a Course Syllabus.

The course syllabus will primarily be based on the latest ICDL syllabus from the ECDL Foundation. The course will comprise of the seven modules of ICDL with an eight module dedicated to e-Government as shown below.

Module 1 – Concepts of Information Technology

Module 2 – Using the Computer and Managing Files

Module 3 – Word Processing

Module 4 – Spreadsheets

Module 5 – Database

Module 6 – Presentation

Module 7 – Information and Communication

Module 8 – e-Government

Syllabuses for Modules 1 through 7 will be the latest syllabus for ICDL modules from the ECDL Foundation. Syllabus for Module 8 will be developed by the Consultant and will be in the align with the aims, objectives and competency level of ICDL syllabus and will also take the local context into consideration. The purpose of Module 8 is primarily to harmonize the understanding of the e-Government concept, build public service employees confidence and enthusiasm towards e-Government.

The syllabus will be divided into Syllabus Categories, Knowledge/Skill Areas and individual Knowledge/Skill Items, same as that of the ICDL.

In addition, the syllabus for the e-Citizen will be the latest syllabus from the ECDL Foundation.

3. Develop a Course Workbook.

A course workbook will comprise of eight separate workbooks, one workbook for each module of the program for the public sector employees. In addition, another workbook shall be developed for the e-Citizen course.

The purpose of the workbooks is to develop the candidate's knowledge and understanding of the requirements of the course syllabus, raise skill and knowledge levels and to reinforce learning. They should also help the candidate to prepare for the ICDL or e-Citizen tests by ECDL Foundation.

All workbooks will be structured as described below:

Introduction

An instruction, welcome and brief outline of the syllabus for the module and expected competency level at the end of the module.

Syllabus

The learning material will be divided into Syllabus Category sections; instruction for each Knowledge/Skill Item within the Syllabus Category is followed by practice.

Instructions

Descriptions and screen shots should provide a comprehensive instructional guide to all topics, procedures and processes contained within the syllabus, including how to perform tasks with screen shots and instructions,

explanations of hardware, terms used, procedures, etc, guidelines to help – reminders, examples of websites (where appropriate). This will be provided for all syllabus topics.

Practice Exercises

Practical tasks and activities for each syllabus topic will be described in this section. These tasks and practices will be designed to utilize the skill sets as per the syllabus and build confidence in the use of ICT.

4. Develop a Trainer Guide.

The Trainer Guide will be a resource for the trainers and will be developed inline with the Certified Training Professional (CTP) program of the ECDL Foundation.

In addition to introduction, structure of course, expected outcomes; the Trainer Guide will include the course delivery plans for 10x3 hour sessions and 5x6 hour sessions and 5x3 hour sessions for the training program for the public sector employees. In addition, MS PowerPoint presentations for each session will be created and included in the Trainer Guide. A training needs analysis form will be developed to determine the candidate skills and knowledge levels prior to the course and to determine the course delivery plan most applicable to the candidates will also be part of this guide. Course delivery plan of the e-Citizen will be based on the standards and recommendations of the ECDL Foundation and ECDL Foundation Authorized Courseware Vendors.

5. Develop an Executive Briefing Program.

An executive briefing for the senior executives of the public sector will be developed. This will be a one day program aimed at introducing the concepts, stages and challenges of implementation and benefits of e-Government. It will be designed to build the confidence and enthusiasm of the senior executives of the public sector by harmonizing the conceptual understanding of e-Government.

IV DELIVERABLES

At the end of the project the Consultant is expected to submit the following:

1. Results of the preliminary analysis to determine the level ICT competencies
2. Course Syllabus

3. Course Workbooks (English and Dhivehi)
4. Trainer Guide
5. MS PowerPoint presentations for all course sessions (English and Dhivehi)
6. Executive Briefing Program (English and Dhivehi)

V ECDL Foundation

The European Computer Driving Licence Foundation Ltd (ECDL Foundation), based in Dublin, Ireland, is the worldwide governing body and licensing authority for the ECDL (European Computer Driving Licence) and the ICDL (International Computer Driving Licence), the global standard in end-user computer skills certification.

EDCL Website

<http://www.ecdl.com/publisher/index.jsp>

Website for ICDL

<http://www.ecdl.com/products/index.jsp?b=0&pID=102&nID=108>

Website e-Citizen

<http://www.ecdl.com/products/index.jsp?b=0-102&pID=102&nID=114>

Syllabuses, approved courseware vendors and other information for the ICDL and e-Citizen course can be found on the websites shown above.

VI PROPOSAL

The proposal should include the following:

1. An overview of the consultant(s) experience in the field.
2. CV(s) of the consultant(s)
3. Cost