

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS

1. Training Needs Analysis Expert (Individual national consultant for 4-person months of intermittent input)

Objective and Purpose of Assignment. To set up a process of identifying training needs that can be met through online e-learning modules. To conduct the TNA for focus departments/ roles identified sectors/ ministries/ in consultation with the DoPT. To identify modules/ topics for meeting the identified needs.

Scope of Work. The consultant will, study the current job profile of the user group through discussions with stakeholders, meeting with a sample cross section of the user group, study of their existing trainings already done and / or planned. The consultant will also take inputs from the functional heads of the user groups and basis this will identify areas where training programs would be needed. These will include domain, thematic, technical and policy process training as also soft skills and behavioral trainings that may be done online.

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Set up a process for identifying training needs that can be met through online learning, in consultation with DoPT.
2. Develop formats, templates and checklists for capture of role specific needs to be covered under online learning.
3. Prepare a process manual for the same.
4. Identify and prioritize learning needs based on the transformative/ developmental agenda of the government like Swacch Bharat, Doubling Farmer Income, Smart City, Financial and Digital literacy and Inclusion.
5. Develop a list of departments/ roles/ ministries for which TNA needs to be done.
6. Conduct the TNA for upto 2 identified departments on a pilot basis.
7. Develop a Chunking and prioritization matrix for the identified needs based on agreed parameters.

Qualifications. Graduate with 5 years' experience in Training Needs Assessment.

2. E-learning Content Expert (Individual national consultant for 4-person months of intermittent input)

Objective and Purpose of Assignment. To ensure deployment of e-learning modules on the LMS as per agreed road map with DoPT. Pending a detailed TNA, the list of topics would be decided by a team at DoPT.

Scope of Work. The consultant will target the deployment of at least 10 modules in the pilot phase under the TA, and propose a road map for subsequent addition of modules onto the LMS.

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Collate existing e-learning content within DoPT, and associated agencies that can be deployed.

2. Collate other e-learning content from MOOC sources like SWAYAM, Diksha, National Digital Library and other private MOOC players (both national and international).
3. procurement of off the shelf e-learning content and customize the same where feasible.
4. Content from DFI's like Asian Development Bank.
5. procurement of content conversion providers who can convert legacy ppt based content into e-learning modules.
6. procurement of agency for custom content creation.
7. Ensure content deployed meets the requirements of DoPT.
8. Ensure modules have assessments built in.
9. Develop a process for capturing learner feedback from civil servants who take the course and analyse the same so that improvement areas can be identified basis the same.

Qualifications. Graduate with 5 years' experience in e-learning content development.

3. **LMS Expert (Individual national consultant for 4-person months with intermittent input)**

Objective and Purpose of Assignment. To manage the LMS installation at DoPT and ensure its smooth roll out an operation. To engage with the vendor and ensure timely deployment and services as per agreed SLAs on uptime, TAT etc.

Scope of Work. The consultant will, ensure that the modules are uploaded, learning paths created, user registration happens smoothly. The consultant will also respond to queries raised by users regarding functionality of the LMS. Will also be responsible for generating usage reports, assessment reports and other analytics based on user data available in the system. The consultant will also be responsible for tracking progress of the proposed learning credits

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Set up of LMS through vendor.
2. Organize the deployment of learning modules on the LMS.
3. Do beta testing of the deployment to ensure content works without bugs on multiple devices like laptops and smartphones/ tablets.
4. Ensure user registration, mapping of courses, creation of learning paths for users where needed.
5. Ensure that the content is compliant and user progress can be tracked
6. Generate reports on enrollment, usage, completion, assessment and feedback of the modules.
7. Create monthly dashboard on usage.
8. Coordinate with vendor on resolution of any technical issues faced by the users.
9. Ensure adherence to SLA by the vendor with respect to uptime, query resolution, complaint resolution, security issues and other aspects as may be decided.

Qualifications. Graduate with 5 years' experience in Learning Management System development.

4. **E Learning Module Analyst (Individual national consultant for 4 person months with intermittent inputs)**

Objective and Purpose of Assignment. To assist the E-Learning Content expert in content identification, getting SME validation, analysis of user feedback and other tasks as assigned.

Scope of Work. The consultant will work with the E Learning Expert and support in development and deployment of online modules onto the LMS. Consultant will be responsible for checking content developed by vendors for instructional design and navigation related issues. Target the deployment of at least 10 modules in the pilot phase under the TA, and propose a road map for subsequent addition of modules onto the LMS.

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Support in collation of existing e-learning content within DoPT.
2. Identify suitable e-learning content from MOOC sources like SWAYAM, Diksha, National Digital Library and other private MOOC players (both national and international).
3. Assist in procurement of off shelf e-learning content and customize the same where feasible.
4. Coordinate with DFI's like Asian Development Bank for sourcing content.
5. Coordination with content conversion providers who can convert legacy ppt based content into e-learning modules.
6. Organise feedback on the submissions by vendors at different stages of module development – viz Table of Content/ Storyboard/ Alpha version, by liaising with SMEs where needed.
7. Work with vendors to track adherence to timelines and agreed deliverables by the vendor.
8. organize the deployment of e-learning modules on the LMS in coordination with the LMS Expert/ vendor.
9. Support in the testing of the deployment to ensure content works without bugs on multiple devices like laptops and phones.
10. Ensure modules have assessments built in.

Qualifications. Graduate with 3 years' experience in e-learning module development.

5. **Publicity and Propagation Expert (Individual national consultant for 4-person months with intermittent inputs)**

Objective and Purpose of Assignment. To disseminate information on availability of e-learning modules on the LMS and support the civil servants in registering and completing the e-learning modules. Develop electronic and print campaigns that can be used for the same. The expert will design and implement a campaign in the departments/ organizations/ areas selected for pilot implementation

Scope of Work. The consultant will develop publicity and propagation plan for the modules while they are under development. Shortly before the modules are made available, the consultant will launch a teaser campaign to announce that learning modules are "Coming soon". Once the modules are made available the consultant will launch the publicity campaign. To drive usage and will track enrollments in response to the campaigns.

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Develop an indicative course launch calendar in coordination with the LMS and E-learning Content experts.
2. Identify target user groups for the modules being developed.
3. Develop a media plan and messages (including teaser campaigns) aimed at encouraging course awareness, interest and enrollments and execute the same with approval of DoPT.
4. Develop an outreach program where needed (presentations/ meetings/ seminars) to enhance awareness and usage.
5. Measure effectiveness of the propagation strategy by analysis of course enrollment data.
6. Revise promotional strategies based on analysis of results.

Qualifications. Graduate with 5 years' experience in marketing e-learning platforms and public relations.

6. Institutional collaboration expert (Individual national consultant for 4-person months with intermittent input)

Objective and Purpose of Assignment. To organize institutional tie ups with content providers including other government agencies having relevant content which can be linked to/ deployed on iGOT LMS.

Scope of Work. The consultant will identify sources of relevant content which can be readily deployed on/ linked to DoPT LMS. These could include other state or central government ministries/ departments/ agencies, universities, multilateral institutions among others.

Detailed Tasks and/or Expected Output. The specific responsibilities of the position are:

1. Identify central and state government departments which have e-learning modules deployed which can be sourced for iGoT.
2. Identify organisations (PSU, Universities, Institutions etc) which have e-learning modules deployed which can be sourced for iGoT.
3. Coordinate with these organisations for working out arrangements for accessing these modules for learners under iGoT

Qualifications. Graduate with 5 years' experience in establishing institutional collaborations.

7. Technology Expert (Individual national consultant for 4-person months with intermittent input)

Objective and Purpose of Assignment. To advise DOPT on various technology options available for operationalizing iGOT and related LMS.

Scope of Work. The consultant will advise DOPT on various technology options available for operationalizing iGOT and related LMS through a market research. The research should provide DOPT various options like launching iGOT and LMS on stand-alone server, cloud based system, already available government recognized systems or any other cutting edge technology available in the market with high security features to provide data security.

Qualifications. Post Graduate with 10 years' experience in learning management systems and using cutting edge technologies.