

**Request for Proposal (RFP)**

**Online Learning and Interactive Data Platform**



**Institute for Essential Services Reform**

**Tebet Barat Dalam VIII No. 20A-B**

**Jakarta Selatan**

**Indonesia**

**5 November 2021**

## **Background**

Institute for Essential Services Reform (IESR) is a think-tank in the field of energy and environment. IESR encourages transformation into a low carbon energy system by advocating a public policy that rests on data-driven and scientific studies, conducting capacity development assistance, and establishing strategic partnerships with non-governmental actors.

As part of IESR effort to increase public awareness and carry out capacity development for the masses, transisienergi.id was launched by the end of 2020. The website is a one-stop service for all information regarding energy transition issues. The wordpress based site has a number of key features including glossarium, data visualization, agenda aggregator, and an online library containing publications, articles and other forms of knowledge product.

In order to further deepen transisienergi.id role in conducting capacity development, there's a need to integrate an intuitive yet robust online learning platform. This will facilitate the public to access quality and credible courses through engaging and effective learning experiences with the focus on energy and environment issues. In addition, an interactive data visualization tool is also needed to support the learning experience in the platform.

Based on its importance in driving the narrative and preparing the society for the energy transformation, IESR intends to initiate the learning platform and integrate it with the transisienergi.id website that has been launched. This project will help IESR to raise awareness and gather public support for transformation into a low carbon energy system and other energy-related issues.

## **Objective**

- The objective of this project is to create an engaging and intuitive, popular, and credible online learning platform both from the user and administration perspective
- The platform shall have an easy-to-navigate interface, and built in modular packages, so as to allow for further development in the future
- Develop mobile native apps (optional based on budget projection)

## **Proposal Guidelines**

Proposals will be accepted until 12:00 p.m. Indonesian Western Standard Time (WIB, GMT+07) on Friday, 19 November 2021. Any submissions received after this date and time will be regarded as inadmissible.

All proposals must be signed by an official agent or representative of the company submitting the proposal.

Please itemize all costs and include a description of associated services. Contract terms and conditions will be negotiated upon the selection of the winning bidder for this RFP.

If the organization submitting a proposal must outsource or contract any work to meet the requirements, this must be clearly stated in the proposal. Additionally, costs included in proposals must consist of any outsourced or contracted work. Any outsourcing or contracting organization must be named and described in the proposal.

## **Deliverables**

1. The online learning and interactive data platform and the app should represent transisienergi.id brand image and visual guideline
2. The online learning platform and the app should integrate the following tools and features
  - a. Robust online learning platform experience (please refer to annex 1.1 and 1.2)
  - b. Examination and grading tools
  - c. Easily post new course and update course content
  - d. Robust database to enable tracking individual user progress
  - e. Bookmark feature to resume the course
  - f. Automated email reply and reminder including moderated forum; mobile push notifications (optional)
  - g. Social login and sharing
  - h. Responsive layout (desktop and mobile)
  - i. SEO (Search Engine Optimization)
  - j. Certified security system
  - k. Analytics website performance system
  - l. Payment gateway
  - m. A modular approach to enable additional features in the future
  - n. Preferably based on common PHP package example but not limited to Laravel, Code Igniter, Ruby on rails or other package
3. The interactive data platform should integrate the following tools and features
  - a. Diverse and effective visualisation including but not limited to line, column/bar, bar race, scatter plot, and map visualization type
  - b. Filter, sorting, and legend functionality
  - c. Linking function i.e. to add or subtract single or multiple corresponding dataset(s) or variable(s) in a visualisation
  - d. Contextual pop-up or identifying feature i.e automatic appearance of an identifying label when the cursor hovers over a particular plot element.
  - e. Scaling feature to change a plot's aspect ratio, revealing different data features, and zooming in and out on dense regions of a visualisation.
  - f. Share, embed, download functionality
  - g. A modular approach to enable additional features in the future
4. Develop a user manual and short training to the relevant staff and system administrators to perform the content upload, system maintenance, and administration.
5. Support maintenance; administrative and technical support, quality control for 1 year after the website goes live
6. Source code handover

## Timeline

Proposals will be accepted until 10:00 p.m. Indonesian Western Standard Time (WIB, GMT+07) on Friday, 19 November 2021. Kindly address Program Manager Energy Transformation IESR, Deon Arinaldo, at [deon@iesr.or.id](mailto:deon@iesr.or.id) (CC: [irwan@iesr.or.id](mailto:irwan@iesr.or.id)) for inquiries and submissions.

Evaluation of proposals will be conducted from 22 to 26 November 2021. Top qualified service providers from the proposed document and quotation will be shortlisted and a follow up session will be conducted within this time window to obtain any necessary clarification on items described in the proposals.

The selection decision for the winning bidder will be made by 29 November 2021. Upon notification, the contract negotiation with the winning bidder will begin immediately and must proceed extra quickly to meet the project timeline.

<b>Deliverables</b>	<b>Timing</b>	<b>Payment</b>
1. Presented work plan and timeline of website development	7 December 2021	
2. Presented website dummy or first demonstration	8 February 2022	
3. Second demonstration, which includes improvement from the trial-and-fix session	8 March 2022	
4. Final Website Design: Final deployment for the online learning website	19 April 2022	70%
5. Back-end module and training	3 May 2022	20%
6. Report and result of website trial-and-fix during a period of performance and maintenance	July 2022 November 2022 January 2023 April 2023	
7. Payment for post-development maintenance (year 1)	April 2023	10%

## **Required Skills and Experience**

1. Experience in Management Information Systems, or related field and a web site development or related certificate
2. Experience in website development and maintenance
3. Strong web project coordination
4. Experience in solving issues of browser/device compatibility to create web pages that can be used on any type of server and viewed with any browser/device.
5. Familiar with programming language PHP
6. Sound of good knowledge of improving user experience

## **Proposal Evaluation**

The service provider will be selected based on full and open competition. The potential service provider has to submit a proposal package, which consists of a technical proposal (background of the program, task to be conducted, methodology, schedule), cost proposal (proposed monthly rate), CV and web development portfolio. The proposal will be evaluated based on:

- Qualification 50 %
- Experience 30 %
- Methodology 20 %

## **Budget**

All proposals must include proposed costs (in Indonesian Rupiah/IDR) to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC). Hosting and domain will use current hosting services used by transisenergi.id

NOTE: All costs and fees must be clearly described in each proposal, including separate details on mobile application development costs.

## Annex

### The requirements of the E-Learning Management System

#### Annex 1.1 Functional requirements

№	Functions	The requirements
1.	<b>Registration</b>	<ul style="list-style-type: none"><li>● Register users with various functional duties and responsibilities (Admin, Management, Mentor, Learner)</li><li>● Registration by email; Social login</li><li>● Renew and change pin codes by email;</li></ul>
2.	<b>Training</b>	<p>Mentor and admin to upload the e-courses. The training assessment, discussion, and test modules to be interlinked.</p> <ul style="list-style-type: none"><li>● Create the basic courses and sub-types of training courses;</li><li>● Duration of the training modules can be adjusted to 14, 30, 60, or 90 days as per training course types;</li><li>● Select learners for the training courses by eligibility characteristics;</li><li>● Upload the relevant videos to the respective training courses;</li><li>● Upload the tests and e-books to the respective training course modules as attachments;</li><li>● Set up online quizzes/tests directly in the platform</li><li>● Allow the versatility to also set up hybrid training (combination of online and offline classes)</li></ul>

3.	<b>E-learning courses</b>	<ul style="list-style-type: none"> <li>● Training modules and video tutorials to be uploaded in this section. Video player is required to run video tutorials. Required extensions for Videos are <i>avi</i>, <i>mov</i>, and <i>mpeg</i>.</li> <li>● Upload the relevant videos to the respective training courses;</li> <li>● Correct and download the uploaded files;</li> <li>● Enable learners to zoom the videos or course instructions per their interest and choice;</li> <li>● At the end of video presentation or other forms of learning materials, stream a window with multiple-choice quiz questions related to the course content and indicate the timelines for answering the questions;</li> <li>● <i>View the</i> quizzing results, if the answer is wrong, stream the right answer with the explanatory notes.</li> <li>● The video continues after answering the quiz questions that appear during the video presentation;</li> <li>● An alert notification appears if the user is inactive while the video is playing;</li> <li>● If the user does not take any action upon alert notification, the video player would stop, and the course to be recorded as not studied.</li> <li>● Accommodate hybrid learning, course module, calendar, notification</li> </ul>
4.	<b>E-books</b>	<p>All training materials and e-books to be uploaded in this section.</p> <ul style="list-style-type: none"> <li>● Upload files (.pdf);</li> <li>● Create a directory of PDF files, the files to be downloaded in to flash driver easily and quickly;</li> <li>● Make the pdf files possible to search by categories, history, sources, favorite topics, most viewed, playlist, etc.</li> </ul>
5.	<b>E-tests</b>	<p>Upload test materials into the test database and assess the test results. Tests shall be integrated in the learning platform but also consider manual upload (for essays</p> <ul style="list-style-type: none"> <li>● Select test options and get registered;</li> <li>● Upload the complete set of test materials;</li> <li>● Test assessment (automated)</li> </ul>

6.	<b>E-mails</b>	<p>Send out the e-mails to all trainees registered in the system and all learners:</p> <ul style="list-style-type: none"> <li>● Register learners by their email addresses;</li> <li>● Send out the course schedules;</li> <li>● Send out the test results;</li> <li>● Select and set up an email notification template.</li> </ul>
7.	<b>Individual profile</b>	<p>Create an individual profile and make it possible for the trainees who are registered in the same training course to communicate among themselves as a group.</p> <ul style="list-style-type: none"> <li>● Customization of the user;</li> <li>● Change registered email addresses;</li> <li>● Change the passwords;</li> <li>● Create an individual profile and fill in the required information;</li> <li>● Option for the admin to make an additional note in the personal profiles.</li> </ul>
8.	<b>Discussion</b>	<p>Create a discussion platform and moderate the discussion among instructors and trainees.</p> <ul style="list-style-type: none"> <li>● Create discussion among the trainees;</li> <li>● Adjust the discussion platform;</li> <li>● View discussion statistics.</li> </ul>
9.	<b>Instant messaging (messenger)</b>	<p>Trainees communicate with the mentor via instant messaging. Create a group messenger for a group of trainees taking the same training course.</p>
10.	<b>Schedules (the calendar)</b>	<ul style="list-style-type: none"> <li>● Show training course schedules in the calendar. (add to Google Calendar)</li> <li>● Trainees note their schedules in the calendar;</li> </ul>
11.	<b>Information</b>	<ul style="list-style-type: none"> <li>● Upload information using RSS feed;</li> <li>● Information modification;</li> </ul>



12.	<b>Assessment</b>	<p>This section includes all the assessment categories, including the trainees' assessments and the course subject assessments.</p> <ul style="list-style-type: none"> <li>● E-test results and trainees' ratings;</li> <li>● Trainees' ratings on topic, content, and organization of the training course;</li> <li>● The trainees' ratings should be viewed by the mentor, administrator, and a trainee only;</li> <li>● The assessment of the training course should be viewed only by the mentor and administrator;</li> <li>● Based on the test scores, the trainees receive the certificate (badge).</li> </ul>
13.	<b>Dictionary</b>	<ul style="list-style-type: none"> <li>● The word categories to be used for a word entry;</li> <li>● Add, edit, and delete categories.</li> <li>● (integrated with transisienergi.id glossary function)</li> </ul>
14.	<b>Training statistics</b>	<ul style="list-style-type: none"> <li>● View statistics by any variables;</li> <li>● View statistics on a chart;</li> <li>● Enable downloading the statistics as a file;</li> <li>● Show the statistics of the trainees' participation in the e-learning platform and the classroom training and show summary statistics by each trainee.</li> </ul>
15.	<b>Bookmark Feature</b>	<ul style="list-style-type: none"> <li>● Users may resume the course after an idle period</li> <li>● Users could put a mark on a specific session of the material for quick revisit</li> </ul>
16.	<b>Energy Tracking Dashboard</b>	<ul style="list-style-type: none"> <li>● Interactive (embed) snippet from the interactive data platform</li> <li>● Access to interactive data platform (for selected user)</li> </ul>

## Annex 1.2 Access settings

№	Participants	Actions
1.	<b>All users</b>	<p>The user shall be able to perform the following actions:</p> <ul style="list-style-type: none"> <li>● Enter personal information in login function;</li> <li>● Renew the password using email or ERP for a forgotten password function;</li> <li>● Confirm personal email address when logging in for the first time;</li> <li>● The user fills in and updates the main home section of the personal profile;</li> <li>● Access possible actions;</li> <li>● Access personal profile, change and update the information contained in it (for example, email address, contact phone number, title, confirmation, etc.).</li> </ul>
2.	<b>Trainees</b>	<p>The trainee shall be able to perform the following actions:</p> <ul style="list-style-type: none"> <li>● The trainee view, categorize, and filter the list of courses they have taken;</li> <li>● Find training courses' content-related information from search engines using keywords;</li> <li>● Access certificate database to look for already obtained or possible to obtain certificates;</li> <li>● View own recent action in the learning management system:</li> <li>● Last login;</li> <li>● Time spent on training courses;</li> <li>● The number and list of completed training courses;</li> <li>● The number of attended courses and course scores.</li> </ul> <p>Start (continue) and complete the training course</p> <ul style="list-style-type: none"> <li>● Get registered in the training course;</li> <li>● View the content of course module and curricula;</li> <li>● Take the tests</li> <li>● Download the training materials;</li> <li>● Take the notes and store the files for further use;</li> </ul> <p>Use the communication and networking tools:</p> <ul style="list-style-type: none"> <li>● Post comments and questions in the training discussion forums;</li> <li>● Sent messages to the instructor/mentor and other trainee</li> </ul>

<b>3.</b>	<b>Instructor, mentor</b>	<ul style="list-style-type: none"><li>● The training instructor and mentor shall be able to perform the following actions:</li><li>● Enter, edit, and remove training course schedules and plans;</li><li>● Adjust the duration of the training course;</li><li>● Upload, edit, and remove training videos, training materials, and tests;</li><li>● View and manage the training courses:</li><li>● Score the trainees' assignments online (right to score or comment).</li><li>● View, score, and comment the online training materials;</li><li>● Upload information on extracurricular e-learning systems. Note and record attendance of extracurricular training activities (for example, participation in classroom training)</li><li>● Enter, edit, remove e-tests and exams in the system, and confirm the eligibility of trainees to take the tests;</li><li>● View and monitor the results of tests and exams run by the system automatically and scoring tools;</li><li>● Assess the trainees' progress;</li><li>● Certification:<ul style="list-style-type: none"><li>○ Edit, send out/deliver the training certificates;</li><li>○ Edit, send out/deliver the certificates of completion of the specific training module.</li></ul></li><li>● Monitoring and reporting<ul style="list-style-type: none"><li>○ View the trainees' information;</li><li>○ View the trainees' progress and time spent on training;</li><li>○ Prepare the report on training scores analysis;</li><li>○ View/download the reports</li></ul></li><li>● Use communication and networking tools<ul style="list-style-type: none"><li>○ Coordinate online forums (upload messages, remove, and edit);</li><li>○ Read the messages posted in the platforms;</li><li>○ Post announcements on the platforms.</li></ul></li></ul>
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<p><b>4.</b></p>	<p><b>Admin</b></p>	<p>Admin shall be able to perform the following actions:</p> <ul style="list-style-type: none"> <li>● Configuration <ul style="list-style-type: none"> <li>○ Customize the home page;</li> <li>○ Adjust screen settings, screen style, and language settings;</li> <li>○ Repair the notification window in the system (for example, general terms of agreement, notification, instant messaging, etc.)</li> </ul> </li> <li>● Manage users' accounts <ul style="list-style-type: none"> <li>○ Setting up new users;</li> <li>○ Manage all users;</li> <li>○ Monitor active users;</li> <li>○ Manage customer preferences;</li> <li>○ Manage user profile settings.</li> </ul> </li> <li>● Manage training modules, courses, and tests (instructors, mentors to perform all the actions);</li> <li>● Observe users' logins into the system and the system operation;</li> <li>● Involve users in the training courses;</li> <li>● Register the trainees in specific groups and subgroups ("classes").</li> <li>● Create/repair the training modules and program environment</li> <li>● Make a template in the author's section;</li> <li>● Send out notifications to specific groups/target users (send out emails or messages to the home page);</li> <li>● Add, update, or remove training sessions;</li> <li>● Use monitoring tools.</li> </ul>
<p><b>5.</b></p>	<p><b>Management</b></p>	<ul style="list-style-type: none"> <li>● Overall monitoring of the system performance and operational activity and leave the comments as required;</li> <li>● Review the training statistics and reports.</li> </ul>