

National Program for Sub-National Democratic Development

Integration of Social Accountability into National and Sub-National Systems Phase II Project

Terms of Reference

Position	: Software Engineering on Learning Management System
Duty Station	: NCDD Secretariat, Phnom Penh
Contract Duration	: October 2024 - May 2025 including 3 months maintenance
Basis	: Individual Short-Term Consultancy

1. BACKGROUND

- *National Program on Sub-national Democratic Development*

The Royal Government of Cambodia (RGC) has committed to improve Sub-national Democratic Development (SNDD). The National Committee for Democratic Development (NCDD) was established by Royal Decree to undertake the Organic Law on Decentralization and Deconcentration reform through Democratic Development. To implement these legal documents, NCDD developed a 10-year National Program (NP-SNDD) which is divided into 3 phases, or platforms. The first 4-Year Implementation Plan (IP3) of the NP, which ran from 2011-14, focused on developing SNA operational systems and procedures. The second phase (the IP3-II), which covers the period 2015-2017, aims to apply the new structures, systems and procedures developed during the first phase to improve Sub-National Administration (SNA) service delivery and governance. The third (the IP3-III), which covered the period 2018-2020 focused on key priorities that the RGC wished to achieve in the final phase of the NP and included continuing to strengthen the transfer of functions and to increase financial resources to SNAs. National Program Phase II 2021-2030 is designed to continue strengthening the Decentralization and Deconcentration reform.

- *Social Accountability*

Social Accountability is an essential component for improving SNA service delivery and governance. Therefore, the Social Accountability Strategic Plan was approved by NCDD on July 11, 2013, and Frameworks for Implementation of the Social Accountability Strategic Plan have been developed and approved twice, which are Social Accountability Framework -I (2016-2018) and Social Accountability Framework -II (2019-2025). The Strategic Plan and its frameworks have been implemented through the cooperation between the NCDD, development partners, and civil society organizations in order to enhance the constructive engagement between citizens and government as an integral element of governance arrangements, through which public decision-making and action take place. It includes all those activities in which citizens and their representatives can advocate for their interests (voice) and thereby check the performance of officials and service providers (accountability) as they make, implement and enforce public decisions (collective choices) relating to rights, regulations, investment/resources and service

delivery. The Social Accountability Framework represents an integral component of the National Program Phase I and II. Both phases of the Social Accountability Framework –specify activities to be undertaken by the demand side – led by civil society organizations —led and the supply side –led by government entities at national and sub-national level. During Social accountability Phase II, World Bank through multi-donor trust fund on Social Accountability and Service Delivery (SDSD-TF) has supported two projects as follows: (i) Integration of Social Accountability into National and Sub-National Systems Project, which NCDDDS is an implement agency to coordinate and support SA supply side; and (ii) Engaging Citizens to Improve Service Delivery Through Social Accountability Project, which World Vision International-Cambodia is an implement agency to coordinate and support Social Accountability demand side.

- ***NCDDDS Structure***

The NCDD Secretariat, responsible for supporting and coordinating the National Program for Sub-National Democratic Development (NP-SNDD) and the implementation plans, is comprised of four divisions as follows: The Policy and Analysis Division; the Program Management and Support Division; the Monitoring and Evaluation and Information Division; and the Finance and Administration Division. The responsibility for management of the Social Accountability has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

- ***Learning Management System (LMS)***

According to the transformation to use digital technology, the project aims to recruit a skilled Software Engineering Consultant to design and develop a Learning Management System (LMS). This LMS will be an online platform where the supply-side and demand-side can access and explore training courses regarding social accountability, D&D and other relevant courses.

2. OBJECTIVES OF THE CONSULTANCY

The main objectives of this consultancy are to:

- Design and develop an LMS that can effectively serve NCDDDS’s training functions for SNAs, and enable the delivery of the E-learning course being developed by the E-Learning Consultant.
- Develop LMS with language available in Khmer and English switch able (Keyword/Label)
- Prepare comprehensive documentation, user guides, training materials and demo the LMS to the NCDDDS project team.
- Conduct training of NCDDDS staff on how to manage, update and solve issues with LMS.
- Organize handover of LMS to NCDDDS staff to ensure sustainability of the system.

To deliver the assignment, the consultant should collaborate with the E-learning consultant, communication consultant and NCDDDS project team to understand the project’s objectives and expectations for delivering e-Learning to SNAs, as well as to provide the consultant’s inputs to the development of the e-Learning module and other virtual tools, as needed.

3. SCOPE OF WORK

The consultancy will be required to carry out the following tasks:

- **Gathering and Analysis:** Collaborate closely with the e-learning consultant to understand what's needed in the learning management system to effectively deliver the e-Learning course, as well as exploring the input/sample from the SNAs to prepare the process flow of LMS.
- **Template and Mockups:** Design templates or mockups of the proposed LMS interface and features to visualize and validate requirements with the NCDDES project team before the development phase.
- **Sustainable Features Development of Learning Management System:** designing and implementing functionalities that ensure the long-term sustainability of the LMS from a user standpoint. This involves creating user-friendly interfaces and tools that allow non-technical users to effectively manage and operate the system.
- **Security Integration:** Implement security measures to protect user data, prevent unauthorized access, and ensure compliance with data privacy regulations, while accommodating the requirement for both public access and restricted access courses.
- **Development and Testing:** Produce a testing version of the system and propose a demo and testing session with both NCDDES and a sample of SNAs to collect and get the feedback and update the issue parts reflect to the testing result.
- **Deployment and Maintenance:** Plan and execute the deployment of the LMS, including data migration and configuration, and provide maintenance and support to ensure its smooth operation.
- **Documentation and Training Materials:** Prepare user guides and materials for end users using the Learning Management System (LMS). This includes basic guides for users and technical documentation for IT teams.
- **Conducting Training to IT Teams:** Train the IT teams on how to manage, update and solve issues with LMS to ensure sustainability of the system.
- **Performance and other Duties:** need to be carried out as assigned by the NCDDES Management.

4. OUTPUTS OR DELIVERABLES

The consultancy will be required to deliver outputs in the table below:

Nº	Outputs	2024	2025	Number of day
1	Inception report the consultancy's study and analysis of LMS. This report will include insights into feature functions, specific requirements, and the overall project scope identified during the study phase.	October	N/A	5
2	Web Template of LMS: Design and Presentations of the user interface and user experience (UI/UX), Show the mockup design template for confirmation by management and stakeholders.	November	N/A	10
3	Online Learning Management System (LMS): Develop and Deliver a fully functional LMS based on the provided requirements, ensuring all specified	December	N/A	30

	features and functionalities are implemented and operational.			
4	- Demo, testing, user feedback and improvement. - Progress report.	N/A	January	2
5	Provide the source code for the LMS, hosted on a version control platform such as GitHub of the NCDDS, allowing collaborative development, tracking of changes, and version management and control.	N/A	January	1
6	User guides (in Khmer and English), tutorials, and training for Social Accountability team including IT in charge to effectively use the LMS.	N/A	January	5
7	Technical documentation insights of the system architecture, database schema, API endpoints, and other technical aspects of the LMS.	N/A	February	5
8	Final Learning Management System and Deployment, including data migration, system configuration	N/A	February	10
9	Final Report on developing LMS	N/A	February	3
10	Provide system maintenance 3 months after project accept the final report on developing LMS	N/A	March-May	N/A

This consultancy is expected to take place between October 2024 to the end of May 2025 (including 3 months maintenance) with a maximum of 71 days. The latest submission date is scheduled in February 2025 (negotiable depending on starting date). The workplan along with a specific timeline will be clarified during the design phase.

5. REPORTING

The Consultant will work under the supervision of the Social Accountability Project Management and MEID/NCDDS.

6. PAYMENT

Payment will be made based on the consultant's deliverable outputs with approval by project management.

7. QUALIFICATIONS AND EXPERIENCES

The Consultant is expected to have the following qualifications:

- Minimum Bachelor's degree in Computer Science, Software engineering or related field.
- Extensive experience (minimum on 5 years) in developing web-based application

- Demonstrate knowledge and experience in software design, coding and relational database modelling with the following technologies:
 - MVC (C#) with .NET Framework, .NET Core or another open-source platform
 - HTML, JavaScript, CSS, jQuery, Bootstrap;
 - Object-Oriented Design and Relational Database like Microsoft SQL Server, My SQL, Postgres SQL
 - Object Relational Mapping (ORM), .NET Core and Entity Framework is an advantage;
- Knowledge in server deployment IIS Server, Ubuntu, Docker container;
- Knowledge of API development
- Experience with Search Engine Optimization and Web security
- Ability to design and implement secure token-based authentication mechanisms, such as JSON Web Tokens (JWT)
- Experience with version control systems, such as Git, and collaborative development tools for team-based development and code management.
- Provide references that are achieved or linked to all completed systems to confirm the services and experiences
- Good analytical system development skills.
- Good language skills in English both reporting and speaking.
- **Functional Competencies:**
 - Proven communication and listening skills,
 - Experience in providing capacity development support,
 - Flexible, ability to solve problems, and adaptable,
 - Ability to work with minimum guidance and proven initiative,
 - Ability to travel to provinces and fields.