

TERMS OF REFERENCE (TOR)

Mobile Application Development Training Program for 100 Telecentre/Nenasala Operators

ICTA/GOSL/CON/QCBS/2016/58

1.0 BACKGROUND

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the implementing organisation for the Nenasala (National Tele-centre Project) Project. The overall goal of this project is to empower rural communities all across Sri Lanka with affordable access to ICT based services.

A majority of the Nenasalas follow a community model where the centres are established in a central place of a village such as a religious institution, a community organization or a public library. These centres provide a range of services including internet to access national, local and international information, email, telephone, computer training classes and other ICT related facilities. Content essential to the rural community is available in Sinhala and Tamil languages to all users. The Nenasala is now a resource center to the village for disseminating knowledge and for sharing information through the Internet, with the ultimate goal of reducing poverty, economic and social development and improving the IT literacy rate of the country.

The Nenasala project is one of the largest Telecentre project in Sri Lanka. Sri Lanka's aim is to increase of IT literacy of the country to 75% by 2016. Currently there over 1005 Nenasalas have been established island wide.

The Nenasala Project has had significant impact to the rural society of Sri Lanka and has been recognized at International platforms for its achievements.

The ICTA has decided to engage a Consulting Firm to design, schedule, organize and conduct training and workshops for the Nenasala operators on Mobile Application Development. The training provided will improve essential skills and knowledge for the enhancement of Nenasala centre and to increase the number of services provided through Nenasala centres to the community.

2.0 OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to improve the essential skills and knowledge of Nenasala operators in the area of Mobile Application development. The skills and knowledge provided should ensure that the Nenasalas will operate successfully providing sustainable services to the community with the aim of providing better access to knowledge and new business opportunities.

3.0 SCOPE OF SERVICES AND TASKS TO BE CARRIED OUT

3.1 Scope

The training and workshops should be designed and delivered to hundred Nenasala operators focusing ICT based services provided to rural communities, through the learning outcome of application development. These Nenasala operators are diverse in age and knowledge.

This training should be based on online platforms, which enable people with no prior programming knowledge to create mobile applications in a user friendly manner.

At the end of the training operators should be skillful and knowledgeable in following modules (but not limited to),

3.1.1 Modules for Mobile Application Development Training using online Platforms.

- 3.1.1.1 Introduction to Mobile OS platforms
- 3.1.1.2 Mobile app development approaches
- 3.1.1.3 Introduction to Mobile Application Development
- 3.1.1.4 How to create an app
- 3.1.1.5 Customize and Design App
- 3.1.1.6 Introduction on Revenue generation methods
- 3.1.1.7 Adding Features to Application-

- a) Ordering
- b) Catalogs
- c) Social Media Integration
- d) Videos, Audios and Photos
- e) Contact Information
- f) Events & News
- g) Customer Reviews Rating
- h) Web Pages and Web Links
- i) Enable Google Ads

- 3.1.1.7 Mobile App Publication on Android and IOS

3.1.1.8 Application Marketing

- a) Use the Market Genie
- b) Send Push Notifications
- c) Promote Application

Training providers are to design, schedule and deliver training programme covering above modules. The training programme should be able to fulfill the requirements and expectations of the Nenasala operators. The training programme should be developed and delivered with the full understanding of the cultural and educational background of the target groups. Most of the operators are from rural environment and also they will work with rural disadvantaged communities.

The training programme should be designed to include group works and activities to ensure the effectiveness of the training. Presentations and lectures should be simple enough for participants to understand. Trainers are always encouraged to make their sessions in, interactive and participatory manner.

3.2 OUTLINE OF TASKS

Based on the above described course requirements, develop the training programme, course content and training methodologies & approaches. Training provider is encouraged to provide details of any value additions to overall training programme.

- 3.2.1 Based on the training programme, prepare a comprehensive training plan, incorporating a training schedule, resource allocations, facilities to be provided, monitoring and performance evaluation systems.
- 3.2.2 Training provider to provide content, resources, training and certification as per the scope, objectives, training methodology and approach.
- 3.2.3 Training provider to provide a printed handbook covering all the training topics in detail and any additional related information, both in Sinhala and Tamil, to all participants. Soft and hard copies of the handbook/s should be made available to ICTA for review.
- 3.2.4 Training providers to provide Training materials (including for hands on practical sessions) such as Personal Computer Hardware components and accessories, Testing Tools, content, resources and deliver training as per the scope, objectives, training methodology, implementation methodology and certification. (Certificates issued to participants should include logos of ICTA, Nenasala and training institution).
- 3.2.5 Training provider to provide facilities such as Air conditioned Auditorium / Lecture room, Multimedia Projector, Personal Computer lab facility with internet access for internet for technology lectures, meals, refreshments, Note pads, Pens, Marker pens, name tags etc. The auditorium / lecture room should be appropriate for conducting group activities. The training venue and facilities suggested should be acceptable to ICTA and if not acceptable alternate location should be

suggested for acceptance of ICTA. ICTA Project Manager assigned will visit training venue and facilities for acceptance.

Following are the suggested menus for refreshment and lunch during training programme;

Refreshments - Morning & Evening breaks: One savoury, one sweet item, and Tea.

Lunch Menu 1 – White rice, Red rice, five dishes and a Dessert - (Dishes : Chicken curry, fish curry, two vegetables, Dhal Curry and papadam / Dessert: Fruit Salad)

Lunch Menu 2 – Fried rice, Red rice, five dishes and a Dessert - (Dishes: Chicken curry, fish curry, two vegetables, Potato tempered and Chilly paste / Dessert: Curd & Treacle)

3.2.6 Training provider to provide or arrange hostel facilities to all the participants including meals and refreshments. Hostel facility should be within same premises where training programme is conducted or else if hostel facility is in different location from training venue appropriate transport shall be provided to all participants between hostel facility and training venue during training period. Hostel facilities suggested shall be acceptable to ICTA and if not accepted alternate site should be suggested for acceptance of ICTA. ICTA Project Manager assigned will visit Hostel facility for acceptance. Rooms should be sharing basis and could be double, triple and quadruple. The rooms should be with basic facilities such as a ceiling fan, beds with clean pillows and bed sheets, attached bath and toilets and round the clock security. Hostel facility should cover Morning bed tea, Breakfast and Dinner. Meals should be served in buffet style and following menus suggested and Training provider to collect details of vegetarian and non-vegetarian participants and organize meals accordingly;

Breakfast Menu 1 – Milk Rice, Pol Rotti and three dishes - Fish curry, Dhal curry and Dry Fish Katta sambal

Breakfast Menu 2 – String hoppers, Bread and three dishes – Fish curry, Potato curry and Pol Sambol

Dinner Menu 1 - String hoppers, Bread and three dishes – (Fish curry, Dhal curry and Dry Fish Katta Sambal)

Dinner Menu 2 – White rice, Pol Rotti and four dishes – (Chicken Curry, Dhal curry, Tempered beans and Soya tempered and papadam)

Dinner Menu 3- Noodles, Bread and three dishes – (Fish curry, Potato curry and Pol Sambol)

3.2.7 Selected Training providers should be in a position to receive and adhere to requests from the ICTA for improvements during the course of the training program based on shortcomings observed by the ICTA which are not in accordance to required standards.

3.2.8 Training provider should obtain daily feedback from participants on delivered lectures and makes necessary corrections for future lectures. Minimum time allocated for the feedback session should be 10 minutes towards end of the session and the feedback form should be designed in consultation with the ICTA M&E Unit.

3.2.9 Training provider should ensure that group activities, assignments, discussion, role plays, etc are included into the training sessions to get the active participation of the trainees.

3.2.10 Collect feedback data from Participants and Lecturers at the end of each training session for each batch. A completion report also needs to be submitted at the end of the assignment.

3.2.11 Total training hours per day (minimum) should be 8 hours, excluding breaks for tea, lunch and evaluations. Following table presents guidance for preparing an effective training schedule.

3.2.12 Please follow as a guide for the meals and refreshments.

Batch No1: (20 participants)

- (i) Training period 2 days
- (i) Training 8 hours per day from day 1 to 2
- (ii) Refreshments Two(2) days
- (iii) (a) Dinner on arrival day + 1 day
- (b) Breakfast for two (2) days
- (c) Lunch for two (2) days
- (d) Accommodation arrival day + one (1) day

For easy reference of above please refer below table;

Batch 1 - 20 participants	Training & Facilities		
	Arrival day	Day 1	Day 2
Duration	-		
Hours per day	-	8	8
Refreshments	-	√	√
Breakfast	-	√	√
Lunch	-	√	√
Dinner	√	√	-
Accommodation	√	√	-

√ - Yes/Provide

Please apply above instructions to other batches also (No. 2 to No. 5).

It is suggested that 20 participants to be grouped into one batch. The total number of Nenasala operators to be trained is 100 at maximum and 85 at minimum. Blend of lectures and practical should be 50:50 for effectiveness of entire training programme. Batches will be grouped language wise and lectures should be conducted accordingly.

Set No.	No of participants	No of Batches	Duration per batch - Mobile Application Development Training	Language
Set 01	20	1	16 hours	Sinhala
Set 02	20	1	16 hours	Sinhala
Set 03	20	1	16 hours	Sinhala
Set 04	20	1	16 hours	Tamil
Set 05	20	1	16 hours	Tamil
Total	100			

3.2.13 Training provider to coordinate and confirm with each participant on their participation by phone call, provide guidance on venue and obtain their attendance. If participants are not confirming attendance inform ICTA Project Manager for alternate participant information.

4.0 PREFERABLE QUALIFICATIONS OF CONSULTANTS

Key staff	Preferable Qualification	Preferable Experience
1) Project Manager	Degree from a recognized University	<ul style="list-style-type: none"> - Experience in Managing and coordinating team/staff (min 5years) - Experience in working with similar projects in Sri Lanka (min 3 years) - Project Management experience shall be an added advantage
2) Lecturer Mobile Application Development – Sinhala Language	Degree from a recognized University	<p>Demonstrate at least 5 years experience in providing lectures in similar capacity</p> <p>Fluent in Sinhala language</p>

<p>3) Lecturer</p> <p>Mobile Application Development – Tamil Language</p>	<p>Degree from a recognized University</p>	<p>Demonstrate at least 5 years experience in providing lectures in similar capacity</p> <p>Fluent in Tamil language</p>
<p>4) Project support staff</p>	<p>Diploma from recognized institution</p>	<ul style="list-style-type: none"> - Experience in working with similar projects in Sri Lanka (min 3 years) - Skills in using MS Excel, MS Word, MS Power Point, email and internet - Project Management experience shall be an added advantage

5.0 FINAL OUTPUTS

No.	Deliverable	Duration
D1	Finalization of training plan training venue, hostel facilities for participants and Handbooks (<i>Sinhala and Tamil versions</i>)	Commencement date + 21 days
D2	Training the 5 batches of the Nenasala operators on Mobile Application Development for the enhancement of Nenasala centres and Completion report at end of the training with details of participants, lecturers and feedbacks from students and lecturers	Commencement date + 3 months
D4	Final completion report for all the training sessions completed including evaluation report covering entire training programme	Commencement date + 3 months

6.0 CLIENT'S INPUT

6.1 The client will provide a list of selected Nenasala operators to be trained

7.0 REVIEW PROCEEDURE OF THE OUTPUTS

7.1 ICTA nominated review team.