

TECHNICAL SPECIFICATIONS FOR THE PROCUREMENT OF SERVICE PROVIDER

- I. **Project Title : ONLINE CUSTOMIZED OR OFF-THE-SHELF COURSES (FOR ASYNCHRONOUS LEARNING) ON *INTRODUCTION TO DIGITAL TECHNOLOGY***
- II. **Total Appoved Budget (based on the Approved Corporate Operating Budget and/or Indicative Annual Procurement Plan): Php1,000,000.00**
- III. **Brief discussion why the goods and services to be procured are necessary**

Technology has important effects on business operations as it affects efficiency and relationship of any business. For GSIS to be responsive to evolving demands of its stakeholders, it must find ways to continuously improve its products and services. To harness technology would undeniably improve the overall performance of the company and with the digital technology moving rapidly, employees must be skilled to identify and use these digital means to fuel productivity, creativity and innovation.

Introduction to Digital Technology is a foundation course designed to help employees identify various tools and means of technology, communicate and collaborate with others employing various technological tools, and adapt to a digital world as it impacts their personal life, the society and the business world¹. Various forms of technologies will be highlighted to expose the participants to the emerging technologies impacting the digital world.

IV. **Scope of the Project**

The program shall be done online (*using a secure platform accessible to all participants*) with at least five (5) customized or off-the-shelf courses/modules for asynchronous learning experience by the participants. The courses/modules shall include assessment/quiz to check learners' understanding of the concepts covered.

This may be done using a customized learning platform but not limited to video tutorials, online activities, and hands-on application with Pre and Post examination/critique to gauge how much the participants have learned/understood the learning modules.

¹ <https://sites.google.com/site/mswickerclasses/about/introduction-to-digital-technology>

Program Objectives:

At the end of the program, the participants will be able to:

1. Identify the purpose and importance of digital technology.
2. Describe and evaluate the types of digital technology and tools.
3. Identify different online learning platforms and user interface.
4. Use appropriate technology to develop digital skills.
5. Demonstrate and apply appropriate methods of communication using digital technology.
6. Apply the tools and techniques in various digital platforms.
7. Familiarize themselves with the ethics, security, and legal issues in technology-based society

V. Detailed specifications of the items, materials, equipment/hardware/software, accessories and or services to be procured

The Course Library for this program shall cover the following modules:

1. Overview of Digital Technology

This module will cover the definition of *Digital Technology*, its purpose, types and difference between technology and digital.

2. Digital Technology and Tools

In this module, the participants will learn about digital technology in the workplace, digital skills and vocabulary, tools and media. They will also learn about communication through digital technology.

3. Online Learning Platforms and Digital Ethics

The participants will learn about different online learning platforms. A sample online learning platform may be used to demonstrate its function, user interface and how to properly navigate it.

4. Communicate through Digital Platforms

This module will let the participants demonstrate effective professional communication skills by selecting and using appropriate digital technology.

5. Digital Norms

Lastly, the participants will learn about the latest policies for managing ethical and legal issues in the workplace and in a technology-based society.

VI. Methodology:

This program shall be done online with at least five (5) customized or off-the shelf courses/modules (*using a secure platform accessible to all participants*).

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Courses/Modules shall be accessible through mobile phones, tablets, PC desktops or laptops for asynchronous learning experience by the participants.

VII. Target Participants:

The target participants are all GSIS employees (executives and employees from Salary Grade 1-29).

VIII. Training Provider's Responsibilities:

1. Submit a proposal which includes the following:
 - a. List of Courses/Modules or Course Library (whether off-the-shelf or customized) with assessment to check for learners' understanding;
 - b. Brief description and course outline of each course
 - c. List of Technical Requirements to be set up or to be prepared by the participants for the online/virtual conduct of the program;
 - d. Monitoring and Evaluation Plan (M & E) for online/virtual conduct of the program;
 - e. Minimum system requirements to run the courseware;
 - f. Number of demo accounts for sample courses. Demo accounts shall include the link, username, and password; and
 - g. Course outline and methodology for administrator training.

Note: Only those with completely submitted documents will be invited to present the same to a panel of evaluators.

2. Prepare Announcement/Welcome Letter, Guidelines for Online/Virtual conduct of the program to the participants and their supervisors.
3. Provide training manuals and handouts to each participant (in hard and/or soft copies, whichever is applicable).
4. Submit complete project documentation/completion report (*TOD to provide format*), with soft and hard copies of the Learners' Manual. It shall be submitted one week after the completion of the training program. Delay in the delivery of the required document shall be subject to a penalty, in accordance with the provision of RA 9184.
5. Provide a Company profile with list of companies where the same or similar project was implemented.
6. In the event of, but not limited to, any acts of God, government acts under its police power, war, terrorist attack, fire, flood, explosion, civil commotion and any other cause or causes beyond reasonable control, no party shall be liable to the other party for any delay or non-performance of its obligation.

IX. Manpower requirements

Technical Support Team to assist GSIS, HRMD in launching the program and addressing concerns raised by the learners.

The Technical Support Team shall be responsible for the following:

1. Ensure that response time to reported problems is within the next business day.
2. Provide comprehensive reports to the responsible department/office stating the problem, cause, analysis, actions taken, recommendation, status, etc.
3. Provide information to all users through letter/email about any product support and developments when available or as needed.

X. Support service requirements

Follow-through activity after the conduct of the training:

- a. Provide Training and Oversight Division (TOD) supplementary reading materials on the topic/s discussed that may be given to the participants after the conduct of the training.
- b. Partner with TOD in the monitoring and evaluation of the participants' application of learning in the workplace and determine the effectiveness of the program.

XI. Warranty and after-sales service requirements - Not Applicable

XII. Clear statement of the required standards of workmanship, materials and performance of the goods and services to be procured

Proposals will be evaluated by the GSIS vis-à-vis Program Design and Terms of Reference/Technical Specifications.

GSIS reserves the right to invite bidders to present the overview of the following:

- a. List of Courses/Modules or Course Library (whether off-the-shelf or customized) with assessment to check for learners' understanding;
- b. Brief description and course outline of each e-learning course
- c. List of Technical Requirements to be set up or to be prepared by the participants for the online/virtual conduct of the program;
- d. Monitoring and Evaluation Plan (M & E) for online/virtual conduct of the program;
- e. Minimum system requirements to run the courseware;
- f. Number of demo accounts for sample courses. Demo accounts shall include the link, username, and password; and
- g. Course outline and methodology for administrator training.

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Proposals will be evaluated based on the following criteria:

• Financial Bid	30%
- refers to amount of bid	
• Course Content/Modules	50%
• Course Delivery/Presentation of Modules	10%
• Platform/Technology	10%
Total	100%

XIII. Brand and specifications of the existing items, materials, equipment/hardware/software and accessories, if the former are related to the goods and services to be procured - Not Applicable

XIV. Drawings/Plans and other necessary information - Not Applicable

XV. Schedule and place of delivery

This is a foundation and self-paced course that must be completed by the learners before the end of the current year.

Item No.	Description	Delivery
1	Delivery and Acceptance of subscription to the off-the-shelf or customized online courses/modules. Proof of Subscription submitted and duly acknowledged by GSIS.	Within 15 calendar days from receipt of Notice to Proceed (NTP)
2	Submission of List of Courses / Modules or Course Library and procedural guidelines on support and problem escalation	Within 15 calendar days from receipt of NTP
3	Completion of the provision of learner licenses to 2,500 named and concurrent users and ten (10) administrator licenses	Within 30 calendar days from receipt of NTP
4	Completion of Technical Training to the GSIS team of administrators	Within 30 calendar days from receipt of NTP
5	Submission of final project acceptance and complete project documentation.	Within 60 calendar days from receipt of NTP
6	Provision of 24/7 online and/or on-site user and technical support services	Within subscription period

XVI. Terms of Payment

Schedule of payments shall be as follows:

Milestone	Amount	Deliverables
1st	40% of the Contract Price	Upon issuance of Certificate of Acceptance, submission of Proof of Subscription, Procedural Guidelines on Support and Problem Escalation, and List of Courses / Modules or Course Library and submission of other documentary requirements
2nd	30% of the Contract Price	Upon completion of the provision of learner licenses to 2,500 named and concurrent users and ten (10) administrator licenses and conduct of Technical Training to the GSIS team of administrators
3rd	30% of the Contract Price	Upon submission of final documentary requirements (project completion report, etc.)

It is understood that all applicable taxes shall be borne by the **TRAINING PROVIDER**.

XVII. Responsibilities of the End-User during project implementation

1. Provide list of learners for the provision of learner and administrator licenses by the training service provider.
2. Coordinate with the employees and the provider during the subscription period in terms of subscription to online courses/modules, report generation, testing, etc.
3. Work with the service provider during pre and post-project implementation activities.

SUBMITTED BY:

NOTED BY:

MARIA DIVINA G. SANTOS
HR Officer I, TOD
HR Management Department

ENGELBERT ANTHONY D. UNITE
HR Officer IV
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