



Tertiary **Scholarships**
& **Loans** Service
Empowering Fiji's Future



Service with Excellence
2013 - 2023

CALL FOR EXPRESSION OF INTEREST LEARNING MANAGEMENT SYSTEM (LMS)

Tertiary Scholarships and Loans Service (TSLS) invites expressions of interest from reputable organizations with suitably qualified and experienced individuals for the provision, customization, and implementation of a bespoke Learning Management System (LMS). The selected organization will be expected to customize the existing LMS solution to meet the specific needs of TSLS, ensuring a tailored and efficient learning environment.

About the Organization

TSLS is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 (“the Act”) to administer and implement all the Fijian Government funded Scholarships, Study Loans and Grants.

In its 2020-2024 revised Strategic Plan, ICT Transformation is a strategic focus area to provide excellent end-to-end user experience. With the establishment of Learning Enrichment, Work Skill and Post-graduation Care services, having a Learning Management System to support the activities in a smart and flexible way is at core for planning and implementation.

Scope of Work

1. Carry out the customization, testing, and implementation of a bespoke Learning Management System (LMS), including visual and technical design adaptations to meet TSLS's specific requirements.
2. Customize the platform in line with the detailed scope of work, ensuring that it meets TSLS's specific requirements and objectives.
3. Design or customize platform which is fully responsive with android and iOS.
4. Integrate with TSLS's Scholarships Information Management System for real-time student details.

Timeline:

Two (2) months or earlier from the time of official engagement.

The full scope of work with key requirements is available on TSLS website (www.tsls.com.fj)

All EOI's to be emailed to Mr. Kaushal Prasad on email EOI@tsls.com.fj.

All EOI's must reach TSLS by **NO LATER THAN 4.00 p.m on 30 August 2024.**



SCOPE OF WORK FOR THE LEARNING MANAGEMENT SYSTEM (LMS)

1.0 Background

Tertiary Scholarships & Loans Service (TSLs) is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 (“the Act”) to administer and implement all the Fijian Government Tertiary Education Scholarships, Study Loans and Grant.

In its 2020-2024 revised Strategic Plan, ICT Transformation is a strategic focus area to provide excellent end-to-end user experience. With the establishment of Learning Enrichment, Work Skill and Post-graduation Care services, having a Learning Management System to support the activities in a smart and flexible way is at core for planning and implementation.

The Learning Enrichment Services provided by TSLs aims to provide scaffolding support to students on their academic journey, with an overall goal to impact positive academic outcomes and higher completion rates. This requires hosting educational sessions, provision of resources, and confidential counseling amongst other means of enrichment. TSLs also provides Works Skill training, Postgraduation Care and connects Graduates to potential employers.

TSLs is seeking expressions of interest from reputable organizations with suitably qualified and experienced individuals for the **provision, customization, and implementation of a bespoke Learning Management System (LMS)**. The selected organization will be expected to customize the existing LMS solution to meet the specific needs of TSLs, ensuring a tailored and efficient learning environment.

Specific Scope of Work

The Learning Management System should encompass the following functionalities:

3.1 Learning Enrichment

Content Management:

- Upload and manage PowerPoint presentations, PDFs.
- Upload and manage resource materials including videos.

Guidelines:

- Provide guidelines for Probation, Suspension, Academic Misconduct, and Academic Underperformance.

Live Sessions:

- Integrate links for Zoom sessions to facilitate live classes and meetings. (Other e-meet platforms including in-built video system)
- Recording feature so that videos are accessible.

3.2 Work Skills

Content Management:

- Upload and manage PowerPoint presentations, PDFs.
- Upload and manage resource materials including videos.

Guidelines:

- Provide guidelines for Probation, Suspension, Academic Misconduct, and Academic Underperformance.

Live Sessions:

- Integrate links for Zoom sessions to facilitate live classes and meetings. (Other e-meet platforms including in-built video system)
- Recording feature so that videos are accessible.

3.3 Post-Graduate Care

The Post-Graduate Care section should include the following functionalities:

Content Management:

- Upload and manage PowerPoint presentations, PDFs.
- Upload and manage resource materials including YouTube videos.

Events:

- Display upcoming events specifically for post-graduate students.

Live Sessions:

- Integrate links for Zoom sessions to facilitate live post-graduate support sessions.
- Recording feature so that videos are accessible.

3.4 News & Announcements

- Display upcoming events related to the learning support classes. (Allowance processing notifications)
- Announcements, Student Surveys, Success Stories.

3.5 Confidential Counselling

- Provide a form requesting confidential counselling and appointments linked to an email address.

4.0 Functional Requirements

4.1 User Roles and Permissions

- **Administrator:** Full access to manage all aspects of the platform.
- **Instructor:** Access to upload and manage learning materials and schedule events.
- **Student:** Access to view and participate in courses, access resource materials, and request personal counselling.
- **Registration:** Student's must register using their TIN number.

4.2 Course Management

- Create, edit, and delete courses.
- Assign instructors to courses.
- Enroll and manage students in courses.

4.3 Content Upload and Management

- Support for uploading various file formats (PPT, PDF, video links, etc.).
- Organize and categorize resource materials for easy access.

4.4 Event Management

- Schedule and display upcoming events.
- Send notifications and reminders to students about upcoming events.

4.5 Live Sessions

- Integrate with Zoom for seamless live session management (Amongst other e-meet platforms)
- Provide links and scheduling for sessions within the platform.

4.6 Counselling Requests

- Provide an online form for students to request personal and confidential counselling.
- Manage and track counselling requests.
- Schedule follow up counselling sessions.
- Provide counselling reports.

4.7 User Experience

- Intuitive and user-friendly interface for all user roles.
- Responsive design to ensure compatibility across devices (desktops, tablets, and smartphones).

4.7 Reports

- Analytical Reports and Statistics
- Audit logs to check user activities
- Reports on each of Learning Enrichment categories
- Other useful reports

4.8 Subscription Model

- Cloud based solution
- Support service
- Training on need basis
- Ongoing updates for security patches and other fixes where relevant

5.0 Non-Functional Requirements

5.1 Performance

- The system should be capable of handling concurrent users without performance degradation.

5.2 Security

- Ensure secure access to the platform with proper authentication and authorization mechanisms.
- Protect user data and comply with relevant data protection regulations.

5.3 Scalability

- The platform should be scalable to accommodate future growth, including the addition of new courses and an increasing number of users.

5.4 Reliability

- Ensure high availability and minimal downtime.
- Implement regular backups and disaster recovery mechanisms.

7.0 Deliverables

- i. Functional Learning Management System (LMS) platform.
- ii. Functional Post-Graduate Care platform.
- iii. Documentation of the system architecture, user guides, and administrator manuals.
- iv. Training sessions for TSLS staff on using and managing the platform.
- v. Post-deployment support and maintenance plan

8.0 Training

The successful bidder will be required to provide comprehensive training to TSLS staff for the following.

- Content Management
- Deployment
- Event Management
- Report generation
- Support

9.0 Duration

Two (2) months or earlier from the time of official engagement.