GUIDELINES FOR ACCESSING THE ICT SUPPORT INTERVENTION

1.0 INTRODUCTION

The ICT Support Intervention is designed to deepen the leverage of information and communication technology in Beneficiary Institutions. This take off of the ICT Support Intervention will enable staff in Beneficiary Institutions acquire ICT literacy and secondly facilitate global visibility of the Institutions through the development of a responsive, robust, interactive and informative website. The intervention will gradually encompass other areas of ICT needs depending on the policy direction of the Fund.

TETFund has identified the need for Beneficiary Institutions to apply this initial phase of the intervention line in addressing the following:

I. The remodeling of Beneficiary Institution's Website to improve usability, showcase TETFund projects and increase the visibility of the institutions thus contributing to improve their ranking; and

II. The training of teaching and non-teaching staff of the beneficiary institutions to improve their computer awareness and use of ICT tools towards improving the teaching and learning environment.

2.0 ALLOCATION DISTRIBUTION:

70%   - Training of Personnel
30%   - Website Development

3.0 WEBSITE REQUIREMENTS:

3.1 Features include but not limited to:

1. Website should have .edu.ng extension.
2. Homepage with a graphic element giving an overview of the Beneficiary Institution
3. Events/Calendar
4. FAQs
5. Search Engine Optimization
6. Google Analytics
7. Security Administration
8. User Friendly CMS
9. Quick Site Load Time

10. Social Media Integration
11. News Update
12. Horizontal/Vertical collapsible and responsive menu bar design
13. Quick links to all stakeholders sites
14. Pop-up Banner
15. Feedback Forms
16. Any other feature necessary.

3.2 Site Map is expected amongst others to be:

3.2.1

INFORMATIVE	INTERACTIVE	DYNAMIC
• Basic Information on the institution – Geographical location, Brief History, Area of coverage, Schematic Master Plan Layout, Geographical information • Mission Statement • Vision Statement • Core Values • Must have web address reflecting B.I.'s name ending with **" .edu.ng"** domain • Carry Institution's Logo • Courses Offered in the Institution • Admission Information • Administration and Heads of Schools/Faculties/Departments • Login Section for Staff & Students (Portal) • Must have a TETFund link that opens information on on-going and completed TETFund interventions across all lines with	• Easily useable • Easy to migrate and link • Responsive to inquiries • Colorful and Graphical • Responsive to all interfaces i.e. Desktop and Mobile devices.	• Information on current events • Information on upcoming events • Social Activities • Sporting Activities • Academic Year Calendar • Institution's Contact Information Details

S/N	Item	Implementation Structure (Site Map)
		illustrative photographs and year of intervention.

3.2.2 Site Map Compartments

The site map may be compartmentalized into the following:

S/N	Item	Implementation Structure (Site Map)

1	Main Menu	**About**
		• *Leadership,*
		• *Vision &Mission,*
		• *History, Traditions*
		• *Location*
		• *Ranking*
		• *Awards*
		• *etc.*
		Academics
		• *Faculties/Departments*
		• *Libraries*
		• *etc.*
		Admission
		• *Undergraduate*
		• *Post-graduate*
		• *etc.*
		Research
		• *Centres/Institutes*
		• *etc.*
		Campuses
		• *Campus A*
		• *Campus B*
		• *etc.*
		TETFund_Interventions (Pictorial, Database, Yearly Intervention etc.)
		• Special Intervention
		   ➤ High Impact Intervention
		   ➤ Zonal Intervention
		   ➤ Disaster Recovery
		   ➤ National Research Fund
		• Annual Intervention
		   ➤ *Physical Infrastructure/Program*

		Upgrade
		➢ *Academic Staff Training & Development*
		➢ *Library Development*
		➢ *Conference Attendance*
		➢ *Teaching Practice*
		➢ *Institution-Based Research*
		➢ *ICT Support*
		➢ *Academic Research Journal*
		➢ *TETFund Project Maintenance*
		➢ *Equipment Fabrication*
		➢ *Entrepreneurship*
		➢ *Academic Manuscript Development*
		Giving/Donations
		  • *Advancement: Fundraising*
		  • *Donor Form*
		  • *Types of Gifts*
		  • *Terms & Conditions*
		  • *etc.*
		Enterprises
		  • *Automobile Maintenance*
		  • *Dairy & Poultry Farm*
		  • *Institution Bookshop*
		  • *etc.*
		Contact_Us
		  • Contact Details
		  • Feedback Form

2.	Footer	**Calendars**
		  • *Academic Calendar*
		  • *Event Calendar*
		  • *Admission Calendar*
		  • *Recruitment Calendar*
		Careers
		  • *Vacancies*
		  • *Recruitment*
		Global Locations
		  • Location A

		• Location B
		• etc.
		Health & Safety
		    • *Police*
		    • *Institution Security*
		    • *Safety Alert*
		    • *Health Services*
		    • *Counselling & Psychological services*
		    • *etc.*
		News
		    • *Stories*
		    • *Media Highlights*
		    • *Most Recent News*
		    • *etc.*
		Alumni
		    • *Awards*
		    • *Events*
		    • *Online Community*
		    • *Projects*
		    • *Leadership*
		    • *Benefits & Resources*
		    • *About Us*
		    • *etc.*
		Students
		    • *Student Information*
		    • *Schedule of Classes*
		    • *Course Information*
		    • *Black Board (Portal)*
		    • *Financials*
		    • *Technical Services*
		    • *Work, Stores etc.*
		Social Media Links
		Sitemap

3.		

3.3   Training on Content Management and Website Administration

• Specify the CMS
• Provide training content for the specified CMS
• Provide the number of staff to be trained
• Provide the duration and associated cost etc**.**

3.4   Scope of Work

The services to be provided by the vendor should include but not limited to:

i. Collaborate and assist Beneficiary Institutions (B.Is) with implementing requested design changes, adhering to B.Is Communications and Graphics Standards Manual in implementing the following:

   a. Front-end coding (HTML, CSS, JavaScript, etc.)
   b. Back-end coding – preferably latest release of WordPress CMS, PHP, 3rd party APIs – (Gravity Forms, Pods) or latest release of Joomla or Drupal CMS.
   c. Responsive website design to work on all Desktop and Mobile devices

ii. Diagnose and implement solutions to technical and usability issues as they arise

iii. Apply website updates as requested by B.I

iv. Provide support for website security

v. Build digital version of Reports

vi. Respond to B.I communications via email, phone and other channels as needed

vii. Participate in strategic meetings with B.I as needed for the implementation of the website design

viii. Conduct minimum of a 5 day training with Beneficiary Institutions on website design using WordPress UX/UI design using Adobe XD and Digital Marketing or Joomla or Drupal.

3.5   Deliverables
   The following deliverables are expected from the selected vendor:
   i.   .edu.ng extension and hosted.
   ii.   Complete, functional and responsive website containing content (Photos, videos, data information etc.).
   iii.   Complete source code and plugins/extensions of the website build.
   iv.   User manual on updating/maintaining content management system by the Beneficiary Institution's ICT Department.
   v.   Physical deliverable of source code requirements to be made on two (2) or more DVDs/Flash drives.
   vi.   12 months support after website deployment and handover.
   vii.   The website should be hosted using HTTPS protocol.

3.6   Timeframe

The proposals for the 2016-2018 ICT Intervention must reach the Executive Secretary, Tertiary Education Trust Fund (TETFund) on or before close of Business, on May 31st 2019. Feasible timeframe for the project should be specified. This is not expected to go beyond 6 Months from receipt of 1st Tranche.

3.7   Qualification Required of Vendors
Vendor qualification requirement should include but not limited to the following:
   - Bureau of Public Procurement (BPP) requirements.
   - Proof of expertise in the subject area.
   - 5+ years of website design experience including:
      a. HTML, CSS, JavaScript
      b. Latest release of WordPress CMS (WP Engine, PHP, 3rd Party APIs - Gravity Forms, Pods etc.) or Latest release of Joomla CMS or Latest release of Drupal CMS
   - Any other requirement as may be stipulated by TETFund.

4.0   TRAINING REQUIREMENTS:
4.1   Training should encompass the following:
   - **International Computer Driving Licence (ICDL)** training module comprising of Base or Intermediate or Advance Modules;
   - Beneficiary Institution should choose which module to train on depending on the level of competency of staff;

- A certification and certificate of attendance should be obtained at the end of the training;
- Hands on Experience for the entire duration of training;
- To be run for NOT LESS THAN 5 working days/per batch of trainees;
- Participants should not be less than 50 persons on a minimum but could be more, based on available resources;
- Participants should be both TEACHING and NON-TEACHING Staff, drawn across the various departments within the institution;
- Certificates should bear original ICDL trademark and TETFund inscription;
- **List of Participants**, stating name, designation, status (teaching or non-teaching) and department should be forwarded in Excel format;
- Submission of **Training Schedule** to show training activity per day for the entire duration of the training;
- Details of **Proposed expenditure** for the training covering the amount allocated per percentage of the allocation shall be required;
- **Training Venue** should be at the Beneficiary Institution;
- **Training must be witnessed by TETFund staff who will monitor the sessions and TETFund should be notified at least Three (3) weeks to the date of the training;**
- Training to be facilitated by **Qualified and Certified ICDL Expert/Trainer** – Copy of Credential to be submitted to TETFund for vetting. Selection to be by competitive Due Process or BPP approval for selective tendering/sole sourcing;
- **Certificate of Participation** with full attendance to be issued to Participants and Copies forwarded to TETFund as proof and condition for the Final release. Also, record of attendance of the participants for each day with individual trainee's signatures to be forwarded to TETFund as proof of training for final payment.

4.2   Scope of work

The training shall include but not limited to the following:

1. **Base Modules** – ICDL Base modules certify skills that are considered essential skills because they are crucial for anyone who uses a computer to process.
- Computer Essentials – This Module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.

- Word Processing – This Module sets out essential concepts and skills relating to the ability to use a word processing application to create everyday letters and documents.
- Spreadsheets – This Module sets out essential concepts and skills relating to understanding the concept of spreadsheets and demonstrating an ability to use a spreadsheet to produce accurate work outputs.
- Online Essentials – This Module sets out concepts and skills relating to web browsing, effective information search, online communication and e-mail.

2. **Intermediate Modules** – The Intermediate Modules enables you develop your skills in knowledge areas that are appropriate for your everyday life, or for the job role.
- Using Databases – This Module develops work-based skills. It will enable you to understand the main concepts of databases and demonstrate the ability to use a database application.
- Presentation – This Module will enable you to demonstrate competence in using presentation tools on a computer. It will teach you to perform tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution.
- IT Security – Developed to enable you, the computer user identify and protect yourself and the organization from common security challenges when using ICT. It will also teach you how to operate safely when online.
- Online Collaboration – This Module teaches you how to effectively collaborate online/remote project, either for work or study. It sets out concept and skills relating to the setup and use of online collaborative tools, such as storage, productivity applications, and social media.
- Project Planning – This Module sets out essential concepts and skills relating to the ability to use project management software to prepare project plans and monitor projects including planning and managing time, costs, tasks and resources.

3. **Advanced Modules** – ICDL advanced modules will enable you to become a 'power user'/perform advanced actions in four of the most commonly used applications. Prior to taking the ICDL advanced module, it is recommended that you will already have successfully completed the Base and Intermediate modules, however this is not mandatory.

- Advanced Word Processing – This module will provide you with the ability to use the advanced features of word processing applications to enhance your work, improve productivity and save time.
- Advanced Database – The skills gained through this module will enable you maximize advanced database functions, in order to manage and analyse high volumes of data.
- Advanced Spreadsheets – Successful completion of this module will enable you to master the more advanced functions of spreadsheet applications, enabling you to produce more sophisticated reports and to perform complex mathematical and statistical calculations.
- Advanced Presentation – This module covers advanced presentation features that will allow you to use the presentation application to its full potential and to plan and design more effective presentations that have greater impact and that will better engage and involve an audience.

4.3   Deliverables

- All attendees are expected to acquire knowledge, certificate of attendance and certification on the module attended.
- Training manual on electronic format for all attendees.
- Copies of attendance photograph of participants, certificates awarded and attendance sheet signed by all participants to be forwarded to TETFund.

4.4   Time Frame

Feasible time-frame for the project should be specified. This is not expected to go beyond 6 Months from receipt of 1st Tranche.

4.5   Other Information Required
- Training Subject/Title;
- Training course content;
- Number of staff to be trained;
- Training duration;
- Qualification/Certifications of resource persons.

5.0 CRITERIA FOR RELEASES

5.1 The following requirements are to be fulfilled by each beneficiary institution before obtaining approval-in-principle for ICT Support Intervention Line from the Fund:

i. Beneficiary institutions must show evidence of a functional and properly constituted ICT Board or ICT Development Committee [ICTDC] which must have the Director, ICT of the Beneficiary Institution (BI) as a member. This committee meets and make recommendations to the head of Institution on matters relating to ICT;

ii. Submission of the ICT Policy (ICTP) document of the BI;

iii. Submission of ICT project list based on ICTDP of the BI and ICT item specifications in accordance with TETFund template for ICT Intervention;

iv. All submissions must be accompanied with the minutes of the meeting of the BI's ICT Development Committee;

v. All proposals must be submitted in hard copies to the Executive Secretary. Advance copy may be sent to es@tetfund.gov.ng

vi. All submissions must be accompanied with a covering letter signed by or on behalf of the head of the BI;

vii. Executive summary of the proposal by the institution should be included in the submission.

viii. 30% of the total allocation for the intervention year shall be used for BI website development/re-structuring to conform to TETFund specified BI "Website Template", while the remaining 70% shall be used for computer training as specified in the "Training Template".

In addition to the above requirements, beneficiary institutions should note that:

a. Once approval is granted for procurement/execution of ICT project, substitutions and/or changes in the approved specifications and terms of acquisition shall not be entertained;

b. Funds for ICT Support Intervention Line shall not be utilized for procurement of consumables or any other items that is not of direct academic benefit to the BI. Course materials other than Flash drives and CDs will not be entertained.

5.2 The releases for the intervention are recommended to be in two (2) tranches as follows:

i. **First (1st) Tranche: 85% (70% Training + 30% Web Design) - subject to:**
   a. Submission of Evidence of Due Process in selection of Trainer;
   b. Submission of Evidence of Due Process in selection of Web Designer;
   c. Submission of list of Participants for training reflecting the necessary composition as required;
   d. Submission of Training Schedule to show daily activity for the training duration;
   e. Submission of Proposed details of expenditure for the Training; and
   f. Submission of Web design proposal and cost;
   g. Copy of award letters.

ii. **Second (2nd) Tranche: 15% (70% Training + 30% Website) - subject to:**
   a. Effective functionality of the Website, which shall be verified in the TETFund Office by the recommending department, with the above listed requirements accommodated;
   b. Submission of evidence of training;
   c. Submission of Rendition of the 1st tranche; and
   d. Issuance of Internal Audit Unit Clearance Certificate

6.0   ADDITIONAL EXPLANATORY NOTES
   a) The Certificate of Participation should carry the logo of TETFund as Sponsor and that of the Beneficiary Institution and the original ICDL trademark for the trainer. The wording in the certificate should also reflect the fact that it is a "TETFUND-Sponsored" training. It should indicate the following as well:
   i.   Type of Training;
   ii.   Venue of Training;
   iii. Date of Training;
   iv.   The Trainer's Signature;
   v.   Signature of the Head of Institution; and

vi.   Date of issuance of Certificate

b) Beneficiaries should ensure they submit evidence of expenditure of the First (1st)
    Tranche to enable issuance of Internal Audit Unit (IAU) Clearance Certificate to
    access the final tranche.