

## **TERMS OF REFERENCE**

(Moodle Developer - MFU – WV Vietnam)

**Project name:** Moodle enhancement design work

**Report to:** Nguyen Thi Van Anh – L&D officer

**Effective date:** From 15/02/2024 to 15/07/2024

Micro Finance Program – World Vision Vietnam (MFU) is an independently managed program that promotes transformational development through the provision of micro financial services. MFU was established since 2006.

Micro Finance program's mission is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, insurance and savings within program areas. All aspects of the services that MF program delivers are built to lead the development of appropriate models, capacities and systems for Micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout Area Program (AP) communities.

MF Program is structured in two management levels: central office in Hanoi and branch office at provincial and/ or regional level. All direct transactions with clients including clients screening, loan processing and loan collection are carried out at communities' level through a network of local staff.

At present, MF Program is operation in 11 districts in 4 provinces in the north and central of Vietnam.

### **1. Objective**

To enhance Microfinance Program (Vietnam)'s Moodle platform by implementing comprehensive improvements encompassing security enhancements, robust reporting and analytics functionalities, mobile branding enhancements, Vietnamese language localization, and seamless H5P integration for mobile devices. The objective is to elevate the overall user experience, bolster security measures, and streamline platform effectiveness, catering to diverse user needs while ensuring mobile compatibility and language inclusivity.

### **2. Scope of work**

This scope of work outlines a comprehensive plan to enhance Microfinance Program (Vietnam)'s Moodle platform, encompassing security, design, functionality, language support, mobile optimization, and version upgrades.

1. Security Enhancement:
  - a. Conduct a comprehensive security audit to identify vulnerabilities.
  - b. Implement necessary security measures to fortify the Moodle platform against potential threats and ensure compliance with industry standards.
2. Reporting and Analytics:
  - a. Develop customized reporting features and analytics tools to provide insights into user activity, course performance, and engagement metrics.
3. Mobile Branding, Optimization & H5P Integration:
  - a. Enhance mobile interface and branding elements to ensure a consistent and user-friendly experience across various devices.
  - b. Configure and optimize H5P interactive content for seamless accessibility and functionality on mobile devices.
  - c. Ensure compatibility and smooth performance of H5P activities on mobile platforms.
4. Vietnamese Language Localization:
  - a. Translate platform content and user interface elements into Vietnamese for improved accessibility.
5. Testing and Quality Assurance:
  - a. Conduct rigorous testing across desktop and mobile platforms to validate security measures, interface enhancements, language localization, and H5P integration.
  - b. Address any identified issues and fine-tune the platform to ensure optimal performance.
6. End User Training:
  - a. Conduct training sessions for Microfinance Program (Vietnam)'s staff on using new functionalities and managing the platform effectively.
7. Project Management and Timeline:
  - a. Define a project timeline and milestones for seamless execution of tasks.
  - b. Allocate resources and manage project progress, ensuring timely completion of each phase.
8. Post-Implementation Support:
  - a. Offer post-implementation support and maintenance to address any arising issues and ensure the continued smooth operation of the Moodle platform.

3. **Dedicated resource model:**

The Dedicated Developer Model is an engagement strategy that involves assigning specialized experts exclusively to this project. This approach ensures focused attention on MFU's Moodle platform and UI/UX design requirements. We are searching dedicated experts to assist with MFU's Moodle platform enhancements.

1. Senior Moodle Developer:
  - a. Role: Full-time resource responsible for overall Moodle system enhancements (translation in Vietnamese, enrolment & grades...), security updates, and system upgrades.
  - b. Skills: Proficient in Moodle development, security protocols, and version control.
2. Mobile Developer:
  - a. Role: Focused on mobile app integration, H5P optimization for mobile, translation in Vietnamese and branding alignment for the Moodle mobile app.
  - b. Skills: Expertise in mobile development, Moodle app integration, and H5P compatibility for mobile devices.

#### **4. Support and Maintenance Plan:**

Additionally, we can request a comprehensive support and maintenance plan post-initial engagement. This plan will outline ongoing support, regular maintenance, and any necessary enhancements or modifications required to ensure the sustained efficiency and effectiveness of MFU's Moodle platform.

#### **5. Assumptions**

1. We assume Moodle consultant will have full access to the existing Moodle instance, including necessary server access and administrative privileges.
2. All necessary permissions and credentials will be provided for data backup and software installation.
3. The client will be responsible for communicating the scheduled maintenance to their users.
4. The client will be available and will have active involvement and timely feedback throughout the engagement is crucial for decision-making, issue resolution, and user communication.

#### **6. Consultancy Fees**

The consultancy fee is based on the experience and competence of the consultant(s).

The consultant is responsible for paying PIT tax in accordance with Vietnamese law. The project will deduct PIT before paying the consulting fee.

#### **7. Terms and forms of payment**

The payment will be made by bank transfer before and after the work is completed and the output is accepted by WVI-V.

#### **8. Proposal Acceptance**

This Statement of work comprehensively outlines the services to be provided. We, the undersigned parties, hereby acknowledge our understanding of the contents of this SOW and accept its terms and conditions.