REQUEST FOR EXPRESSION OF INTEREST

ENGAGEMENT OF AN ELECTRONIC LEARNING MANAGEMENT SYSTEM (E-LMS) PROVIDER (FIRM)
REI No. KC-NCDDP/17-DSWD- 002
(PR No. 2017103553)

1. Republic of the Philippines, through the Department of Social Welfare and Development (DSWD) KALAHI-CIDSS - National Community Driven Development Project (KC-NCDDP), has received a loan (Loan Agreement No.8335-PH) from the International Bank for Reconstruction and Development (IBRD) and intends to apply part of the loan to payments under the contract for the **Engagement of an Electronic Learning Management System (Firm).**

2. Ultimately, the establishment of an E-LMS envisions to enhance the following program components - training, staff onboarding process, coaching and mentoring, feedbacking and performance management, stakeholder engagement, and knowledge management.

   Specifically, this Project aims to:

   a. Establish an E-LMS which will serve as a platform for Program and community trainings, storage of learning materials, monitoring and tracking of learning progress and performance of Program staff, community volunteers, barangay LGU officials, and community members;
   b. Develop SCORM-compliant modules, short animated graphic and digital stop motion videos that will be installed in the E-LMS; and
   c. Train Program staff on E-LMS utilization and on SCORM module development.

3. The service provider/firm is expected to perform the following duties:

   A. Development and Deployment of E-LMS.

   1. Design, develop, and establish an E-LMS for KALAHI-CIDSS-NCDDP with the following features:

      a. Has web-based and offline system;
      b. Has desktop and mobile application that can be used both online (to access and download courses, and synchronize progress, quiz and assessment results) and offline (to work on downloaded modules and courses);
      c. Allows creation of different user account types (either through personal account registration or pre-made accounts), management of created accounts, customization of access rights and permissions, and creation of user profiles and customization of profile fields;
      d. With customizable design;

         - Has simple, intuitive user interface

- Has responsive and customizable themes and layout for specific courses and accounts
- With dashboards for specific courses and accounts
- Customizable main menu
- Customizable icons for courses, modules, and accounts
- Allows dashboard personalization

e. Provides a flexible and easy to use content management tool;

- Allows Administrators and Managers to create page, upload and edit courses, learning programs, and content with easy to use content uploading and editing tools
- Allows a wide range of files and formats (videos, audio, photos, PDF, PPT, doc)
- With ready to use customizable course catalogues and templates
- SCORM-compliant
- Has built-in search functions and buttons
- Allows content classification and groupings through the use of tags

f. Allows various learning and activity types;

- Synchronous and asynchronous activities
- Online and offline learning
- Mobile learning and social learning
- Collaborative activities
- Assignments, quizzes, tests, and games
- Discussions, forums, chat, and messaging
- Bulk messaging
- Posting, submission, and storage of assignments, documents, and reports
- Announcement, reminders, and other board posts
- Surveys, evaluations, and assessments

g. Has tracking and monitoring functions;

- Allows setting of deadlines, priorities, and schedules of activities
- Records learning progress and competencies
- Records attendance and sign-in sheet
- Notifies users for new course posting, alerts, tasks, and other announcements
- Sets, tracks, and monitors activity and course completion
- Has points, scoring, grading and badges system and certificates
- Allows feedbacking

h. Generates reports such as but not limited to the following:

- Statistical reports
- User utilization
- Scores, grades, badges, and certificates acquired
- Progress and competency reports

i. With IT and technical support;

- Allows password resets
- Has online and offline help feature
- Has technical support service center and hotline
- Can be hosted through Cloud and be linked with DSWD-KALAHI-CIDSS-NCDDP server

- Can be linked with DSWD KALAHI-CIDSS-NCDDP Program Information Management System

2. Provide customer service and technical support (e.g. troubleshooting, resolving system issues) to E-LMS administrators and users for up to 6 months after Project completion;

3. Provide server and backup plan for the application

B. Development of Electronic Training Modules and Learning Materials

1. Conceptualize, plan, design, and produce the following learning products in consultation with the NPMO and in line with the Program's training requirements and objectives:
   - 5 SCORM-compliant modules (containing short animated graphic videos; digital stop motion videos with original concept, graphics, and musical scoring; quizzes; exams; and assessments)
   - themes and templates for E-LMS modules and courses; and
   - graphics and icon bank for easy customization of E-LMS dashboard, modules, courses, and user profiles;

2. Coordinate and work with the NPMO to identify appropriate training and learning approaches and recommend modifications and solutions to improve quality of activities;

3. Provide complete production staff (such as but not limited to graphic artist, scriptwriter, videographer, video and sound editor, talents) and necessary equipment (such as but not limited to animation and graphic design software, video and sound editing software, audio and sound equipment)

C. Technology and Knowledge Transfer

1. Train NPMO Staff on E-LMS desktop and mobile application utilization and SCORM module development;

2. Develop and provide Technical Manual for Administrators (to include ERD, installation and deployment of the application to server or mobile phones) and User Manual for Managers and Trainers as part of the knowledge transfer;

3. For all components, the service provider shall ensure that pertinent skills, knowledge, technologies, methods of production and products are transmitted to and learned by DSWD KALAHI-CIDSS-NCDDP NPMO staff.

The Service Provider/Firm is also expected to:

- Provide copies of all E-LMS content (SCORM modules, short animated graphic and digital stop motion videos, graphics/icons bank, themes and templates for E-LMS modules and courses) including raw files;
- Provide complete production, technical, and support staff including necessary equipment for the Project;
- Ensure commitments and deadlines set by the NPMO are met and reprioritize as needed to complete timely delivery of project outputs;
- Monitor and track project performance from inception to completion;
- Submit accomplishment reports showing progress in the development of the E-LMS, SCORM-compliant modules, short animated graphic and digital stop motion videos;

- Make necessary research in order to understand DSWD KALAHI-CIDSS-NCDDP implementation; and
- Carry out all other tasks called for to ensure work quality

4. The proposed Project will be implemented in two and a half (2.5) months or ten (10) weeks.

5. Qualifications and Standards

A. Firm Qualifications

The Service Provider/Firm must:

- Have at least three (3) years of progressive experience and proven track record in the development, design, and deployment of websites, management systems, or E-governance projects;
- Have at least three (3) years of experience working on digital and multimedia content and game/application development;
- Be able to provide full staffing and equipment for the pre-production, production, post-production, deployment, installation, and training component of this project;
- Have a compiled company portfolio of completed ICT-related projects for demonstration;
- Experience in working with the government is an advantage; and
- Having received awards or recognition is an advantage

B. Staff Qualifications

This project requires the firm to provide the following key personnel:

1. **Overall Project Manager:** In-charge of the management and quality control, including financial and human resource management and coordination of Project team; development of operation and implementation plan of the Project; coordination with DSWD KALAHI-CIDSS-NCDDP on the progress and issues affecting delivery of the required services

   - Must have at least four (4) year degree in Information Technology (IT), Management, or related studies, preferably with focus on systems development, design and programming, or capacity-building;
   - Must have at least three (3) years of experience managing IT and or Training-related projects

2. **E-LMS Developer:** Lead in the development, customization, deployment, administration, and maintenance of the E-LMS desktop and mobile application; installation of SCORM modules and video content in the E-LMS; provision of technical support to NPMO

   - Must have at least four (4) year degree in Information Technology (IT) or related studies, preferably with focus on systems development, design and programming;
   - Must have at least three (3) years of experience managing IT and or Training-related projects

3. **Electronic Training Modules Developer:** Overall in-charge of the conceptualization and development of scripts, plans, SCORM modules and video content; synchronization of content to the E-LMS;

- Must have at least four (4) year degree in Education, Communication, Multimedia Arts, or related studies, preferably with focus on multimedia production;
- Must have at least three (3) years of experience in the multimedia production industry particularly in the conceptualization and production of animated graphic videos

C. Documentary Requirements for
Interested service providers/firm should provide the following:

- Company profile and portfolio;
- Business permit;
- CVs of Project team;
- At least three (3) samples, which should cover each of the components of the project (i.e. sample E-LMS desktop and mobile application developed, sample SCORM module, sample animated graphic videos or digital stop motion videos);
- Proposed operation and implementation plan for this E-LMS Project;
- Detailed cost breakdown for this budget, including the allocation for the entire Project

Short-listed applicants will be called for an interview to provide a 15-minute presentation, following the outline below:

A. Initial design of the E-LMS
B. Features of the E-LMS
C. Sample modules (SCORM, courses, quizzes, exams and assessments)
D. Proposed timeframe
E. Budget breakdown

6. Deliverables and Payment

Deliverable	Tranche
1. Concept design and mock-up of E-LMS desktop and mobile application 2. Concept design of SCORM modules 3. Storyboard, script, and concept design of short animated graphic and digital stop motion videos	25%
4. Finalized E-LMS desktop and mobile application 5. Finalized SCORM modules 6. Finalized short animated graphic and digital stop motion videos	50%
7. Deployment of E-LMS with installed SCORM modules, short animated graphic and digital stop motion videos 8. Conduct of trainings for NPMO Staff 9. Technical Manual 10. User Manual	25%

7. Implementation Arrangements.

    The service provider/firm and overall project manager shall report directly to the National Program Manager, Deputy National Program Managers in coordination with the National DRRM Support Coordinator, and DRRM Technical Support Team. The service provider/firm is also expected to work closely with other key KC-NCDDP staff.

8. The DSWD now invites interested consulting firm to indicate their interest in providing the services. Interested consultancy firms must submit their Expression of Interest (EOI). The EOI must include the following information: a) Profile and Portfolio of the Firm; b) Business Permit; c) Curriculum Vitae's of Project Team; d) Provide at least three (3) samples, which should cover each of the components of the project (i.e. sample E-LMS desktop and mobile application developed, sample SCORM module, sample animated graphic videos or digital stop motion videos); e) Proposed operation and implementation plan for this E-LMS Project; and f) Detailed cost breakdown for the budget, including the allocation for the entire Project.

    Further, short-listed applicants will be invited for an interview to provide a 15-minute presentation on the following the outline below:

    - Initial design of the E-LMS
    - Features of the E-LMS
    - Sample modules (SCORM, courses, quizzes, exams and assessments)
    - Proposed timeframe
    - Budget breakdown

9. The consulting firm shall be selected through World Bank – Consultant Qualification Selection (CQS) procedure in accordance with Program Procurement Guidelines for National Program Management Office (NPMO) and Regional Management Office (August 2014). Interested consulting firm may view the Terms of Reference (TOR) for the engagement at **www.dswd.gov.ph** and must submit their EOI at the address below or through email at **bacsec@dswd.gov.ph** not later than 05:00 p.m. of **15 December 2017**.

THE CHAIRPERSON
DSWD Bids and Awards Committee - II
c/o BAC Secretariat, Procurement Service
DSWD Central Office
IBP Road, Constitution Hills, Quezon City
Fax No. (02) 951-7116
Telephone Nos. (02) 931-8101 to 07 Local 122 or 124

(Original Signed)
NOEL M. MACALALAD
Assistant Secretary and
Bids and Awards Committee-II Chairperson

Terms of Reference

Engagement of an Electronic-Learning Management System Provider (Firm)

I.   Background

Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services National Community-Driven Development Program (KALAHI-CIDSS NCDDP) provides capacity-building interventions to enable communities and citizens to undertake localized solutions to their identified problems and take part in local decision-making and development process. Before community-chosen priorities are turned into plans and subprojects, citizens, together with their barangay local governments, undergo social preparation and capability building activities to strengthen their individual, organizational, and institutional capacities.

Various internal organizational reviews and studies revealed several issues and challenges that inhibit continuous capacity development and Program implementation. These include high staff turnover, onboarding difficulties, ineffective knowledge management strategy, lack of monitoring and inability to capture learning outcomes, and unsustained stakeholder engagement. These gaps often lead to a cycle of knowledge loss and constant repetitious trainings that affect the Program operations and continuity of initiatives.

As teaching techniques continue to evolve, it is necessary to bolster Program capacity enhancement activities to stimulate a more effective learning environment. An innovation in the learning and teaching arena involves the use of technology through blended learning. This method combines learning methods such as traditional face-to-face setting and online learning. Various studies and experiences have shown the huge potential of technology for blended learning in boosting the performance and motivation of learners[1] and in reinforcing capacity-building interventions.

The adoption of such method in community trainings would require KALAHI-CIDSS-NCDDP to acquire an Electronic-Learning Management System (E-LMS) given that capacity building activities are only conducted in traditional face-to-face setting and the existing e-Learning feature of the Program Information Management System (PIMS) is only exclusive for staff use. The PIMS'

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[1] Some of these studies include: Cechova, I. (2013). Retrieved from
https://www.researchgate.net/publication/288051241_Blended_learning_as_a_means_to_enhance_students%27
_motivation_and_to_improve_self-governed_learning.; Kintu, M., Zhu, C., & Kagambe, E. (2016). Retrieved from
https://educationaltechnologyjournal.springeropen.com/articles/10.1186/s41239-017-0043-4; Radosavlevikj, N.
(2016). Retrieved from https://www.cjv.muni.cz/cs/wp-content/uploads/sites/2/2016/04/cr-2-15-16-
radosavlevikj.pdf; and Schober, A. (2012). Retrieved from http://online-journals.org/index.php/i-
jet/article/view/2326/2372.

e-Learning also lacks tracking tools, prohibits uploading of videos, and limits social, collaborative, and gamified learning.

The use of E-LMS is a good strategy to ensure accessible, efficient, and organized conduct and management of capacity building activities. Aside from being a repository of learning materials available online and offline, the E-LMS acts as a strategic tool and platform for the administration, documentation, tracking, reporting and delivery of trainings and other related activities. Most E-LMS also possess other useful features such as performance and progress tracking, analytical tools, gamification, collaborative learning, social groups, forums, and discussions.

The utilization of E-LMS and popular, engaging, and game-based content in community trainings is an advantage to Program facilitators (Area and Municipal Coordinating Teams or ACTs and MCTs), and to communities and barangays, particularly those in far-flung areas. It lessens costs, time, and energy spent on traditional trainings and provides learners the opportunity to manage their own time, and decide on their learning pace. The E-LMS also simplifies the learning process since modules and courses are digested, easier to comprehend and made in a popular approach.

Hence, the National Program Management Office (NPMO) deems it necessary to engage a service provider/firm who will (1) establish a functionally rich, interactive, and intuitive E-LMS; (2) develop SCORM-compliant modules; (3) produce short animated graphic and digital stop motion videos; and (4) train the Program staff on E-LMS utilization.

II. Objectives

Ultimately, the establishment of an E-LMS envisions to enhance the following Program components – training, staff onboarding process, coaching and mentoring, feedbacking and performance management, stakeholder engagement, and knowledge management.

Specifically, this Project aims to:

1. Establish an E-LMS which will serve as a platform for Program and community trainings, storage of learning materials, monitoring and tracking of learning progress and performance of Program staff, community volunteers, barangay LGU officials, and community members;
2. Develop SCORM-compliant modules, short animated graphic and digital stop motion videos that will be installed in the E-LMS; and
3. Train Program staff on E-LMS utilization and on SCORM module development.

III. Scope of Work

The service provider/firm is expected to perform the following duties:

A. Development and Deployment of E-LMS

1. Design, develop, and establish an E-LMS for KALAHI-CIDSS-NCDDP with the following features:
   a. Has web-based and offline system;
   b. Has desktop and mobile application that can be used both online (to access and download courses, and synchronize progress, quiz and assessment results) and offline (to work on downloaded modules and courses);
   c. Allows creation of different user account types (either through personal account registration or pre-made accounts), management of created accounts, customization of access rights and permissions, and creation of user profiles and customization of profile fields;
   d. With customizable design;
      - Has simple, intuitive user interface
      - Has responsive and customizable themes and layout for specific courses and accounts
      - With dashboards for specific courses and accounts
      - Customizable main menu
      - Customizable icons for courses, modules, and accounts
      - Allows dashboard personalization
   e. Provides a flexible and easy to use content management tool;
      - Allows Administrators and Managers to create page, upload and edit courses, learning programs, and content with easy to use content uploading and editing tools
      - Allows a wide range of files and formats (videos, audio, photos, PDF, PPT, doc)
      - With ready to use customizable course catalogues and templates
      - SCORM-compliant
      - Has built-in search functions and buttons
      - Allows content classification and groupings through the use of tags
   f. Allows various learning and activity types;
      - Synchronous and asynchronous activities
      - Online and offline learning
      - Mobile learning and social learning
      - Collaborative activities
      - Assignments, quizzes, tests, and games
      - Discussions, forums, chat, and messaging
      - Bulk messaging
      - Posting, submission, and storage of assignments, documents, and reports
      - Announcement, reminders, and other board posts
      - Surveys, evaluations, and assessments

g. Has tracking and monitoring functions;
   - Allows setting of deadlines, priorities, and schedules of activities
   - Records learning progress and competencies
   - Records attendance and sign-in sheet
   - Notifies users for new course posting, alerts, tasks, and other announcements
   - Sets, tracks, and monitors activity and course completion
   - Has points, scoring, grading and badges system and certificates
   - Allows feedbacking
h. Generates reports such as but not limited to the following:
   - Statistical reports
   - User utilization
   - Scores, grades, badges, and certificates acquired
   - Progress and competency reports
i. With IT and technical support;
   - Allows password resets
   - Has online and offline help feature
   - Has technical support service center and hotline
   - Can be hosted through Cloud and be linked with DSWD-KALAHI-CIDSS-NCDDP server
   - Can be linked with DSWD KALAHI-CIDSS-NCDDP Program Information Management System

2. Provide customer service and technical support (e.g. troubleshooting, resolving system issues) to E-LMS administrators and users for up to 6 months after Project completion;
3. Provide server and backup plan for the application

B. Development of Electronic Training Modules and Learning Materials

1. Conceptualize, plan, design, and produce the following learning products in consultation with the NPMO and in line with the Program's training requirements and objectives:
   - 5 SCORM-compliant modules (containing short animated graphic videos; digital stop motion videos with original concept, graphics, and musical scoring; quizzes; exams; and assessments)
   - themes and templates for E-LMS modules and courses; and
   - graphics and icon bank for easy customization of E-LMS dashboard, modules, courses, and user profiles;
2. Coordinate and work with the NPMO to identify appropriate training and learning approaches and recommend modifications and solutions to improve quality of activities;
3. Provide complete production staff (such as but not limited to graphic artist, scriptwriter, videographer, video and sound editor, talents) and necessary equipment (such as but not limited to animation and graphic design software, video and sound editing software, audio and sound equipment)

C. Technology and Knowledge Transfer

1. Train NPMO Staff on E-LMS desktop and mobile application utilization and SCORM module development;
2. Develop and provide Technical Manual for Administrators (to include ERD, installation and deployment of the application to server or mobile phones) and User Manual for Managers and Trainers as part of the knowledge transfer;
3. For all components, the service provider shall ensure that pertinent skills, knowledge, technologies, methods of production and products are transmitted to and learned by DSWD KALAHI-CIDSS-NCDDP NPMO staff.

The Service Provider/Firm is also expected to:

- Provide copies of all E-LMS content (SCORM modules, short animated graphic and digital stop motion videos, graphics/icons bank, themes and templates for E-LMS modules and courses) including raw files;
- Provide complete production, technical, and support staff including necessary equipment for the Project;
- Ensure commitments and deadlines set by the NPMO are met and reprioritize as needed to complete timely delivery of project outputs;
- Monitor and track project performance from inception to completion;
- Submit accomplishment reports showing progress in the development of the E-LMS, SCORM-compliant modules, short animated graphic and digital stop motion videos;
- Make necessary research in order to understand DSWD KALAHI-CIDSS-NCDDP implementation; and
- Carry out all other tasks called for to ensure work quality

IV. Proposed Timeline

The proposed Project will be implemented in two and a half (2.5) months or ten (10) weeks, as shown in the timeline below:

Main Activities	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10
1. Development of (a) concept design and mock-up of E-LMS desktop and mobile application; (b) concept design of SCORM modules; (c) storyboard, script, and concept design of short animated graphic and digital stop motion videos	▓	▓	▓	▓						
2. Finalization of (a) E-LMS desktop and mobile application; (b) SCORM modules; (c) short animated graphic and digital stop motion videos					▓	▓	▓			

Activity									
3. Installation of SCORM-compliant modules, short animated graphic and digital stop motion videos, and quizzes/games in the E-LMS								▓	
4. Deployment of E-LMS desktop and mobile application								▓	▓
5. Conduct of trainings								▓	▓
6. Submission of Technical and User Manual								▓	▓

V. Budget

The proposed budget for the project is Php 5,950,000.00 to be charged against KC-NCDDP funds. This amount is based on the attached market survey. The budget breakdown is as follows:

ITEMS	AMOUNT (PhP)
Components 1: Development and deployment of E-LMS (includes set-up, configuration, plug-ins, warranty support, server setup, maintenance, and technical support)	
E-LMS desktop application	Php 2,100,000.00
E-LMS mobile application	Php 450,000.00
Provision of back-up and server	Php 700,000.00
Component 2: Development of Electronic Training Modules and Learning Materials (includes SCORM-compliant modules, short animated graphic and digital stop motion videos, E-LMS themes and templates, graphics and icons bank)	Php 2,500,000.00
Component 3: Technology and Knowledge Transfer	Php 200,000.00
TOTAL	**Php 5,950,000.00**

The budget for this project is inclusive of expenses that may be incurred by the service provider during the course of this project such as but not limited to transportation and accommodation expenses during the trainings, taxes, and other government obligations.

VI. Qualifications and Standards

A. Firm Qualifications

The Service Provider/Firm must:
- Have at least three (3) years of progressive experience and proven track record in the development, design, and deployment of websites, management systems, or E-governance projects;
- Have at least three (3) years of experience working on digital and multimedia content and game/application development;
- Be able to provide full staffing and equipment for the pre-production, production, post-production, deployment, installation, and training component of this project;
- Have a compiled company portfolio of completed ICT-related projects for demonstration;
- Experience in working with the government is an advantage; and
- Having received awards or recognition is an advantage

B. Staff Qualifications

This project requires the firm to provide the following key personnel:
1. **Overall Project Manager**: In-charge of the management and quality control, including financial and human resource management and coordination of Project team; development of operation and implementation plan of the Project; coordination with DSWD KALAHI-CIDSS-NCDDP on the progress and issues affecting delivery of the required services
   - Must have at least four (4) year degree in Information Technology (IT), Management, or related studies, preferably with focus on systems development, design and programming, or capacity-building;
   - Must have at least three (3) years of experience managing IT and or Training-related projects
2. **E-LMS Developer**: Lead in the development, customization, deployment, administration, and maintenance of the E-LMS desktop and mobile application; installation of SCORM modules and video content in the E-LMS; provision of technical support to NPMO
   - Must have at least four (4) year degree in Information Technology (IT) or related studies, preferably with focus on systems development, design and programming;
   - Must have at least three (3) years of experience managing IT and or Training-related projects
3. **Electronic Training Modules Developer**: Overall in-charge of the conceptualization and development of scripts, plans, SCORM modules and video content; synchronization of content to the E-LMS;
   - Must have at least four (4) year degree in Education, Communication, Multimedia Arts, or related studies, preferably with focus on multimedia production;

- Must have at least three (3) years of experience in the multimedia production industry particularly in the conceptualization and production of animated graphic videos

C. Documentary Requirements for Bidding

Interested service providers/firm should provide the following:
- Company profile and portfolio;
- Business permit;
- CVs of Project team;
- At least three (3) samples, which should cover each of the components of the project (i.e. sample E-LMS desktop and mobile application developed, sample SCORM module, sample animated graphic videos or digital stop motion videos);
- Proposed operation and implementation plan for this E-LMS Project;
- Detailed cost breakdown for this budget, including the allocation for the entire Project

Short-listed applicants will be called for an interview to provide a 15-minute presentation, following the outline below:
A. Initial design of the E-LMS
B. Features of the E-LMS
C. Sample modules (SCORM, courses, quizzes, exams and assessments)
D. Proposed timeframe
E. Budget breakdown

VII. Deliverables and Payment

Deliverable	Tranche
1. Concept design and mock-up of E-LMS desktop and mobile application 2. Concept design of SCORM modules 3. Storyboard, script, and concept design of short animated graphic and digital stop motion videos	25%
4. Finalized E-LMS desktop and mobile application 5. Finalized SCORM modules 6. Finalized short animated graphic and digital stop motion videos	50%
7. Deployment of E-LMS with installed SCORM modules, short animated graphic and digital stop motion videos 8. Conduct of trainings for NPMO Staff 9. Technical Manual 10. User Manual	25%

VIII. Delivery Site

KALAHI-CIDSS-National Community-Driven Development Program
National Program Management Office
Department of Social Welfare and Development - Central Office
Batasan Complex, Constitution Hills
Quezon City

IX. Implementation Arrangements

The service provider/firm and overall project manager shall report directly to the National Program Manager, Deputy National Program Managers in coordination with the National DRRM Support Coordinator, and DRRM Technical Support Team. The service provider/firm is also expected to work closely with other key KC-NCDDP staff.

Prepared by: Noted by: