**Terms of Reference**

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| **Position: DHTI Training Platform TOR** |

**Background:**

The Federal Ministry of Health, through the National AIDS/STIs Control Programme (NASCP), leads Nigeria’s HIV response and is committed to strengthening the health system to improve quality service delivery and access for people living with HIV (PLHIV). To date, NASCP has leveraged the SPICE video-conferencing platform and supported development of modular training on HIV care and treatment. These modules support ongoing professional development but are constrained by infrastructure limitations and logistical barriers particularly for healthcare workers in remote and hard-to-reach areas.

To address these challenges, NASCP’s Digital Health Institute (DHI), a key component of the Nigeria Digital Health Initiative (NDHI), is embarking on a comprehensive digital transformation of its learning portfolio. By adopting an interactive online platform. Digital Health Institute (DHI) aims to deliver high-quality, self-paced courses and virtual sessions, underpinned by robust analytics and seamless integration with national health systems.

In light of these, NASCP now seeks a qualified vendor to design, develop, deploy and support a robust web-based learning solutions in order to broaden educational reach, enhance learners’ engagement and ultimately elevate HIV service delivery across Nigeria.

**Objectives and Purposes**

* Transition NASCP’s traditional training curriculum into a comprehensive digital learning ecosystem, featuring interactive modules, formative assessments, multimedia-rich content, and intuitive user interfaces.
* Ensure the digital solution adheres to e-learning best practices and industry standards, providing seamless engagement, robust analytics, and secure learner tracking.
* Create a centralized, accessible platform that supports continuous professional development for healthcare workers.
* Leverage multimedia and simulation tools to address different learning styles, reinforce critical skills, and maximize knowledge retention.

**Scope of Work and key responsibilities**

The vendor shall deliver a fully web-based Learning Management System (LMS) with the following functionality and services:

* **Platform Architecture & Design**
  + Architect a flexible, scalable, multi-tenant system to support future expansion.
  + Produce detailed system design, including data models and API specifications and UI wireframes.
* **Content Management System (CMS)**
  + Dynamic upload, tagging, search and download of course materials (video, audio, PDF, PPT, DOCX, etc.).
  + Track and report “hit/view/download” counts.
  + Role-based permissions to control who may upload, publish or download content.
* **Multimedia Content Management**
  + On-demand video streaming (live and recorded).
  + Support for two-way real-time audio/video chat during live sessions.
  + Integration of animations, simulations or interactive elements as needed.
* **Course & Assessment Engine**
  + Create, manage and schedule course plans and modules.
  + Build a customizable assessment system (quizzes, assignments, scenario simulations).
  + Auto-generate certificates upon successful completion.
* **Dashboard & Analytics**
  + Tabular and graphical reports showing:
    - Number of enrolled, completed and unsuccessful learners
    - Score distributions and pass-fail rates
    - Module-level engagement metrics
  + Dashboard widgets to be defined during the design phase.
* **E-communication Module**
  + Send targeted emails (and SMS, if required) to user segments.
  + Produce delivery reports and logs.
  + Embed a searchable FAQ section with administrator‐managed answers.
* **User Management & Security**
  + Support registration via email, mobile number or national ID.
  + Enforce password policies (minimum length, complexity), encrypted credential storage and reset workflows.
  + Role-wise credential system for fine-grained access control.
  + Comprehensive user‐action logging and audit trails.
  + Apply OWASP Top 10 and industry-standard application-level security controls.
* **Hosting, Domain & DevOps**
  + Procure and maintain domain(s) and SSL certificates for the project development duration.
  + Provision cloud hosting (minimum 1 TB storage), automated backups and auto-archiving.
  + Establish a CI/CD pipeline for code deployments and database migrations.
* **Testing & Quality Assurance**
  + Module integration, load/performance and security testing (penetration tests).
  + Bug-tracking and resolution workflow; remediate all critical/major defects before go-live.
* **Documentation & Training Materials**
  + User Requirement Specification (URS) and System Requirement Specification (SRS).
  + Technical design, installation and configuration guides.
  + Administrator and end-user manuals.
* **Content Maintenance & Updates**
  + Regularly update course material throughout the project development period to reflect evolving best practices.
  + Manage versioning and archival of outdated modules.
* **Learner Feedback & Support**
  + In-platform feedback submission mechanism.
  + On-demand help desk or ticketing support.
* **Backup & Disaster Recovery**
  + Implement periodical and instant data backups.
  + Define and test disaster-recovery procedures.
* **Future-Ready Enhancements**
  + Ensure API extensibility for potential mobile-app or third-party integrations.
* **Additional Tasks**
  + Any other duties as directed by the DHI Secretariat, provided they fall within the web-based scope.
  + Training sessions for end-users and administrators.
  + Technical support and maintenance plan.

**Qualification Requirements**

**Corporate & Regulatory Compliance;**

* Registered with the Corporate Affairs Commission (CAC) of Nigeria, with valid Certificate of Incorporation.
* Possession of a current Tax Identification Number (TIN) and Value-Added Tax (VAT) registration.
* Evidence of compliance with the Nigeria Data Protection Regulation (NDPR) and any relevant NITDA guidelines for digital health solutions.

**Experience & Track Records**

* Minimum **5 years** of proven experience in designing, developing and deploying web-based Learning Management Systems (LMS) or e-learning platforms.
* At least **2 completed projects** for clients in Nigeria or Sub-Saharan Africa.
* Demonstrated success in digitizing traditional curricula and delivering capacity-building solutions for healthcare workers.

**Instructional Design & Content Development**

* Proficiency in adult-learning and instructional-design principles, with samples of interactive, simulation-based modules.
* Track record in producing multimedia content (video, audio, infographics) and managing iterative content updates.

**Technical & Integration Expertise**

* Strong skills in modern web frameworks (Node.js, Python/Django, PHP/Laravel) and cloud platforms (AWS, Azure).
* Experience building RESTful APIs.

**Quality Assurance & Security**

* Established QA processes covering unit, integration, performance and security testing.
* Demonstrable procedures for user acceptance testing (UAT) and defect tracking/resolution.

**Project Management & Team Composition**

* Excellent project management skills and the ability to meet deadlines

**Finance & Logistics Capacity**

* Audited financial statements for the last **two** years demonstrating stability.
* Local presence in Nigeria with adequate office infrastructure and technical support capabilities.

**Timeline & Deliverables**

# The implementation of this project is expected to span a period of three months. The table below outlines the key deliverables alongside their corresponding estimated completion dates, ensuring a structured and timely execution of all project components.

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| **S/N** | **Activity** | **Duration** | **Estimated Completion Date** |
| 1 | Conduct background scoping, research, inception report, and share system architecture with detailed workplan | 7 days | 1st week after contract signing |
| 2 | Development of digital training platform including LMS, dashboard, and other specified functionalities | 25 days | 2nd week of 1st month after contract signing. |
| 4 | 1st feedback and commencement of testing (functional, security, usability) and debugging on the developed platform. | 5 days | 4th week of 1st month after contract signing. |
| 5 | Development and curation of training modules from SPICE curriculum and NASCP provided materials. | 25 days | 2nd week of 1st month after contract signing. |
| 8 | Delivery of User Acceptance Testing and 2nd level feedback collection. | 2 days | 2nd week of 2nd month after contract signing |
| 9 | Knowledge transfer through workshop/training | 2 days | 2nd week of 2nd month after contract signing. |
| 10 | Delivery of final version of system with source code, documentation, manuals | 2 days | 3rd week of 2nd month after contract signing. |
| 11 | Provide required and necessary support & maintenance | Ongoing | Up to September 2025 |

**Reference & Client Feedback**

* At least **three** references from past clients (with contact details), including project scope, duration and outcomes.

**Method of Application**

Curriculum Vitae (CVs) & profile must be provided to the client by the Partners of the firm/vendor who shall be responsible for signing the opinion, together with the CVs of managers, supervisors and key personnel proposed as part of the team. The CVs shall include details of similar jobs carried out by the concerned staff, including ongoing assignments indicating capability and capacity to undertake similar jobs.

Interested and qualified candidates/Firm should send their detailed CV and other requirements as stated above to: [humanresources@nascp.gov.ng](mailto:humanresources@nascp.gov.ng)

All applications should include a functional email address and mobile numbers.

**Posting Period:**

**From 25th June 2025 to 2nd July 2025**. Any application sent after the deadline will NOT be accepted.

**NB:** NASCP is an equal opportunity employer (EOE) and does not charge candidates or firm any fee for a job application, test or interview. Eligible female applicants are encouraged to apply. Only shortlisted candidates/firm will be contacted.