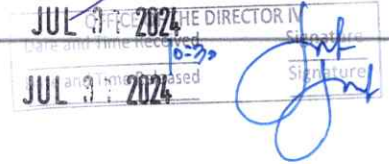
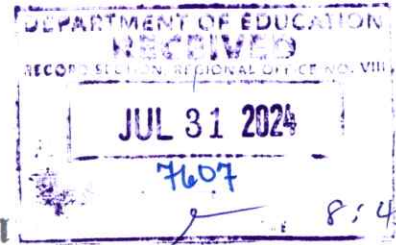





Republic of the Philippines  
**Department of Education**  
 BUREAU OF LEARNING RESOURCES



Office of the Director

**MEMORANDUM**  
 BLR-2024-07- 1470

**FOR :** BUREAU DIRECTORS  
 REGIONAL DIRECTORS  
 SCHOOLS DIVISION SUPERINTENDENTS  
 ALL OTHERS CONCERNED

**FROM :**  **ARIZ DELSON ACAY D. CAWILAN**  
 Director IV

**SUBJECT :** CALL FOR PRODUCT AND/OR PROPOSAL PRESENTATIONS

**DATE :** July 23, 2024

The Department of Education (DepEd) through the Bureau of Learning Resources shall procure services for the development of the MATATAG e-Library. The e-Library shall be the official repository of copyrighted digital textbooks (TXs) and teacher's manuals (TMs) and other DepEd learning resources.

Relative hereto, may we request the dissemination of this memorandum to the suppliers of digital services in your respective bureaus, regions, and divisions who may be interested to participate in the said project. Only suppliers who undertook a similar project for the last ten (10) years and those with existing and similar platform are invited to participate.

The suppliers shall be given a 30-minute product and/or proposal presentation on **July 30, 2024** (Tuesday) from 8:00 a.m. to 5:00 p.m. at the BLR Office Dorm D. Only the first fourteen (14) companies shall be accommodated for presentation. Presentation shall on a first-come first-served basis. The terms of reference (TOR) and the guidelines for pricing are attached for your reference.

For any query and/or confirmation to participate, please contact **Juan Carlos Sarmiento**, *Supervising Education Program Specialist*, of the BLR-Quality Assurance Division through email at [juancarlos.sarmiento@deped.gov.ph](mailto:juancarlos.sarmiento@deped.gov.ph) or through Viber at 0917-434-1924.

For information and dissemination.

*Attached: as stated*



Republic of the Philippines  
**Department of Education**  
BUREAU OF LEARNING RESOURCES

Office of the Director

**CONSULTANCY SERVICES  
TERMS OF REFERENCE**

<b>PROJECT TITLE:</b>	<b>Procurement of Services on the Development of the MATATAG E-Library Portal</b>
<b>END USER</b>	Bureau of Learning Resources – Quality Assurance Division
<b>CONTACT PERSON/S:</b>	<b>JUAN CARLOS SARMIENTO</b> Supervising Education Program Specialist Email: <a href="mailto:juancarlos.sarmiento@deped.gov.ph">juancarlos.sarmiento@deped.gov.ph</a>
<b>APPROVED BUDGET FOR THE CONTRACT</b>	Php 60,000,000.00

**END-USER'S TERMS OF REFERENCE**

**RATIONALE / OVERVIEW:**

To meet the demands of global trends in Education 4.0 and the increased need for engagement of learners to reading, numeracy, science and technology and the expected 21st century education skills in urban, regional, and remote schools, the Department of Education (DepEd) is implementing an array of initiatives to bring educational resources and services closer to learners nationwide. The Learning Resource Management and Development System (LRMDS) developed the Learning Resource (LR) Portal with the assistance of the Australian Government (AusAID) under the Strengthening the Implementation of Basic Education in Selected Provinces in the visayas (STRIVE) program as one such initiative. The DepEd through the Bureau of Learning Resources (BLR), the LRMDS is seeking to exploit the best possible use of ICT technology to improve the level of quality, relevance, and access to education for all.<sup>1</sup>

The LR Portal allows users to access digitized versions of contextualized and localized teaching and learning materials (TLMs) in response to the identified educational needs. It undeniably offers a lot of potential to the end users. However, accessibility always reduces effectivity. Many teachers usually experience challenges in accessing the LR Portal. How efficiently the LR Portal has been operating remains a question to many who might have overlooked the practical usage of the portal itself and other means that educators employ in its absence. Clearly the one size fits all cannot fully respond to the call of times that require educators to explore other ways in addressing TLMs gaps.<sup>2</sup>

<sup>1</sup> Asi, J., No B., Labre, Eric U., Pagulo, George D. (2019) Assessment of the Learning Resource Portal Use: Basis for the Formulation of Omnibus Learning Resource Portal Policy

<sup>2</sup> Peralta, Bernad W. (2019) Teacher's Resourcing Teaching and Learning Materials Practices and Perceptions: Its Effects on Students Performance

The development of the MATATAG e-Library Portal intends to address these challenges by allowing a complete online learning experience that can be integrated with the soon to be launched MATATAG Education Portal.

#### OBJECTIVES:

The project intends to:

- design a user-friendly interface that is intuitive and easy to navigate;
- create a comprehensive database of books, articles, and multimedia resources with an effective categorization and tagging system for easy search, retrieval, and data management;
- ensure the platform is accessible across various devices including desktops, tablets, and mobile phones; and
- implement a secure user authentication system to protect user data, restrict unauthorized access, and ensure compliance to existing regulations.

#### SCOPE OF SERVICES

##### PUBLIC WEBSITE

a. **General Provisions** - Develop an e-library with a visually engaging and user-friendly interface. The interface shall be visually engaging comparable to some video streaming sites (YouTube, Netflix, iWant, Amazon, Disney+, HBOGo, etc.) yet color shall be warmly pleasing and child-friendly. The color palette and the use of DepEd-owned images shall follow the pre-approved colors and designs of the Public Affairs Service (PAS). **Prospective suppliers shall have completed a similar project that shall be presented during the post qualification.**

1. Domain, domain hosting, and cloud hosting can be provided by the Information and Communications Technology Services (ICTS) following the office's request and review processes.
2. Upon acceptance, the service shall be inclusive of a minimum of 6-months warranty and maintenance primarily for debugging, minor revisions, technical support, and knowledge transfer.
3. The current national enrollment stands at 26,921,490<sup>3</sup>. And as of December 31, 2023, DepEd employees stands at 1,001,590. Hence, the system shall be designed to accommodate this huge number of accesses per day. It shall also be designed to allow 24/7 access by learners and teachers. Further, the system must be designed to handle 10,000 concurrent users with a response time of below 2 seconds.

Users can only login to one device at a time. Public school learners and DepEd employees can only login using their Microsoft account. User authentication shall be done through Single-Sign-On using the existing identity provider of DepEd, while other users shall perform one time registration using a valid email address. DepEd through the ICTS will provide an API which shall be utilized by the system as reference for learner profiles and their appropriate access levels.

<sup>3</sup> Learners' Information System (LIS)

5. The system shall be designed to accommodate various types of educational materials such as PDFs, videos, audios, interactive books, and more. Users need not login to preview the contents. Previewing shall be limited to the LRs metadata and a pop-up visitors' survey is required when previewing. On the other hand, login credentials are required to view or download the contents.
6. Files shall be classified as either copyrighted or non-copyrighted. Copyrighted materials shall be available for viewing only. The winning bidder must implement controls to prevent users from extracting, screen grabbing, and reproducing copyrighted materials. Non-copyrighted contents, on the other hand, shall be available for viewing, downloading, and printing.
7. The e-library must accommodate all learning resources whether it is available for downloading or not. Hence, tagging of materials must be included in the administrator's function. For LRs not yet available for downloading or viewing, the tags to be used are as follows:
  - For Quality Assurance
  - Return to the Author/Developer
  - For Review of Revised
  - For Finalization
  - For Conformance Review
 Published (materials tagged as Published shall be automatically available for downloading subject to other tags indicated herewith)
8. All published LRs shall be linked to the DepEd E-Library Facebook Page stating: "A New LR has been Published!" with all the necessary metadata and/or details to be posted.
9. On the other hand, LRs available for viewing and downloading must have the following tagging features:
  - All materials shall have provision for regional tagging. For instance, materials tagged for Region 1 will only be available for learners and teachers from Region 1 and so on.
  - Provision for Grade Level tagging shall also be available. For instance, materials tagged for Grade 1 will only be the materials available for Grade 1 learners.
 Multiple tagging shall be allowed. If a material is tagged as for Grade 1 and Grade 2, then the material will be accessible for both grade levels.
  - Other tagging features (i.e., Learning Area such as English, Mathematics, Science, etc.) will be identified during development.
- b. Dashboard Analytics** - the dashboard should be interactive and should implement dynamic analytics providing drill-down capabilities, user-defined filters, and allowing users to customize data elements displayed.
10. The e-library shall provide administrators with insights through dashboard analytics per material uploaded including performance statistics. Additionally, it must offer data and reports on:
  - Top keyword searches and number of accessed and/or downloads per LR
  - Most active schools, regions, and school divisions
  - Number of learners and teachers (per school, per division, and/or region)
  - Number of learners (per grade level and/or per track in case of SHS)
  - Viewing, learning area and time patterns, and preferences of users

c. **System Design and Development** - the system shall be developed using mainly PHP Laravel documentation and shall work on a Linux operating system. The winning supplier shall seek approval of the BLR and ICTS should they decide to use other programming language and/or technology stack. Provision for automatic back-up shall be installed. Upon completion, the supplier should perform comprehensive knowledge transfer to DepEd authorized representatives including complete system documentation. Complete system documentation shall follow a predetermined template prepared by DepEd.

d. **Agreements and Copyright** - The winning supplier shall sign a Non-Disclosure Agreement (NDA) relating to all activities to be conducted and contents to be used the entire duration of the project. The winning supplier shall also sign an affidavit of undertaking stating that the project output and its contents shall be owned solely by DepEd. No portion of the project may be allowed to be shared or sold by anyone to anybody.

iii. **The MATATAG E-Library APP**

The public website must have a mobile application version (for both iOS and Android devices) that will allow all registered users to login and view (no downloading) the contents. All transactions in the mobile application must be connected and streamlined with the processes stated herein.

**SECURITY AND USER LEVEL ACCESS**

User access management shall be implemented through the user management of the e-Library and in accordance with the user access matrix. **The assignment of multiple roles is allowed.**

System Role	Access Rights	DepEd Office / Designation
DepEd Personnel (a default role for DepEd Personnel)	<ul style="list-style-type: none"> <li>o View, download non-copyrighted published learning resources, and view copyrighted materials in the region with disabled right-click, download, and highlight functionality.</li> <li>o Update (own) profile which shall include Office, Region, Division, School from Drop-Down List (whichever is applicable)</li> </ul>	MS Office 365 Users
Non-DepEd Email User	<ul style="list-style-type: none"> <li>o Browse and download non-copyrighted published learning resources</li> <li>o Update (own) profile which shall include region, province, City/Municipality/SDO, Grade Level, SHS Track or Strand from Drop-Down List (whichever is applicable)</li> </ul>	For private schools and other individuals
Region and Division Administrator	<ul style="list-style-type: none"> <li>o Acquire the access rights and additional role assigned to a DepEd personnel</li> <li>o Activate and suspend personnel and learner access in the Region/Division</li> <li>o Assign the Regional Office or Division Office Personnel role as may be required</li> </ul>	Region and Division Information and Technology Officers

Central Office	<ul style="list-style-type: none"> <li>○ Acquire the access rights and additional role assigned to a DepEd personnel</li> <li>○ Upload both copyrighted and non-copyrighted materials</li> <li>○ View national dashboard and generate national report segregated into segments (Regional, Division, School, etc.)</li> </ul>	Bureau of Learning Resources – Quality Assurance Division
Public School Learner	<ul style="list-style-type: none"> <li>○ Browse and download non-copyrighted published learning resources</li> <li>○ Browse copyrighted materials. Right-click, download, and highlight functionality shall be disabled.</li> <li>○ Access all copyrighted published resources in the Region</li> </ul>	Learner's MS Office 365 Account
Division Office Personnel	<ul style="list-style-type: none"> <li>○ Acquire the access rights and additional role assigned to a DepEd personnel</li> <li>○ View division dashboard and generate division report segregated into segments (School, Learning Area, Grade Level, etc.)</li> <li>○ Activate and suspend personnel and learner access in the Division</li> </ul>	SDS, ASDS, CID Chief, EPS, PDO II, Librarian
Regional Office Personnel	<ul style="list-style-type: none"> <li>○ Acquire the access rights and additional role assigned to a DepEd personnel</li> <li>○ View regional dashboard and generate regional report segregated into segments (Division, School, Learning Area, Grade Level, etc.)</li> <li>○ Activate and suspend personnel and learner access in the Region</li> </ul>	RD, ARD, CLMD Chief, EPS, Librarian, TAS

**MINIMUM MANPOWER REQUIREMENTS**

**○ PROJECT MANAGER**

Education	<ul style="list-style-type: none"> <li>○ Bachelor's Degree in a relevant field such as Business Administration, Engineering, Information Technology, or Computer Science</li> <li>○ Master's Degree in Business Administration, Engineering, Information Technology, or Computer Science</li> </ul>
Experience	<ul style="list-style-type: none"> <li>○ At least 5 years of experience in cloud-based system project management, software development, business analysis, stakeholder management, and/or strategic management</li> </ul>
Training / Certification	<ul style="list-style-type: none"> <li>○ With relevant training and/or certification in project management, personal effectiveness, and project management software</li> </ul>

**○ DATABASE ADMINISTRATOR**

Education	<ul style="list-style-type: none"> <li>○ Bachelor's Degree in Information Technology, Engineering, Computer Science, or other related field</li> </ul>
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Experience	o At least 5 years relevant experience
Training / Certification	o With relevant training and/or certification in database administration or other related training/certification
<ul style="list-style-type: none"> <li>o <b>FULL-STACK DEVELOPER</b></li> <li>o <b>SYSTEM ARCHITECT</b></li> <li>o <b>SYSTEM ANALYST</b></li> </ul>	
Education	o Bachelor's Degree in Information Technology, Engineering, Computer Science, or other related field
Experience	o At least 5 years relevant experience
Training / Certification	o With relevant training, portfolio, and/or certification
<ul style="list-style-type: none"> <li>o <b>BACK-END DEVELOPER</b></li> <li>o <b>UI/UX DESIGNER</b></li> </ul>	
Education	o Bachelor's Degree in Information Technology, Engineering, Computer Science, or other related field
Experience	o At least 3 years relevant experience
Training / Certification	o With relevant training, portfolio, and/or certification
<b>APPENDIX B - PAYMENT SCHEDULE/ DELIVERABLES AND PAYMENT SCHEDULE (SEE ATTACHED)</b>	

Prepared by:



**RLOS SARMIENTO**

Supervising Education Program Specialist


Noted:



**DAISY ASUNCION O. SANTOS**

Education Program Specialist

Recommending Approval:



**EDWARD C. JIMENEZ**

Director III

6/24/24

Approved:



**ARIZ DELSON ACAY D. CAWILAN**

Director IV

**OUTPUT SCHEDULE/ DELIVERABLES AND PAYMENT SCHEDULE**

<b>Milestone</b>	<b>Output / Deliverables</b>	<b>No. of Days needed to Complete</b>	<b>Payment Terms</b>
Project Kickoff and Inception Report	Signed off Inception Report (high level scope definition, methodology, timeline, risk identification and project team composition)		
Requirements Gathering and Analysis	<ul style="list-style-type: none"> <li>• Signed off Service Level Agreement (for the development stage)</li> <li>• Signed off Functional Requirements Document (features and functionalities, reports, process flow and user stories)</li> <li>• Signed off Technical Requirements Document                             <ul style="list-style-type: none"> <li>○ Technology/platform requirements</li> <li>○ Application security requirements</li> <li>○ Hosting and server requirements</li> <li>○ Performance requirements</li> <li>○ Communication protocol and API requirements</li> </ul> </li> <li>• Signed off Security Requirements Document</li> <li>• Signed off System Design Document                             <ul style="list-style-type: none"> <li>○ Data flow and business logic</li> <li>○ Technology stack</li> <li>○ High level and detailed system architecture including communication protocols</li> <li>○ Database design (i.e., Data Flow Diagram/context diagram and database schema and Data Dictionary)</li> <li>○ Functional design including wireframes</li> </ul> </li> </ul>		
System Design and Architecture	<ul style="list-style-type: none"> <li>• Signed off Data Migration Plan</li> <li>• Signed off System Security Plan</li> </ul>		
Project Plan	<ul style="list-style-type: none"> <li>• Signed off Project Plan (Work Breakdown Structure, Timeline, Communication Plan, Risk Management Plan, and Change Management Plan)</li> <li>• Post-deployment Support Plan</li> </ul>		
Testing	<ul style="list-style-type: none"> <li>• Signed off UAT Plan</li> <li>• Signed off UAT Results Report (including client satisfaction)</li> <li>• Third-party VAPT certification</li> </ul>		
Users Training	<ul style="list-style-type: none"> <li>• Signed off training materials (training manual, and video tutorials)</li> <li>• Signed off Training Report</li> </ul>		
Go-Live, Manuals, Knowledge Transfer	<ul style="list-style-type: none"> <li>• User's and System Administration Manual</li> <li>• Signed off Disaster Recovery Plan</li> <li>• Signed off Deployment Documentation (deployment process, server configuration, and post-deployment processes)</li> </ul>		



- Signed off As-Built documentation (system architecture, database design, and source code documentation)
- Signed off System Turner Report or Documentation of the conduct of the following activities:
  - System architecture overview
  - Deployment and rollback procedure
  - Code review and walkthrough
  - Walkthrough of admin operational tasks
  - Troubleshooting procedures for common issues
  - Security protocols and access control measures
  - Monitoring (system health monitoring, performance metrics, security logs)
- Signed off Project Completion Report / Summary of the Project Lifecycle
- Signed off SLA (for post-deployment support) i.e., performance metrics, and uptime guarantee
- Support response time
- Reporting scheme on bugs, fixes, and necessary enhancement during the warranty period
- In-house training and roll-out with selected field personnel of at least 250 pax for 3 days.

**TOTAL NO. OF DAYS NEEDED TO COMPLETE THE ALL MILESTONES**

**TOTAL PROPOSED AMOUNT**

**Presentation Guidelines**

The presentation must include the proposed monthly salary of the personnel stated in the minimum manpower requirements. Their relevant experience, training and certification must likewise be included.

The payment terms stated in the output schedule and deliverables refers to the estimated amount to be paid by DepEd upon the completion of deliverables.