

REQUEST FOR EXPRESSIONS OF INTEREST (INDIVIDUAL CONSULTING SERVICES)

Federated States of Micronesia

FSM Skills and Employability Enhancement Project

Grant No.: D-9870

Assignment Title: IT Support for CTE Website (refinement & maintenance)

Reference No. (*as per Procurement Plan*): FM-NDOE-523481-CS-INDV

The Federated States of Micronesia's National Department of Education received financing from the World Bank toward the cost of the FSM Skills and Employability Enhancement Project and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include providing technical support to enhance, refine, maintain, and operationalize the CTE website developed under the SEE Project, and to building internal capacity within NDOE to independently manage and update the website. This assignment will strengthen the website's usability, sustainability, and visibility as a central platform for skills development in the FSM.

The Consultant will work in close collaboration with the SEE Project Implementation Unit and will be responsible for the following key activities:

- Enhancing the website's visual design, user experience, and responsiveness
- Conducting regular website maintenance, troubleshooting, and content updates
- Monitoring system performance, uptime, security, and backups
- Developing and delivering hands-on training to build the capacity of NDOE staff to manage the website
- Supporting the final handover process and documentation

The detailed Terms of Reference (TOR) for the assignment is annexed to this REOI *and* can be found at the FSM Department of Finance and Administration (DOFA) website's Career Opportunities page at <https://dofa.gov.fm/opportunity/>.

The National Department of Education now invites eligible individuals ("Consultants") to indicate their interest in providing the Services.

Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services by submitting:

- **Cover letter**
- **Latest curriculum vitae/Resume** with description of experience in similar assignments, similar conditions, etc.)
- **Work sample(s)** – e.g., links to developed websites (especially WordPress) and/or design portfolios

Firms' staff may express interest through the employing firm for the assignment and, under such situation, only the experience and qualifications of individuals shall be considered in the selection process. The criteria for selecting the Consultant are:

Minimum Qualifications

- Minimum of 15 years of experience in designing for Word Press including the latest version.
- Experience in the development of responsive theming for desktop and mobile devices on Word Press.
- Experience in the development of information architecture and UX design.
- Ability to demonstrate visual design sensibility that is clean, simple, and sharp, with the ability to edit as needed.

Desirable requirements

- Experience in working on a project in the Pacific.
- Experience with website-based dashboards.

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the World Bank's *Procurement Regulations for IPF Borrowers* Fifth Edition, September 2023 ("the Regulations"), setting forth the World Bank's policy on conflict of interest.

Further information can be obtained at the address below during office hours 8am to 5pm (local time).

Expressions of interest must be delivered in a written form with the latest CV/resume and work sample(s) to the address below by e-mail) **by 3pm on Wednesday, December 17, 2025 Pohnpei time.**

FSM National Department of Education

Attn: Hyunjeong Lee, Project Manager

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Terms of Reference Consulting Services

IT Support for CTE Website (refinement & maintenance) FSM Skills and Employability Enhancement (SEE) Project

Project Name	FSM Skills and Employability Enhancement Project
Grant Number	D-9870
Implementing Agency	FSM National Department of Education
Contract Name	IT Support for CTE Website (refinement & maintenance)
Contract Reference Number	FM-NDOE-523481-CS-INDV

1. Background

The National Department of Education (NDOE), through the Skills and Employability Enhancement (SEE) Project financed by the World Bank, developed the Career and Technical Education (CTE) and SEE Project website in 2024 to serve as the central platform for promoting skills development and vocational education initiatives across the Federated States of Micronesia (FSM).

The website was designed and built under a separate assignment that focused on design, development, and initial deployment. With the website now operational, NDOE seeks continued technical assistance to enhance its design, ensure consistent maintenance and content management, and train NDOE staff to independently manage the site after the consultant's exit.

This engagement will strengthen the website's visibility, usability, and sustainability as a key communication and learning platform for CTE and the SEE Project.

2. Objective

The overall objective is to improve the website's design, functionality, and content management system (CMS) while building NDOE's internal capacity to maintain and update the site independently by the end of the engagement. Specific Objectives include:

1. Enhance the visual design, user experience (UX), and responsiveness of the existing website.
2. Maintain and regularly update website content to ensure accuracy and consistency with SEE Project activities.
3. Provide technical support and performance monitoring to ensure uptime, security, and functionality.
4. Develop and deliver hands-on training to NDOE IT staff on content management and system administration for full handover.

3. Reporting

The individual/firm will report to the SEE Project Manager and the World Bank development team and provide updates on system performance, and issues requiring attention.

4. Scope of work

The Consultant will perform the following tasks:

4.1 Design Enhancement

- Review the existing website structure and identify opportunities to improve the visual layout, navigation, and accessibility.
- Refine visual design elements (typography, colors, icons, and imagery) to align with SEE Project branding guidelines.
- Enhance mobile responsiveness and cross-browser compatibility.

4.2 Content Management and Maintenance

- Regularly update content produced by the Project and its stakeholders across key website sections (e.g., Announcements, Stories, Events, Partners, Resources).
- Ensure content consistency, SEO optimization, and accessibility compliance.
- Provide technical maintenance, including monitoring uptime, backups, bug fixes, and updates to plugins or CMS components.
- Manage version control and ensure security patches are up to date.
- Establish a content workflow for NDOE staff, including update schedules and approval protocols.

4.3 Capacity Building and Handover

- Train NDOE IT team on the user manuals and quick guides prepared in 2025.
- Conduct hands-on training workshops (virtual and/or in-person) for designated NDOE staff.
- Provide post-training support to ensure the successful transition of website management responsibilities.

4.4 Reporting and Communication

- Maintain regular coordination with the PIU Project Manager.
- Submit monthly progress reports summarizing activities, updates made, and recommendations for improvement.

5. Expected Deliverables and Timeline

No.	Deliverable	Tentative Timeline	Payment (%)
1	Inception and enhancement plan, including visual redesign roadmap	February 2026	25
2	Implementation of approved design and functionality improvements	March – May 2026	20
3	Quarterly maintenance and content updates (three reports)	March – September 2026	15

4	Capacity-building sessions 1 & 2 completed (based on user manuals delivered during the previous assignment)	June and October 2026	15
5	Quarterly maintenance and content updates (three reports)	October 2026 – April 2027	10
6	Capacity-building sessions 3 & 4 completed	January-February 2027	10
7	Final handover report with documentation, credentials, and recommendations	March-April 2027	5

6. Duration and Level of Effort

The total estimated duration is approximately 14 months (February 2026 – April 2027). Support will be provided remotely.

Subject to mutual agreement and availability of funds, the scope of this assignment may be expanded through a contract amendment should the Government request the extension of activities to include support to FSM Department of Resources and Development’s website, specifically including integration of the Skills Testing and Certification component.

A follow-on engagement may be considered based on the need for continued capacity building, funding availability and satisfactory performance.

7. Qualifications

7.1 Minimum Qualifications

- Minimum of 15 years of experience in designing for Word Press including the latest version.
- Experience in the development of responsive theming for desktop and mobile devices on Word Press.
- Experience in the development of information architecture and UX design.
- Ability to demonstrate visual design sensibility that is clean, simple, and sharp, with the ability to edit as needed.

7.2 Desirable requirements

- Experience in working on a project in the Pacific.
- Experience with website-based dashboards.

8. Location and Office Supplies

This is a home-based position, with expected regular collaboration with the SEE project implementation unit.

9 . Copyrights and Ownership

All source codes, design assets, documentation, and administrative credentials will remain the property of NDOE. The Consultant shall transfer full ownership and access rights upon handover and maintain confidentiality regarding all project-related information

