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TO: All Bidders  
FAO Sales Managers

FROM: Courtney Linley  
Chief, Procurement Section

DATE: 8 September 2021

REF.: RFP No. 2021-0098/RAHMAN O.i.C

TEL. NO.:

TEL. NO.: +43 1 26030 6350

EMAIL:

EMAIL: [procurement@ctbto.org](mailto:procurement@ctbto.org)

SUBJECT: **Clarifications No.1 – RFP No. 2021-0098/RAHMAN**

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Dear Sales Manager,

Please find attached a response to queries raised by interested bidders in respect of RFP No. 2021-0098/RAHMAN “Provision of e-Learning Content Re-build from Articulate Storyline to Articulate Rise and Learning Management System (LMS) Upgrade and Customisation”.

Please take this response into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the submission deadline on 23 September 2021, 17:00 hours, Vienna (Austria) local time.

Kind regards



Courtney Linley  
Chief, Procurement Section

Item#	Question	Answer
1	<p>The supplier shall re-build 36 one-hour-long e-learning modules (as shown in annex I). Do we understand correctly, in total this project refers to 6 courses in 6 languages? In total approximately 36 h length?</p>	<p>This project consists of a total of 180 e-learning modules (storyline) which need to be re-built in (Rise).</p> <p>36 e-learning modules (English) localized in 5 UN languages.</p>
2	<p>All 36 modules should be re-built from Articulate Storyline to Articulate Rise? Table 2a suggests differently:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> table - Upgrade of LMS (Moodle) Platform and Re-designing of <u>10 e-Learning Content</u> in Articulate Story Line 360 in English Language</li> <li>• 2<sup>nd</sup> table - Provision of e-Learning Activities Re-design/Re-building Localized (<u>32 modules</u> in Arabic, Chinese, French, Spanish, and Russian) Learning Content in Articulate Rise 360</li> </ul> <p>Following the information provided in tables titles in total, there would be 42 modules and not all would be re-built from Articulate Storyline to Articulate Rise. Next, tasks in the 1<sup>st</sup> table are not compliant with the title (example – Task 2.3)                      Please comment on the issue discussed.</p>	<p>This project consists of a total of 180 e-learning modules (storyline) which need to be re-built in (Rise).</p> <p>36 e-learning modules (English) localized in 5 UN languages.</p>
3	<p>Could you please provide a link to the eLearning Module Sample - Storyline output?</p>	<p>Bidders can access the eLearning Module Sample - Storyline output (Attachment D to the Instructions for Preparation and Submission of Proposals) through the link below:  <a href="https://ctbto.sharepoint.com/:f/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnklqHuZg?e=RIFQKq">https://ctbto.sharepoint.com/:f/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnklqHuZg?e=RIFQKq</a></p>
4	<p>Under Section 7.1 Point 1 indicates - The Contractor shall demonstrate that it has a quality assurance system in place (such as ISO 9001:2015 or other).</p> <p>Would it be sufficient for the Contractor to have a robust quality assurance system in place? How important is it for Contractor to have ISO 9001:2015?</p>	<p>Yes, it is sufficient for the Contractor to have a robust quality assurance system in place.</p>
5	<p>Under Section 7.1 Point 2 indicates - Work experience with governmental,</p>	<p>Experience with international and multinational organizations is sufficient.</p>

	<p>international organizations, or multinational corporations would be an advantage.</p> <p>We do not have work experience with governmental organizations. Would experience with international and multinational organization be sufficient? What is the weightage for work experience with governmental organizations?</p>	For further details, please refer to Attachment B, Table 1 "Technical Evaluation Matrix" to the Instructions for Preparation and Submission of Proposals.
6	<p>Section 7.1 mentions - The Contractor must be available to participate in regular meetings at the Commission. Are these in-person meetings or would online meetings work?</p>	They are virtual meetings
	<b>General Queries</b>	
7	Can the Contractor work with vendors for this work? Is the information about the vendors required?	Contractors can work with subcontractors for this work, in which case information about subcontractors is required to be provided.
8	Can you let us know the budget for this work?	The Commission does not provide budget information for its competitive procurement processes.
9	What is the reason for this RFP? Are you looking to replace your current Contractor?	Commission does not currently have a contractor for this work
	<b>Project/Course Level Scope - Queries</b>	
10	We understand that the 36 Storyline courses are ready. Would it be possible to share access to any of the courses to help us with the estimation?	The courses have classified information which is only to be shared but with the selected vendor.
11	<p>We understand that the Contractor needs to extract the content from existing courses and provide it to the Commission in a MS Word file before starting re-development.</p> <ul style="list-style-type: none"> <li>• Do you have a set format in which the extracted content needs to be shared?</li> <li>• Do you require only the text or do you require the graphics to be added to the MS Word document?</li> </ul>	<ul style="list-style-type: none"> <li>- No, just MS Word file is enough</li> <li>- It is only the text to extract.</li> </ul>
12	Will the extracted content shared with the Commission undergo changes/updates?	No changes/ updates are required. Just extract the existing content in MS Word files
13	Please mention which elements would remain the same or change in courses to be built in	All elements stay exactly the same. Only text could be changed to different fonts.

	<p>Rise.</p> <ul style="list-style-type: none"> <li>• Text</li> <li>• Graphics</li> <li>• Videos</li> <li>• Audio</li> <li>• Functionality</li> </ul>	
14	<p>We understand that source files of only some courses are available whereas the published packages of the rest of the courses are available. Could you share the number of courses whose source file (.story) is available?</p>	<p>Around 50 e-learning modules with .story are available</p>
15	<p>We understand the course will be localized to the following languages. Could you please confirm the dialects?</p> <ul style="list-style-type: none"> <li>- English (US, UK, CA)</li> <li>- Chinese (Traditional, Simplified)</li> <li>- French (CA, EU)</li> <li>- Spanish (LATAM, Mexican, EU)</li> <li>- Arabic</li> <li>- Russian</li> </ul>	<p>There is no need for Localization.</p> <p>All 36 e-learning module is localized in 5 UN languages to have 180 e-learning module in total.</p>
16	<p>Would you want the Contractor to provide localization services for translation and audio recording?</p>	<p>No, this is not required.</p>
17	<p>Would the Rise courses have audio considering they would be responsive courses?</p>	<p>Yes, this correct.</p>
18	<p>What is the level of user interaction used for the course (more than 50% screens have interactivity/animation or less than 50% screens)</p>	<p>UI (user interaction) used is about 50% .</p>
19	<p>What are types of interactivities used in the existing courses?</p>	<p>The type of interactivities are Quizzes and cards.</p>
20	<p>Do the Storyline courses include videos? If yes, how many?</p>	<p>Yes, the Storyline courses includes videos, their number is between 3-4.</p>
21	<p>In Table 2(a) on page 10 of the RFP it mentions in the project name - Re-designing of <b>10</b> e-Learning content in Articulate Storyline 360 in English Language. Can you confirm</p> <ol style="list-style-type: none"> <li>1. The RFP requirement is for re-building of 36 courses</li> <li>2. The project timeline stated Table 2(a) is applicable to redesigning of 10 courses and not 36 courses?</li> </ol> <p>The RFP states courses to be converted to Articulate Rise and the table title states conversion to Articulate Storyline.</p>	<p>This project consists of 180 e-learning modules (in storyline) to be re-built in articulate Rise.</p> <p>36 e-learning modules in English localized in 5 UN languages to bring to 180 modules in total.</p>

22	In the second table under Table 2(a) the project name indicates Localization of 32 modules in Articulate Rise. 1. Please confirm if the number of courses to be localized will be 32 or 36. 2. Please confirm if the timeline stated in the table will be applicable to 32 or 36 courses.	No localization is required.  36 e-learning module is localized in 5 UN languages to bring to 180 modules in total.
23	We assume that subject matter expertise will be provided by the Commission, if required.	Yes, this is correct.
	<b>Technical Requirement - Queries</b>	
24	Please let us know if the course needs to be compliant to any accessibility standards –Section 508/WCAG 2.0, etc.	No, this is not required.
	<b>Learning Management System - Queries</b>	
25	As per 4.2.ii) - How many custom themes are anticipated?	At most 2 themes are anticipated.
26	As per 4.2.vi) - It would be great if we get a rough idea about other plugins/list intended to be added.	Plugins are added as requested. Certificate and learning analytics
27	Are there any customizations in place (other than plugins) re current Moodle LMS (Moodle v3.8.4)?	Other customizations in place: - SSO Customization - Custom Users
28	Is the current LMS using custom user roles?	Yes. It is using custom user roles.
29	Are there any custom reports in the current LMS?	Yes there are custom reports in the current LMS.
30	It would be important to know the volume of data the current LMS has: Total number of users and the historical data etc. This will be required in case there persists a need to perform data migration for customizations that may not support version upgrades.	Moodle data – 130GB Users – 6000 users Active Users - ~100 users at a time
31	Should hosting services be included in the proposal? ○ If yes, for how long and how many active users is expected?	No, this is not required. The Commission is hosting on-premise
32	Which of the 36 modules are expected to be rebuilt?	180 (36*5) e-learning module to re-build
33	Can you please share a link with us to examine the content of the modules?	The Commission shall not share the content, as they have classified information.
34	Which modules will be built in which languages?	No localization is needed. Just rebuild of 180 modules is required.

35	What will be total number of modules in each languages?	36 modules per language
36	It is indicated in pages 55 and 56 that 10 modules in English and 32 modules in other languages will be rebuilt. We assume that there will be 42 modules in total. Can you please confirm if the assumption is right? If it is wrong, please clarify.	The total number of the modules is 180. Please refer to question 21 above.
37	Does the current modules have voiceover?	Yes, they have voiceover.
38	Will you be expecting voiceover in rebuilt modules?	Yes, the Commission expect voiceover in rebuilt modules. It is required to add to Rise. No localization is needed. Is already localized.
39	Can you please share the link for the elearning module sample for rebuilding a sample module. The link provided in your webpage is broken: <a href="https://www.ctbto.org/fileadmin/user_upload/procurement/2021/RFP2021-0098-RAHMAN_-_story.html">https://www.ctbto.org/fileadmin/user_upload/procurement/2021/RFP2021-0098-RAHMAN_-_story.html</a>	Bidders can access the eLearning Module Sample - Storyline output (Attachment D to the Instructions for Preparation and Submission of Proposals) through the link below: <a href="https://ctbto.sharepoint.com/:f/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnkqHuZg?e=RIFQKq">https://ctbto.sharepoint.com/:f/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnkqHuZg?e=RIFQKq</a>
40	Based on the document, it would appear that Moodle is currently managed on-prem. Would the CTBTO be opposed if we were to propose moving to a fully managed cloud hosted solution?	We would prefer to have everything hosted on-premise, but we are open to discuss any technical solutions on the offer.
41	What is the history of your Moodle platform – do you have an existing supplier for Moodle support?	The Moodle platform is being managed in-house.
42	3) With regards to the bid – there are two sections – 1) E-learning design / upgrade & 2) LMS Support – Would the CTBTO consider a bid for just part 1 of the RFQ?	In accordance with section 14 “Negotiation of the Proposal and Award” of the Instructions for Preparation and Submission of Proposals, the Commission also reserves the right to split the award for this project if deemed desirable.  Thus, officially it is allowed to have two different contractors for the two tasks if they offer an outstanding work quality, otherwise one contractor to perform the two tasks is preferable.
43	1. Does the 36 count include the language modules or are they a separate lot.  2. If the list includes the language modules, are you able to provide a breakdown of modules by language?	Please refer to question number 21 above.