
TO: All Bidders
FAO Sales Managers

FROM: Courtney Linley
Chief, Procurement Section

DATE: 17 September 2021

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

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SUBJECT: **Clarifications No.2 – RFP No. 2021-0098/RAHMAN**

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.

Kindly note that previous queries and corresponding responses have been greyed out.

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



for 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"> • 1st table - Upgrade of LMS (Moodle) Platform and Re-designing of <u>10 e-Learning Content</u> in Articulate Story Line 360 in English Language • 2nd 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 <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 1st 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: https://ctbto.sharepoint.com/:f/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnklqHuZg?e=RIFOKq</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
	General Queries	
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
	Project/Course Level Scope - Queries	
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"> • Do you have a set format in which the extracted content needs to be shared? • Do you require only the text or do you require the graphics to be added to the MS Word document? 	<ul style="list-style-type: none"> - No, just MS Word file is enough - It is only the text to extract.
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"> • Text • Graphics • Videos • Audio • Functionality 	
14	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?	Around 50 e-learning modules with .story are available
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"> - English (US, UK, CA) - Chinese (Traditional, Simplified) - French (CA, EU) - Spanish (LATAM, Mexican, EU) - Arabic - Russian 	<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	Would you want the Contractor to provide localization services for translation and audio recording?	No, this is not required.
17	Would the Rise courses have audio considering they would be responsive courses?	Yes, this correct.
18	What is the level of user interaction used for the course (more than 50% screens have interactivity/animation or less than 50% screens)	UI (user interaction) used is about 50% .
19	What are types of interactivities used in the existing courses?	The type of interactivities are Quizzes and cards.
20	Do the Storyline courses include videos? If yes, how many?	Yes, the Storyline courses includes videos, their number is between 3-4.
21	<p>In Table 2(a) on page 10 of the RFP it mentions in the project name - Re-designing of 10 e-Learning content in Articulate Storyline 360 in English Language. Can you confirm</p> <ol style="list-style-type: none"> 1. The RFP requirement is for re-building of 36 courses 2. The project timeline stated Table 2(a) is applicable to redesigning of 10 courses and not 36 courses? <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.
	Technical Requirement - Queries	
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.
	Learning Management System - Queries	
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-built
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: https://www.ctbto.org/fileadmin/user_upload/procurement/2021/RFP2021-0098-RAHMAN_-_story.html	Bidders can access the eLearning Module Sample - Storyline output (Attachment D to the Instructions for Preparation and Submission of Proposals) through the link below: https://ctbto.sharepoint.com/:f:/s/ProcurementBid/EiUxuTZXM8pEo4tPYhCpsosBdSPBe1la4kLs2cnklqHuZg?e=RIFQKq
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.

44	In regard to your last response we would kindly ask for the further clarification on answer (27) regarding custom user. Could you please elaborate what attributes are expected that the User (Custom User) has?	These are implementation details that are not needed for the submission of the bid.
45	Can you please share fonts, color codes and logos for the development of sample module?	For the sample module, there's no specific visual design requirements.
46	Could you provide the right answers of Quizzes and cards (type of interactivities) please?	For the sample module, the right answer doesn't matter.
47	The images and sounds given in the sample module are coded in a mixed way. Is there any source for the images and sounds that could make the development of modules easier?	No, there is no one.
48	Are there any customizations done in the current version which needs to be carried to new version?	Please see the answer to question 27.
49	Can you provide more details on Design and customize themes specifications? Share themes and UI/UX details if existing.	This is a process that will be discussed with the inhouse graphics designer.
50	For support and maintain the Moodle platform requirement. Can you specify all the task required as part of support. a. Do we also need to support hosting servers? b. Number of users and current concurrency supported by servers? c. Direct support to users also required?	<ul style="list-style-type: none"> a. No, you don't need to support hosting servers. See answer 31. b. More than 1000 concurrent users c. Third level support is needed.
51	Add Completion Progress Plugin - please clarify which plugin, or do we have to suggest? If we have to suggest can you clarify some more details on what is the completion progress requirement.	It is the Completion Progress Plugin within Moodle.
52	Do we have to manage the installation / optimization of LMS as well after delivery or client IT team will manage the servers?	Under the task LMS Administration, yes you have to manage the application. The infrastructure is managed inhouse by the organisation.
53	Is it mandatory to prepare "BIDDER'S STATEMENT" form in the 10th page of RFP pdf document? The form appears to have been written mainly for goods and equipment. If the form is to be filled, we kindly request for clarification on which items to fill in and how.	The BIDDER'S STATEMENT form is required to be completed and included in the proposal. For services, the bidder is required mainly to confirm by completing this form, the warranty, origin of the services, and acceptance of the Commission's terms and conditions.

Clarifications No. 1- 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



		As stated in Clause 8 “Warranty” of the Commission’s Model Contract, the provisions of Clause 28 of Annex A shall apply to the Work performed by the Contractor.
54	Can you please explain which documents the consortium leader and members must sign?	The consortium leading company shall sign the Bidder’s Statement and the Statement of Confirmation on behalf of the consortium’s members. Moreover, the Vendor Profile Form is required to be provided.