



TO: All Bidders

DATE: 15 September 2023

TEL. NO.:

EMAIL:

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

REF.: RFP 2023-0104/ THORVALDSDOTTIR

TEL. NO.: +43 1 26030 6350

EMAIL: procurement@ctbto.org

SUBJECT: **Clarifications No. 3 – RFP 2023-0104/THORVALDSDOTTIR**

Dear Bidders,

Please find attached Clarifications No. 3 to queries raised by bidders in respect to RFP 2023-0104/THORVALDSDOTTIR OSI E-Learning Module Development for the Linear Training Programme Introductory Level and Remote Refresher Topics.

The attached Clarifications No. 3 are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving bidder's proposals prior to the submission deadline on **20 September 2023, 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachment:

- *Question and Answer - Clarifications No. 3*

Item#	Questions from Bidders	Answers from the Commission
1	<p>TORs 3. Scope of work and work tasks</p> <p>What is the expected timeline for developing each module? Is it acceptable to stagger development?</p>	<p>Kindly see Section 4 of the Terms of Reference (TOR/ToR). Work Schedule and Deliverables. The services shall be provided within the period of 12 months and the project plan will be discussed at the kick-off meeting.</p> <p>Development may be staggered as stated on footnote ref 1, ToR 4.</p>
2	<p>TORs 3. Scope of work and work tasks</p> <p>Can the introductory module be used as a template for the advanced modules in terms of design, navigation, etc.?</p>	<p>It is up to bidder but in general the visual identity of the modules should be similar.</p>
3	<p>TORs 4. Work Schedule and Deliverables</p> <p>Is it mandatory that our resources would need to travel on-site for the Kickoff Meeting as well as during the Filming of Videos? Would any of this be able to be done remotely?</p>	<p>This is a firm requirement. The kick-off meeting will also be a working meeting on the storyboard – reference ToR 4.</p>
4	<p>TORs 3. Scope of work and work tasks</p> <p>Is it mandatory/expected that resources are provided in CTBTO's exact time zone?</p>	<p>Yes, it is expected that the contractor be available during standard working times in Vienna, Austria.</p>
5	<p>TORs 3. Scope of work and work tasks</p> <p>Will complete content be provided or is content development/editing required?</p>	<p>Please refer to the scope TOR 3. Scope of work - project components and responsible.</p>
6	<p>How much input is needed from subject matter experts? Is only review required or closer collaboration?</p>	<p>As specified in TOR 4, close cooperation with the OSI subject matter expert will be required.</p>
7	<p>TORs 7. 5 Required Technical Skills of the Contractor</p> <p>Would the absence of OSI familiarity and subject matter expertise (or the demonstrated ability of working with SMEs in fields related to OSI inspection</p>	<p>Yes – Kindly also see Attachment 1 (Evaluation Criteria and Method) to the Instructions for Preparation and Submission of Proposals – Line 7.5 of the evaluation criteria clearly specifies this pass/fail requirement.</p>

	techniques) disqualify us from being awarded the project?	
8	<p>TORs 5. Methodology, Standards and Technology</p> <p>Are there any CTBTO branding guidelines or existing e-learning modules that should be matched for look and feel?</p>	<p>Please refer to Section 4.4 (Work Schedule and Deliverables,) points 1 and 2- guidelines will be provided during these stages.</p> <p>Furthermore please refer to TOR 3 (Scope of Work), Project component table – On screen resources/ responsible.</p>
10	<p>TORs 5. Methodology, Standards and Technology</p> <p>Should accessibility features like alt text, captions go beyond minimum compliance standards?</p>	<p>It is specified under ToR 5 – Technical Requirements.</p>
11	<p>TORs 5. Methodology, Standards and Technology</p> <p>Does CTBTO have a preference between Articulate authoring tools of Storyline versus Rise?</p>	<p>As stated in TOR 5, Storyline is preferred however Rise may be considered as a possibility.</p>
12	<p>TORs 4. Work Schedule and Deliverables</p> <p>In what format should final module files and source files be delivered?</p>	<p>It is specified under ToR 5 – Technical and Functionality Requirements.</p>
13	<p>TORs 5. Methodology, Standards and Technology</p> <p>Is hosting or integration of the modules into the LMS required?</p>	<p>The hosting is on the Moodle Workplace-based OSI LMS as specified under TOR 1, paragraph 3.</p>
14	<p>TORs 4. Work Schedule and Deliverables</p> <p>Is a round of quality assurance testing by end users required prior to final acceptance?</p>	<p>Yes, please refer to ToR 4 – point 4.</p>
15	<p>TORs 5. Methodology, Standards and Technology</p> <p>Regarding the need for an example of previous distance learning development of similar scope and complexity, will</p>	<p>Yes. It should be noted that the partial course demos/extracts must be from previous projects developed for bidders’ clients. They may not be a resource developed only for the purpose of the RFP.</p>

	providing a demo site with a range of partial course demos suffice?	
16	<p>Budget:</p> <p>We would like to seek clarity on the expected budget range as well so that we can ensure alignment.</p>	The Commission is unable to disclose this information.
17	<p>TORs.</p> <p>As per our understanding, we have summarized the scope of work and in case any rephrasing is required in terms of scope, please clarify.</p> <p>Create three scenario-based e-learning modules with animations, illustrations, videos, audio, and assessments.</p>	Narration is also required as indicated in Section 3 of the ToR, Scope of Work and Work Tasks.
19	<p>TORs 3. Scope of work and work tasks</p> <p>Our understanding is that the Commission will provide the vendor with the complete input material to develop all three eLearning modules.</p> <p>Also, we presume that we will not be required to gather additional content from external sources such as the Internet or hire Subject Matter Experts (SMEs) for this task.</p> <p>Please confirm if our understanding is correct</p>	<p>Please see ToR 3 – Project components on screen resources.</p> <p>Scientific and technical SMEs are provided by the CTBTO as referenced in TORs sections 2, and 4.</p>
20	<p>TORs 3. Scope of work and work tasks</p> <p>Please also mention in what formats such input materials will be shared with the vendor. For example PDFs, Word documents, webinars, videos etc</p>	Please refer to TOR 3, project components table, description of source text document.
21	<p>TORs 4. Work Schedule and Deliverables</p> <p>We presume that we will have the Commission’s Subject Matter Experts (SME) support to validate the scenarios, case studies, assessments, etc. for the three eLearning modules. Please confirm.</p>	Yes, this is confirmed.

22	<p>TORs 5. Methodology, Standards and Technology</p> <p>Regarding the use of professional audio, please mention the English dialect to be used in the eLearning modules.</p>	<p>British English or American English may be used.</p>
23	<p>TORs 5. Methodology, Standards and Technology</p> <p>The RFP states “<i>The e-learning modules shall be based on Web accessibility W3C standards.</i>”</p> <p>Please clarify if the default accessibility guidelines available in Articulate Storyline will suffice. Storyline 36 supports JAWS, VoiceOver and TalkBack screen readers.</p>	<p>The default accessibility features are enough.</p> <p>It is specified under ToR 5. Functionality requirements for the target audience, point 4.</p>
24	<p>TORs 3-5.</p> <p>Please help us understand the style of videos that is in line with the Commission’s expectations for this opportunity</p>	<p>Please refer to TOR 3. Text under the tables (page 3).</p>
25	<p>TORs 5. Methodology, Standards and Technology</p> <p>Please clarify if there is a translation/localization requirement for this opportunity. If yes, kindly share the language list</p>	<p>Not required.</p>
26	<p>Are you able to provide any sample content and/or a word count?</p>	<p>Please refer to TOR section 5. Technical and Functionality requirements.</p>
27	<p>On page 42, you state: “The videos of the equipment and techniques required for the tutorial will be produced by the Commission in consultation with the Contractor. The Contractor shall be present on-site during the filming”. What would be the purpose of the contractor on-site (i.e. Filming quality/standard and/or content relevance)?</p>	<p>As the author of the scripts, the contractor will assist with the filming production to ensure adherence to the storyboard and script.</p>
28	<p>How many participants are expected at the kick-off meeting, and who will be responsible for accommodation arrangements?</p>	<p>From the CTBTO side there will be staff from the OSI Training Section and CTBTO SMEs, numbers to be confirmed.</p>

		Please refer to Attachment 2, Format of Financial proposal regarding accommodation arrangements.
29	The Contractor shall be present on-site during the filming. The duration of the filming period is undetermined and will be communicated to the Contractor prior to the event." In this sentence, it is mentioned that the contractor is also required to be present during field shoots. What is the advance notice period for these field shoots?	We cannot provide the estimated dates at this stage but dates will be subject to discussion and agreement upon the entry into force of the contract with the winning bidder.
30	Will there be a need for data sharing with other systems, etc., for the educational modules to be hosted on Moodle LMS? If so, what types of sharing will be required with which systems?	With reference to TOR Section 1 background, the modules will be hosted on the Commission's Moodle Workplace LMS.