



TO: All Bidders

FROM: Olga Polonskaya
Procurement Officer,
Procurement Services Section

DATE: 25 June 2025

REF.: RFP No. 2025-
0076/POLONSKAYA

EMAIL: procurement@ctbto.org

SUBJECT: **Clarifications No. 2 and extension of deadline
RFQ 2025-0076 - On-Site Inspection E-Learning Modules Development**

Dear Bidders,

Reference is made to the Request for Proposal No. 2025-0076/POLONSKAYA: On-Site Inspection E-Learning Modules Development (the "RFP").

1. Please find attached the Clarifications No. 2 to questions raised by interested bidders, which are added as integral part of the RFP.
2. The deadline for the submission of proposals is hereby extended from 30 June 2025 to **4 July 2025, 17:00 hours, Vienna (Austria) local time.**

Please take all the above and attached documentation into account in the preparation and submission of your proposal. In case you have already submitted your proposal, you are kindly requested to submit a revised proposal if needed.

The Commission is looking forward to receiving your proposal prior to the extended **submission deadline of 4 July 2025, 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachments

Clarifications No. 2

RFP 2025-0076 On-Site Inspection E-Learning Modules Development

Clarifications No. 2

Question	Commission's answer
<p>1. RFP No. 2025-0076.pdf, under Point 5, Format and Submission of the Proposal, lists the need for three separate versions of the submission response - Financial Proposal with prices, Financial Proposal without prices, and Technical Proposal. While we understand what the Technical Proposal and Financial Proposal with prices involves, please clarify what the inclusions (and format) of the Financial Proposal without prices should be, given that the scope of work and deliverables/outcomes/offerings are being detailed in the Technical Proposal.</p>	<p>This document shall be to the same Financial Proposal (listing line items being proposed and any other information required and/or addressed in the Financial Proposal, etc.) but actual unit rates, total costs shall be excluded, only quantities can be visible (i.e. how many days/hours/items).</p>
<p>2.RFP No. 2025-0076.pdf mentions the need for the e-learning modules to be compatible with mobile phones and tablets. Given the assumption that learners would likely take the e-learning modules on their mobile phones, does CTBTO still desire two individual SCORM packages of 75 - 90 minutes each, or would a microlearning approach that is more suitable to mobile-based learning be acceptable?</p>	<p>Please refer to TOR, Section 3.2, table 2. Yes, the Commission requires two full complete SCORM packages which take the considerations presented in the TOR into account. The e-learning developer shall propose a proper instructional design approach and structure for the modules to allow for the learner to complete the module in chunks and return to it in later attempts.</p>
<p>3.Availability of Subject Matter Experts (SMEs) Can we assume that, in addition to the review of various deliverables/outcomes, CTBTO's SMEs would also be available to validate any required content consolidation or summary creation activities, to address any content and understanding gaps, as well as to collaborate in the creation of any technical scenarios and video scenes?</p>	<p>Yes.</p>

<p>4. Under section 3.2. Project Components, point 3 states “Gathering of relevant source material”.</p> <p>Given that CTBTO will supply all the source text content from relevant OSI quality management system documents such as the OSI operational manual, standard operating procedures, work instructions, field guides and manufacturer manuals), please clarify what this point refers to?</p>	<p>This refers to deliverable 5 where the CTBTO will gather existing digital media for inclusion to the module. The contractor may also search for stock imagery or generate imagery as appropriate.</p>
<p>5. In RFP No. 2025-0076.pdf, Table 2’s point 4, Storyboard/Script lists the following statement - “A detailed description and inventory of video clips to be captured (shot list) shall be included and shall include chapter and scene number.” Is our assumption that this line item is the responsibility of CTBTO, correct? OR will the E-learning Development Contractor need to define this as part of Storyboard creation activity?</p> <p>In the same table, point 5, Collection of onscreen resources states “Contractor integrates resources into the e-learning module and saves it on the Project platform, as appropriate.” Given that the e-learning module is not yet developed and has only been storyboarded at this point, what does this point include/cover?</p>	<p>The storyboard/script and video shot plan are two distinct products that are both the responsibility of the e-learning developer.</p> <p>The integration of the on-screen resources takes place when the e-learning development contractor is in the authoring phase.</p>
<p>6. Please share additional descriptions of the live-shoot videos you foresee within the e-learning? For instance, are these purely environment or equipment shoots with narration, or do these include characters with dialogues? What do the environments for such videos comprise? Such details will be helpful in calculating effort and</p>	<p>The nature of the videos may be both; showing sequence of steps with narration, dialogue such as role plays, presenting to camera, or environment style shots with narration. The final approach and format will ultimately be defined by the e-learning development contractor through the storyboard.</p> <p>Example of previous module to assess video duration length and total amount of video in module::</p>

<p>being able to provide more accurate financial quotations. What is the video duration time (total or per video) you foresee?</p>	<p>https://360.articulate.com/review/content/496a7123-1570-4fce-8f4f-1585af99a357/review</p>
<p>7. In RFP No. 2025-0076.pdf, Table 2's point 12. Development of draft e-learning module identifies Articulate Storyline 360 as the preferred e-learning authoring tool of the Commission; however, section 4.2. Technical requirements states "The modules shall utilize responsive design and be compatible with mobile phones and tablets (HTML5)".</p> <p>To this point, please note that there is a direct correlation between the preferred development tool and the mobile responsiveness of the solution. In this regard, note the following:</p> <ol style="list-style-type: none"> 1. A native Articulate Storyline 360 output will not fully adjust (be responsive) to the mobile devices it is viewed on; it will simply scale down to the best-fit view for that device. This is what we refer to as being 'mobile friendly' but not 'mobile responsive'. 2. A custom Articulate Storyline 360 output can also be offered if CTBTO prefers a fully responsive solution; however, this is significantly high on effort and price. Is this what CTBTO desires when you say that your preference is Articulate Storyline but also responsive design? 3. A custom HTML5 output is also a good option if a fully responsive solution is desired; however, this is a custom solution and cannot be built in the Articulate Suite. This is also relatively 	<p>A standard Storyline360 project with a responsive player is sufficient. True responsive design is not required.</p>

<p>higher on effort as compared to the solution offered in point 1.</p> <p>Can CTBTO clarify its preferred development tool while noting its inherent mobile responsiveness (versus mobile friendliness)?</p>	
<p>8. The RFP clarifies that the target audience for this training includes multi-lingual and multi-cultural end users from CTBT States Signatories.</p> <ul style="list-style-type: none"> • Given the multi-lingual demography of the audience, does CTBTO foresee the need to translate the e-learning packages? • Would CTBTO like a provisional quotation for translation services for the e-learning modules as well? 	<p>No, the Commission only requires delivery in the English language. This background information about the trainees was added in order to inform the didactical/instructional design approach.</p>
<p>9. While we understand that the Video Filming Contractor will be responsible for integrating the audio narration files into the videos, please clarify who is responsible for recording the professionally recorded or computer-generated audio narration files.</p>	<p>The e-learning development contractor.</p>
<p>10. Does CTBTO prefer to include a final scored assessment for each module?</p> <p>Would CTBTO like for learners to be certified on completion of the e-learning module? If yes, will this certification take place outside the SCORM package, via the Moodle-based platform?</p> <p>In RFP No. 2025-0076.pdf, section 4.3. Functionality requirements for the target audience states “Users shall have the ability to review in-module assessments exercises.” Please clarify if this means that CTBTO would like learners to be able to reattempt the final assessments, while noting that typically, final scored assessments do</p>	<p>The Commission uses learning objects in Moodle to mark the module as complete, not a graded score. Separate assessments are used for graded activities that are also used for course completion tracking/badge issuance, etc.</p> <p>The assessments within the module could be included as an immediate knowledge check immediately after some content, at the end of a chapter and at the end of the module.</p>

not allow reattempts for scores to be accurately reflective of the learner's competence in the topic?	
11. Please clarify if there is a preferred number of participants or a minimum number of permitted participants who need to be present for the onsite 8-day video shoots.	This is up to the e-learning development contractor to propose. The requirement is that the individual or team representing the e-learning development contractor at the team must have detailed familiarity of the script/storyboard and video shot plan. Ideally the author(s) of these documents would present.
12. In the Price Schedule, for both modules, please clarify what "Collection of on-screen resources" under Milestone 1 involves.	This refers to the e-learning contractor taking the files provided by the CTBTO, selecting the best ones and adding them to the project file during the authoring/development phase.
13. What is the total video and per video duration time you foresee? For instance, can we assume that each video will have an approximate duration of 2-3 minutes, and that the total video duration across the modules will be approximately 20-30 minutes (given the 8 videos the ToR references across modules 1 and 2)?	The total video duration could be from 30-45 minutes. The final video duration will depend on the instructional design plan and strategy that will be developed by the e-learning developer. Please refer to this example module to view how we prefer to use video in our modules: https://360.articulate.com/review/content/496a7123-1570-4fce-8f4f-1585af99a357/review
14. Please confirm if the shoots are indoor (closed) or outdoor (open) scenes? What do the environments for such videos comprise? Such details will be helpful in calculating effort and being able to provide more accurate financial quotations.	The videos may be shot in both indoor and outdoor environments depending on the requirements outlined in the script.
15. As part of the scope of work, will we need to provide assistance with set design or are these readily available sets?	Please refer to TOR Section 3.2, table 2. Indoor shots will be captured at the CTBTO headquarters (HQ) in Vienna (Austria) and at the TeST Centre in Seibersdorf (Austria). The setting at the HQ is an office setting and an operations control room. The setting at the TeST Centre will be classrooms and a pop-up video studio (lighting and white or chroma-key backdrop if required). The props required for the shoots should be specified in the storyboard by the e-learning developer and should be limited to items available at the CTBTO to the extent possible (OSI equipment, office materials, etc.). The e-learning development contractor is expected to assist with prop placement and composition during the video shoot to ensure adherence to the storyboard and a high-quality video product.

<p>16. Does CTBTO envisage the shoot leveraging (a) drone or aerial shots, and (b) green screen filming? Such details are critical to pricing accurately for the proposal.</p>	<p>Any drone footage will be captured by CTBTO. Shooting footage with green screen is envisaged for this project.</p>
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