

## Questions and answers regarding the Restricted Tender with Open Competition for the Development of an E-Learning Course with 7 Modules on Inclusive Humanitarian Action

Date 01.07.2021

- 1. We never considered accessibility requirements because our clients never requested such. However, we would like to change this and acquire the necessary competencies and skills to develop accessible E-Learning modules according to WCAG standards. We appointed a person doing research on this and found relevant trainings for this. We want to check first if this would meet your expectations for the assessment component "Proof of experience and/or knowledge to develop E-Learning modules according to requested accessibility standards"?**
  - We truly believe that accessibility standards will be requested more in the future and such expertise will be a competitive advantage for E-Learning developers.
  - In your application, please do state your steps you have taken and you are planning to take to acquire the necessary skills and expertise to deliver accessible modules, including the training courses you have taken or will take.
  - During the assessment of all applications, your application will not receive the highest number of points in this category (i.e. Provision of examples of developed accessible E-Learning modules) but will not be excluded either.

Date: 30.06.2021

- 1. Online platform.** We assume that the client will make available an online learning platform that is SCORM compatible. Could you please confirm?
  - please see answers below dated 28.06.2021
  - As specified in the published call, we want to host the E-Learning modules on known humanitarian E-Learning platforms like kaya.org and disasterready.org. We expect the winning bidder to use a software that is compliant with such hosting services and deliver the modules ready-to-use.
- 2. Interactivity requested.** Could you please specify the level of interactivity requested? Are the courses already available on kayaconnect.org and disasterready.org representative of the level of interactivity you envision?
  - We confirm that the self-paced E-Learnings should be interactive to ensure an effective learning outcome of participants, the level of interactivity will depend on the modules outlines and the methodology that the contracted bidder suggests based on expertise and discussions
  - Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

3. **WCAG Guidelines.** To this which extent the e-learning modules available on [kayaconnect.org](http://kayaconnect.org) and [disasterready.org](http://disasterready.org) are representative of the compliance with the WCAG guidelines?
  - Please note that we are not part of [kayaconnect.org](http://kayaconnect.org) or [disasterready.org](http://disasterready.org) and do not have a comprehensive overview of the extend of accessibility of existing E-Learning courses on such platforms
  - We expect the bidder to show their own knowledge and/ or experiences in developing accessible E-learning modules and expect to have a transparent, collaborative and professional development phase of the modules to ensure accessibility according to global standards
  - The Disability Reference Group includes Organisations of Persons with Disabilities which will also check and validate accessibility features of the developed modules
4. **Language.** Articulate standard indicates English as a language, even if translated. This means that the screen reader would also pick up in English. Would you consider that acceptable?
  - We assume that you refer with “Articulate Standard” to the development software “Articulate 360”
  - We do not specify which software you should use for the development of the E-Learning modules as long as the end-product matches our expectations as spelled out in the call, the later ToR and during exchanges in the development process.
  - For the English versions of the E-Learning, the screen-reader software should pick it up in English. For translations of the courses in other languages, the screen-reader software should pick up the respective language of the translation to ensure accessibility to screen-reader users of other languages than English
5. **Accessibility:** Are there other requirements for the e-learning content apart from it being accessible according to the WCAG guidelines mentioned?
  - We expect all materials included in the E-Learning course to be accessible, the standards stated in the call are considered the minimum, if you deem specific parts of the standards not applicable for an E-Learning course, please transparently state so in your expression of interest
  - The revision rounds with persons with different types of disabilities in the development phase might raise additional requirements. We expect the contracted bidder to engage with us in a transparent, collaborative and professional development phase of the modules to ensure accessibility according to global standards to the best extend possible
  - Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.
6. **Quiz.** In point 1.2 of the Terms of reference you indicate ‘ *A needs/interest assessment quiz at the beginning of the course that recommends which modules should be taken by*

participants'. Could you please specify if the quiz should be integrated in the e-learning or a stand-alone module?

- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.
- Such details will be stated in the more detailed ToR and are not considered to be relevant at this stage of the tender process

7. **Portfolio and credentials of staff.** One of the requirements is 'A detailed portfolio including credentials of bidder's staff'. Could you please specify if the access to current e-learning modules could be considered as a portfolio? And could you please confirm that the credentials refer to the provision of the details of a contact person of the client of the e-learning modules?

- the call specifies "A detailed portfolio including credentials of bidder's staff which would be involved in the development process of the E-Learning course"
- the detailed portfolio includes developed E-Learning modules but may also include other projects that the bidder feels relevant for the requested service and with which the bidder wants to highlight certain experiences
- The credentials of bidder's staff refers to the professional experiences and certificates of the bidder's team members that most likely will be involved in the development process of the E-Learning Course

Date: 28.06.2021

**1. Do you provide the content to be delivered in the e-learning?**

- We have technical raw materials for content, i.e. all technical content will be delivered.
- We expect the winning contractor to turn technical raw material into interactive E-Learning modules.
- We expect audio-visual content to be produced by the winning contractor, including but possibly not limited to animated videos, graphics, etc.
- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

**2. Is there a specific amount of budget that is given here for development?**

- By our procurement regulations we are not allowed to communicate our estimated budget at this stage of the procurement process.
- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in

the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on. For the expression of interest we do not yet expect a financial offer. For all requirements and expectations please do consult the call on our [tender webpage](#)

**3. Do you also want audio recordings? If yes, in which language?**

- Yes, the E-Learnings should include audio recordings produced by the winning contractor
- For languages please do consult the published call on our [tender webpage](#). The main language will be English but we also want to have translations of the E-Learning course in other languages.

**4. We understand that the content should be interactive, may we know the current LMS is using SCORM compliant content?**

- We confirm that the self-paced E-Learnings should be interactive to ensure an effective learning outcome of participants
- As specified in the published call, we want to host the E-Learning modules on known humanitarian E-Learning platforms like kaya.org and disasterready.org. We expect the winning bidder to use a software that is compliant with such hosting services and deliver the modules ready-to-use.
- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

**5. Can we know which LMS you are currently using for content delivery?**

- Please see answer above

**6. Content authoring platform - do you have any specific requirements on the platform use?**

- Please see answer above

**7. Can we use storyline 360 to develop eLearning?**

- Please see answer above
- We expect the winning bidder to suggest to us the best compliant software to develop the E-Learning and deliver ready-to-use modules that can be hosted on commonly known humanitarian E-Learning platforms.

**8. What is the status of raw content readiness? Also, please let us know in what format is the content available?**

- Please see answers above
- We have technical raw materials for content, i.e. all technical content will be provided.
- We expect the winning contractor to turn technical raw material into interactive E-Learning modules.
- We expect audio-visual content to be produced by the winning contractor, including but possibly not limited to animated videos, graphics, etc.

- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

**9. Will the learners get the certificate upon completion of the course? If yes, can we know the certification criteria?**

- We plan to have a certification upon completion.
- More details will be provided in the specific ToR including a course outline.
- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

**10. Do we have an assessment after each module (linear course) - the learner can proceed to module 2 once he/she passes the module 1 learning assessment. OR do we have a capstone assessment that will be answered by the learners only when they complete all 7 modules?**

- The initial idea is to have an E-Learning course that can be taken both ways depending on the learners pre-existing knowledge, i.e. linear with one module after the other OR just specific modules.
- Please note that this is a restricted tender with open competition. In this step we expect an expression of interest consisting of the documents specified in the published call. The best bidders will receive a more detailed ToR incl. a preliminary outline of the whole E-Learning course to base their technical and financial quote on.

**11. For Spanish and Arabic languages - (need clarity for planning and costing)**

- Please note that a financial offer is not expected at this stage of the process. See the published call for details

**a. Do we need to do a full language development on Spanish and Arabic - On-screen text and voice-overs which will be then published as individual SCORM packages**

- We plan to have separate E-Learning courses published in different languages
- We understand that translations and such differences highly influence the costing of development. In the detailed ToR that we will provide in the next step of the tender process, we will specify in more details the translation requirements and will suggest to have a detailed financial offer that includes different options, e.g. voice-over recordings, on-screen-text, close captions
- Please note that we expect the contractor to consider accessibility for persons with different types of impairments when providing its quotations

**b. Do we need to account for Spanish and Arabic voice-over recording or just close captions over English by retaining English Voiceovers?**

- See answers above

**12. Regarding the timelines, we can see that the project should be completed by 1st December 2021 and Aug 2021 1st week as the start date (total duration - 16 weeks). Is there a scope for extension, given the content length, is 7 hours in training that will have a considerable effort on development and review from the stakeholders. Please let us know if there is any room to go beyond December? We need clarity so we can identify the size of the team we need to deploy for the development**

- Please note that we aim for the completion of the development process as specified in the call.
- If you cannot meet this expectation or if the costs would be unreasonable high to meet it, please do transparently mention it in the expression of interest. If you are selected in the first step of the tender process and asked to provide a detailed technical quote and financial quote, we will also expect a detailed time plan.