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Tender Name: ITT 512-2020 -Debt Management eLearning Portal

Clarification Questions/Answers

Q 1:

1. We are interested in putting in a response and were wondering if you had a budget for the development of the e-learning courses
2. The production values involved in eLearning are highly price dependant. It will be very useful to understand what is the approximate budget range for the eLearning project?
1. As there are many variables, do you have a budget guide so we know where to pitch?
 - a. If not, are you open to a flexible pricing calculator that will demonstrate the minimal viable product, with the option to add bolt on costs etc?

A 1: The estimated cost for this project is less than or equal to a maximum of £120,000.

Q 2:

1. The module learning times are listed as “hours”, and I wondered if this was meant to be “minutes”
 - a. If it is hours, could you please give more clarification around the content and types of learning activities you anticipate making up that time (i.e. reading, reflection, activities etc).
2. What format will the face-to-face content be provided?
3. Much of the monitoring and analytics will be managed by your Moodle platform – are you just looking for the provider to implement that for you within Moodle, or provide additional reporting above the Moodle capabilities? If so, could you please be more specific about the data you need to capture?

A 2:

1. The module learning times are in “hours”. The hours represent a cumulative period between starting the course and completing the course. This period could be covered over multiple sittings and include several exercises and the application simulations.

As mentioned in the ITT, the content will be based on our public debt management system “Commonwealth Meridian”. Further information about the system can be found at <https://thecommonwealth.org/about-meridian> along with the documents attached on the right-hand side of the page mentioned above.

Pre and post course background reading, reflection, practical exercises and other related activities are included in the proposed learning times.



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2. Please note that bidders will not be required to develop any face-to-face content as part of this project. The Secretariat will provide materials that are used when delivering these courses in a face-to-face training workshop content to the successful supplier. When delivering this face-to-face workshops, the content are provided in PowerPoint, Microsoft Word, Excel, and any other formats. The face-to-face workshops also involves practical hands-on session with this application.
3. Yes, all the monitoring and analytics should use the existing Moodle features. We expect the provider to configure the required monitoring and analytics capabilities for us within Moodle. Apart from submissions, participation trends and other data that would assist us to improve on the course experience, we expect to also generate within Moodle;
 - a. General statistics e.g. logins, countries, number of courses taken by size/users etc.
 - b. General reports e.g. learning, security, logs, comments and other site-wide reports
 - c. Engagement reports e.g. student progress and activities using various indicators
 - d. Dashboard with configurable widgets to display similar data mentioned above. We also expect the successful supplier to suggest and if required configure any other monitoring and analytics plugins that would enhance course management.

Q 3:

1. Will your organisation provide subject matter expertise on Meridian, or will our staff be expected to provide this?
2. Will our staff have full access to Meridian for familiarisation etc?
3. Contract start date is estimated to be 17/8/20. When is the required delivery date for the completed eLearning?

A 3:

1. Yes, the Secretariat will provide the subject matter expertise on Meridian. Course material will be developed by the Secretariat and shared with the successful supplier
2. Yes, we will provide full access to Meridian to the successful supplier.
3. Bidders will need to specify the number of days they expect the assignment will take. Based on the information provided we will determine and agree on timelines, project milestones and deadlines with the selected provider, taking into



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consideration the provider's ability to deliver on the requirements within a competitive timeframe.

Q 4:

1. The ITT states that the total duration of the eLearning is between 31 and 50 hours. Given that 60% of the tender evaluation is based on price, this wide variation makes it difficult for us to provide our best price. Are you able to provide a more definitive estimate of duration, or one that all bidders can assume, or would it be acceptable for us to provide a price based on cost per hour of eLearning?

2. The ITT specifies the following requirements:

"A community function for learners to share experiences as well seek assistance."

"Monitoring - Administrators and instructors should be able to monitor learner journeys through tools, alerts, and reporting. Administrators should also be able to deactivate or re-assign courses and perform other similar tasks."

"Analytics - The portal should integrate with and provide access to user performance data for analytics and customised reporting as per the expectation of the project team."

We understand that this project is for the design and development of eLearning content. Therefore, we assume that these functions and features will be provided by the Moodle platform, and would not be a requirement of the content development project?

Can you confirm please?

3. The ITT specifies a requirement for "ongoing support and maintenance". Can you clarify your expectations/requirements please?
4. The ITT specifies a requirement for a responsive design, which rearranges and reformats content according to device type and screen size. However, our understanding is that the modules are predominantly IT system simulations featuring system screens that will not function in a responsive framework.

Therefore, could you clarify this requirement please?

5. Do you have a preferred development tool?
6. Given the potential scope of the project, it is highly likely that some modules would be being developed while others are still being storyboarded. Also, retaining 40% for a



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final payment seems excessive. Therefore, is there any flexibility around payment scheduling?

A 4:

1. We are unable to provide a definitive estimate of duration. However, we have now provided our estimated budget for the project (refer to A1 above) and you may proceed to provide your estimated cost per hour of eLearning.
2. Although these functions and features will be provided by the Moodle platform, we expect the provider to configure the required monitoring and analytics capabilities for us within Moodle. Please refer to answer A2.3 for more information.
3. The ITT provides guidance for Ad-hoc maintenance/support on Time Charge basis. As specified in the ITT, the eLearning platform will be maintained and supported by the Secretariat. However, any maintenance or support work to do with the course (adding new material, modifying existing materials etc.) will be provided by the provider through a maintenance contract on a Time Charge basis.

We expect bidders to provide a cost proposal on Ad-hoc maintenance/support on Time Charge basis as this would be used as part of the financial scoring.

4. We expect that using the Moodle development platform, the content will be auto-responsive. However, the course design assumes that the learner will be using a standard computer or a tablet device.
5. We do not have a preferred development tool. However, as stated in the ITT and the additional "Specifications for eLearning Content (PDF)" document, the course should be developed to be deployed on Moodle learning platform.
6. The payment schedule is based on deliverables set out in the ITT. Unfortunately, this cannot be changed.

Q 5:

1. What is the project timeline?
2. The hours mentioned in the table is learning time, so can we clarify what will be the actual run-time of the eLearning course?
 - a. Is it safe to consider 10-15 hours? General thumb rule is 1:4 in learning time to runtime of a course.
3. Does the learning time include assessments and knowledge checks as well?
4. Do they have any need towards developing the content on a specific content authoring tool?



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5. Are there sample pegs for interactivity and quality?
6. Kindly provide clarity on this line item under key responsibilities:
 - Ongoing research and development of industry-relevant lessons learned for sharing and discussion with the Commonwealth team.
 - Ongoing support and maintenance - Is this content maintenance and support, may we ask for the length/duration?

A 5:

1. The project does not have definite timelines. However, we expect bidders to provide guide timelines as part of the proposal. Although the guide delivery period will not be used for scoring, a shorter delivery period will be preferred.
2. The module learning times are in “hours”. The hours represent a cumulative period between starting the course and completing the course. This period could be covered over multiple sittings and include several exercises and the application simulations.

As mentioned in the ITT, the content will be based on our public debt management system “Commonwealth Meridian”. Further information about the system can be found at <https://thecommonwealth.org/about-meridian> along with the documents attached on the right-hand side of the page mentioned above.

Pre and post course background reading, reflection, practical exercises and other related activities are included in the proposed learning times.

3. Yes, please refer to point 2 above.
4. Please refer to answer A4.5 above.
5. We are unsure of your question. Please provide further details or examples to enable us to provide a clear answer.
6. A) We expect the successful provider to advise the Secretariat on industry best practices in eLearning in order to develop a modern, relevant course based on current information/eLearning technologies.

B) Please refer to answer A4.3 above.

Q 6:

1. Is the learning time in the tender document for new starters, or refreshers or both combined?



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2. Is it a PC based system only?
3. What is the typical audience profile? Do we assume they have an economics/finance background and we should focus the training on using the system only?
4. Does Meridian support all main browser types i.e. IE, Edge, Chrome, Firefox and Safari?
5. Will we have access to Meridian to do software/screenshot capture or that is something to be provided by the SME?
6. Will you be releasing a budget for the development of the course?
7. When being accessed on a mobile phone, is the system responsive or do the system screens simply scale down to the size of the phone screen? Must be really difficult to use the system effectively on a phone?
8. Will a recording of this demo be shared with suppliers to refer back to when putting together the response?
9. Is the output sent to the user's browser in HTML5?
10. What is the educational level of the typical learner?
11. Will there be an opportunity to ask questions after we've reviewed the recording of this presentation?
12. Your ITT mentions that successful bidders will be invited to do a presentation. Will the presentation be scored, or is it for information purposes only?
13. Also, do you have a budget for the creation of the course?
14. Will you be releasing a budget for the development of the course?

A 6:

1. The learning time should be developed based on new starters. Although the design should allow quick access to some material for refreshers.



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2. The Commonwealth Meridian system is browser based and accessible on all browsers across PC and tablet devices.
3. The courses are targeted to learners working in a debt management office or at least using Commonwealth Meridian in their work. The assumption will be that the learners will already have the business knowledge. Please refer to the “Background” information on page 8 and 9 of the ITT for further information.
4. Meridian supports all the other main browsers types.
5. Yes, access to Meridian will be provided to the successful supplier as required. An SME will also be available to provide knowledge on using the system.
6. Please refer to point A1 above.
7. The system is responsive when accessed on a mobile device. Because of the multitude of controls and tabs, we expect users to mostly access and use the system on a computer or tablet device.
8. Please download a recording of the demo using this link: <https://we.tl/t-ucllCZKftl>. Note the download link will expire on 18 June 2020.
9. Yes, the content is sent to the user's browser in HTML5.
10. Please refer to A6.1 above.
11. Yes, but not after the “Tender Clarifications Deadline” date.
12. No, the presentation itself will not be scored but it would help us to understand the proposed solution and approach to the project, which will be taken, into account when selecting the successful bid.
13. Please refer to point A1 above.
14. Please refer to point A1 above.

Q7: Thank you for the demonstration it was really useful to see how the system works,

A few questions in relation to the specification;

1. Where it mentions that the course should be developed in English but can be easily translated



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- a. Who would be doing the translation?
 - b. Does the system itself change language?
 - c. Would the screen captures in the course be required to be changed with each language change?
 - d. How many and which languages are you most likely to need translation to?
2. Some of the functionality listed in the specification would be down to the LMS hosting the course, are you able to provide more information around the Moodle LMS you are using and its capabilities?
 3. Who created the previous E-Learning for CSDRMS and are you looking to them to create this new course?
 4. Are you going to release a budget for this opportunity as it will affect our decision to Bid/No Bid?
 5. Will you extend the clarification period to allow us time to review the demo and ask anymore related questions?

A7.

1. The course should be developed in English only including all the screens. When there is the need to translate to another language, new screens will be captured to cater for the specific language. This requirement is to allow for easy translation of the course to any language as required by the Secretariat (the course should be translation-ready). The translation to any language will be done through a separate project in the future.
2. We expect bidders to specify which functions will be provided through the course and which ones would be provided by the LMS (in our case being Moodle).
3. No, this is an open tender process.
4. Please refer to point A1 above.
5. No, we expect all questions to be submitted and clarified by the Tender Clarifications Deadline" date.

Q8

I was wondering if you have a 'go-live' date when the training will need to be created by?

A8

Please refer to point A3.3 above.



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Q9

Questions relating to the main ITT document

1. Within Section 6 Specification of Requirements heading 'Background' it states: *'These courses should be comprehensive and engaging so as to ensure effective management of their public debt portfolios using the Commonwealth Meridian software'*
Please can you describe in detail what is meant by engaging preferably using examples in the context of the current course?
2. Within Section 6 Specification of Requirements, the table summarising 'the allocated learning time for each course/module' has a learning time range please can you confirm:
 - i. Which total learning time would like us to base our scope and costs from a) 31 hours b) 50 hours c) both
 - ii. What is the systems training and non systems training for each of the modules 1-5
3. Within Section 6 Specification of Requirements heading 'Specification' it states: *'Experience should be consistent across mobile and tablets via a responsive design'*
Please can you confirm:
 - i. Do you require 'consistent' experience across desktop, mobile and tablet or just mobile and tablet?
 - ii. Does this consistency apply to all course content including the systems training elements?
 - iii. Please describe the expected volume of mobile users? Ideally with a examples scenario to help our understanding of the use case
4. Within Part 2 Technical Questionnaire question 1-D refers to optimisation for low bandwidth, please confirm the following:
 - i. What proportion of users are likely to be on lower bandwidth?
 - ii. Define lower bandwidth and how users who you currently consider in this category experience learning?
5. Please confirm the total number of users are expected to undertake this learning?

A9

1. As specified in the ITT, we expect the courses to use texts, graphics, audio, video, quizzes, etc. to engage learners, promote interest, and support knowledge and skills acquisition. The successful provider would advice on how the content we provide is presented to enhance learner engagement and also capture the best aspects of face-to-face training. E.g. the course should include knowledge and



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skills assessment tests through interactive quizzes (the questions will be provided by the Secretariat for each course)

2. Please refer to answer A5.2 above. The course is all to do with systems training and will also include definitions to some debt management terminology for onward reading.
3. The course design should assume that the learner will be using a standard computer or a tablet device. We therefore expect consistency across these 2 platforms. We are not expecting users to use mobile devices to access the courses.
4. The course should be designed to have satisfactory performance on low bandwidth. Most of our clients will be accessing the courses from developing countries. The course content should be optimised to provide a similar user experience, regardless of the bandwidth.
5. Over 300 user have attended the current course over a 3-year period.