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Tender Name: ITT 553-2021 E-Learning Design and Development Services

Clarification Questions/Answers

<p>Q1:</p> <ul style="list-style-type: none">a. Could you please clarify how you would like us to present our pricing? Is this just our day rates, or a fixed price against some specific criteria?b. Although I appreciate this would be a zero-value agreement, do you have any indication of predicted spend over the contract period?c. Do we have to complete the tender word document, or can we submit our proposal in a different format, providing all areas are addressed?
<p>A1:</p> <ul style="list-style-type: none">a. Please provide your pricing as 'Day Rates' because the contract is based on a flexible approach.b. Annual average spend is estimated to be between the range of £60,000 to £90,000.c. Please complete the word document to ensure a uniform approach. You may attach any other information as deemed necessary.
<p>Q2:</p> <ul style="list-style-type: none">a. Could I submit the tender as an individual contractor, or would you prefer as a company?b. Could I submit audited annual turnovers, combining both company and my personal account? - please refer to the ITT document page 16, section 1.10 - TURNOVER/FINANCIAL STABILITY
<p>A2:</p> <ul style="list-style-type: none">a. The proposed framework contract is not for a single project but aimed at a series of requirements as they emerge. On that note, an Individual contractor may not be able to cope with multiple projects running concurrently. Our expectation is therefore for a company with a team capable of delivering on multiple projects at the same time.b. No, we would consider an entity on its own merit.
<p>Q3</p> <ul style="list-style-type: none">A. CONTENT AND COURSE DESIGN QUESTIONS<ul style="list-style-type: none">i. May we have access to the content that will be converted into online learning - or an illustrative example of the content?ii. What is the status of content readiness? Do we have the raw material available in the form of PPT/word or PDF where we need to convert it in the form of interactive learning?iii. Are there any insights you can share about the anticipated length (total learning hours) per course?iv. Are these courses envisioned as self-paced only or is there scope for a cohorted/facilitated approach or is that recommendation part of the scope of this project?B. LEARNER/PARTICIPANT QUESTIONS<ul style="list-style-type: none">i. Could you please provide any details on the audience profiles? We understand that these courses will be created for both internal and external consumption and are interested in any possible information on both audiences?



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C. TECHNOLOGY QUESTIONS

- i. Under section 2 “Specification,” point 11 states a requirement that “Administrators and instructors should be able to monitor learner journeys through tools, alerts, and reporting. Administrators should also be able to de-activate or re-assign courses and perform other similar tasks.” This functionality is typically supplied via the learning platform/LMS and page 3 states that the digital content the supplier produces must meet “the standard to be hosted on most e-learning platforms, “the Secretariat’s elearning MOODLE platform (cslern.commonwealth.int). Will the content/courses be hosted on cslern.commonwealth.int? Does that platform support the required monitoring and reporting? Is providing another hosting solution part of this scope of work – or simply delivering digital learning that can be delivered via a range of platforms?
- ii. Which version of Moodle is currently used and which, if any, plug-ins are used related to data, monitoring and evaluation? Currently is Google Analytics linked to the LMS?
- iii. On page 10, under the Roles and Responsibilities section, number 6 lists, “Pilot testing / debugging to ensure the portal meets business and performance requirements specified during the requirements gathering process.” Does this entail testing the actual portal/platform or simply that digital learning content works as intended on the existing portal/system?

D. SCOPE AND BUDGET

- i. Is there a sense/estimate of how many courses will be created under this contract – either per year or total?
- ii. Is there a suggested budget for the project as a whole?
- iii. How do you prefer to have costing presented? What are the parameters we should work within? Without sample content, course length (such as in learning hours), and number of courses, all of these inform that price, we want to make sure we are making accurate assumptions about the scope

A3

A. CONTENT AND COURSE DESIGN QUESTIONS

- i. The content will vary depending on the specific course, there is no single material that will be representative of all the different projects.
- ii. It largely depends on the project. Content will be developed by consultants in various formats – ppt/ word/ leaflets / videos, etc
- iii. It will vary per course and it could be between 2hrs to 10hrs per course
- iv. Most of these courses will be offered as self-paced only

B. LEARNER/PARTICIPANT QUESTIONS

- i. Audience groups will vary but some groups would be: internal staff, technical specialists in member states, government officials in member states.

C. TECHNOLOGY QUESTIONS

- i. The content will be hosted on Moodle and Moodle will be able to provide the required monitoring given that the courses/module grades or completion statuses are passed to Moodle.



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- ii. Currently is Google Analytics linked to the LMS? Google analytics is not linked to the LMS. We are currently using Moodle version 3.7.3 (Build: 20191111). We are currently only using standard out of the box plugins.
- iii. This is to confirm that the digital learning content works as intended on the existing portal/system.

D. SCOPE AND BUDGET

- i. An estimated total of 32 projects / courses (approx. 70 modules) may be created across the contact term.
- ii. Annual average spend is estimated to be between the range of £60,000 to £90,000.
- iii. Please provide your pricing as 'Day Rates' because the contract is based on a flexible approach. Each project will have to be costed separately based on its particular needs and specifications, using the day rates. Please propose an alternative if you have a better approach to making accurate assumptions about the scope/pricing.

Q4: Specification

The following high-level specification for the services required may change after discussions with Subject Matter Experts (SME) for each project and the provider. The requirements listed below are for guidance on the project's scope, but are not considered exhaustive.

1. Work with the Client in the developing robust and interactive courses which users find easy to navigate and consume. *Is there a specific team at CW we will need to work with. Are there any standards we need to consider, i.e. design guidelines we should follow?*
2. Courses shall comply to the Shareable Content Object Reference Model (SCORM) – *Which version of SCORM would work best for CW's LMS version 1.2 or 2004. We can publish in both versions.*
3. Review the learning objectives and materials of each course and develop a knowledge and skill map considering the target audience and the knowledge required; *Assuming we will have access to content, SME and learners to create personas. Are these classroom courses? Is this source material that will be adapted for digital delivery and/or blended solutions?*
4. Develop self-paced courses with modules where required;
5. Develop courses in English that can easily be translated into other languages; *Are there any standards, we can use QA standards or client specific. Would the expectation be to re-record voice overs or is there the option to use close caption/transcripts for translated versions?*
6. Develop learner-friendly interface and navigational elements with e.g.
 - a. Navigation buttons and easy functional links;
 - b. Enhanced search function within courses/modules;
 - c. Ability for learner may stop and restart course at any time;
 - d. Ease of identifying course stage and navigation within modules;
 - e. Show approximate time to complete each module; *Is there any preferred duration, 10-15-30 minutes*



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f. Accessible for learners with low bandwidth; *Is there any constraints on maximum file size and minimum bandwidth requirement. Would any rich media (video and animation) be housed within the module or on a separate/external server and be pulled in?*

7. Search for information required to complete a task or course.
8. Courses could include links to internal and external resources; *Are there guidelines on how to link i.e. open in a new window/tab and also what can/shouldn't be linked to?*
9. *Use texts, graphics, audio, video, quizzes, etc. to engage learners, promote interest, and support knowledge and skills acquisition; Are there any specific design considerations i.e. design guidelines we should follow?*
10. Include knowledge and skills assessment tests, with completion certificate; *Are there any specification or accreditation requirements. Should assessments be separate to the modules i.e. standalone or housed within the module itself?*
11. A community function for learners to share experiences as well seek assistance; *We will be able to include a link the eLearning to Moodle/LMS, provide CW's LMS have social learning functionality e.g. discussion board, etc.*
12. Monitoring - Administrators and instructors should be able to monitor learner journeys through tools, alerts, and reporting. Administrators should also be able to de-activate or re-assign courses and perform other similar tasks. *This will depend on administrator and instructors' access to the LMS, once the eLearning is hosted on LMS. Assuming the CW will be hosting and deploying the SCORM/eLearning packages to the LMS.*
13. Compatible design with all modern browsers. The courses should also offer the same learning experience on mobile and tablet devices. *Specs of browsers and devices.*
14. *Are there any delivery milestones we need to be aware of?
How many courses/projects are being planned? And approx. how long would each course be? Are we breaking the courses in to bite size modules or would the expectation be larger modules for each project?
What are the file size restrictions?
Who is the target audience/demographic for this?*

A4

1. The design and branding of the course will be reviewed with the Communications division.
2. SCORM 1.2 format will be required as Moodle does not officially support SCORM 2004
3. It could vary and this would be discussed and agreed with the content Subject Matter Expert (SME) at the start of each project
4. -
5. This would need to be discussed with the content SME /
6. This would need to be discussed with the content SME / There is no maximum file size but we would recommend that video content be kept to a minimum considering the low bandwidth in many of our member states. If videos are used the resolution should be 360p or 720p maximum.
7. -
8. This would need to be discussed with the content SME



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9. The design and branding of the course will be reviewed with the Communications division.
10. This would need to be discussed with the content SME
11. This would need to be discussed with the content SME
12. This will be managed by the LMS
13. The main browsers that should be considered are Edge, Internet Explorer, Chrome, FireFox and Safari
14. All this will vary depending on the project. For each of the projects we will agree a project plan and specific requirements.