ICGEB/RFP_e.Learning

CLARIFICATIONS PUBLISHED ON 22/12/2021

Question 1: How much content or length of the finalized course(s) is to be developed?

Reply: The module content will be based on a training programme to typically fit within a face-to-face, 09:00-17:00, 5-d training workshop. Previous modules have required up to 3 days of recording studio to achieve a maximum of 8 h tailored video “talking head” content, with the remainder of the module content comprising pre-existing 3rd-party video and documentation resources.

Pre-existing training resource materials will comprise YouTube videos and PDF documents. It has no fixed length as the content will comprise original video, 3rd-party resources (video & documentation) and exams, but typically will reflect the amount of work possible during a 5-d workshop.

The eLearning will provide training in Epidemiology and Public Health Surveillance.

Question 2: Can you confirm ‘experts’ reference refers to subject matter experts of the content to be created that ICGEB has in place (or will select) and content expertise will not be required by the bidder?

Reply: We can confirm that “experts” refers to individuals already in the ICGEB network who will provide the subject matter of the content, and thus the bidder will not be required to identify them.

We are considering a maximum of 2 experts to be recorded, although a greater number may be involved in developing the documentation, scripts and test questions.

The experts are resident in Europe, primarily Trieste and the UK (Edinburgh & London) and ICGEB will cover their costs.

Question 3: In the ‘Responsibilities of Bidder’ section on the first bullet point, reference is made to original video recordings of the experts. Are these videos already existent and will need modifying or is the requirement to record new videos of the experts discussing the topics?

Reply: “Original video recordings” refers to tailored (new) video content that will be required to be generated/recorded under the contract with the bidder.

Original videos are expected to be recorded in a studio, and at Bidder’s expense.

The experts who will develop the technical content will be provided by ICGEB, and at ICGEB’s expense.

The Bidder should consider the costs of 3 days in a recording studio to capture up to 8 h of original video content of talking expert.

The location of the recording studio should be in Europe (due to COVID restrictions)
Question 4:  The final bullet states the delivery of modules in English and French. Will ICGEB be responsible for translation (or supply of French content) and bidder’s only responsibility to be instructional design (and no translation or transcription) services?

Reply:  Although ICGEB can provide “translation (or supply of French content)”, we would be interested to receive tenders with the translation and/or transcription costs as an option. The French version may involve audio dubbing and/or subtitles, therefore the Bidder should consider presenting the costs for these options.

Question 5:  Could you clarify if the modules are developed using any specific E-learning course creation/authoring software OR are developed using custom HTML5 programming?

Reply:  To the best of our knowledge, the program used for the existing modules are SCORM-compliant, and thus the new module should also be constructed using these standards.

Question 6:  Is the LMS a generally known open source LMS software or custom made for ICGEB?

Reply:  To be determined. Will provide information ASAP.

Question 7:  a) We could not find interactive screens in the courses. Should we assume that the course is primarily Video + Animation and quizzes? Is there any visual design reference or guideline available?

b) What did you mean by “Searchable Glossary and Resources of each unit available for every slide in every moment via pop-up sidebars.” Is there a rigid type of design for this? Or is it appropriate to suggest our design?

Reply:  Access to the existing eLearning portfolio will provide a better sense of how these operate in a typical module.

Question 8:  Are the quiz, exams, and glossary expected to be created directly on the online platform? Or should they be created in SCORM package?

Reply:  They should be created in the SCORM package for direct interactive access by the user in the module.

Question 9:  Is there a certificate design? Or will it be designed by the bidder?

Reply:  There is a pre-existing certificate design, comprising fixed text & images, but will also need to include user-specific fields (e.g. name, unique certificate identifier, etc).
Question 10: With reference to ANNEX II – General Conditions of Contract; 5. SUB-CONTRACTING In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of ICGEB for all sub-contractors. Do we have to specify the sub-contracting of certain parts of the e-learning module in the proposal or the request for permission has to be addressed afterward in case of award?

Reply: If the proposal submitted by a bidder foresees sub-contracting of part of the activities, details should be made explicit at proposal submission stage. If the sub-contractor is identified by the contractor after tender award, or the sub-contractor identified in the proposal changes after the award, the Contractor shall obtain prior written approval and clearance from ICGEB.

Question 11: Point C) PREPARATION OF PROPOSALS reads “The offers received must include information in sufficient scope and detail to allow ICGEB to consider whether the company has the necessary capability, experience, expertise, financial strength and the required capacity to perform the services satisfactorily”. Referring to financial strength, which documentation, formal or informal has to be eventually attached to the proposal?

Reply: Normally, copies of the approved audited financial statements for the last three years are provided.

Question 12: Page 14 is missing. There are 2 pages no. 15. Could ICGEB reorder the text in a coherent sequence?

Reply: We are grateful for the comment. Page numbering has been amended accordingly. Please refer to the revised document available online. Changes are marked in red.