

FAQ

FOR TENDER FOR DEVELOPMENT OF E-LEARNING CONTENT AND PLATFORM , SAP

NO: 83382693

Overall scope of the project is to develop e-learning for 3 hours and provide a learning management system for 50 users/month?

Yes, you should develop e-learning content with a duration up to 3h (split into different multimedia elements). You should also propose a LMS and indicate the price model for 50users/months

Please confirm the on-site location (Bonn, Germany?)

The project team with whom you will work is based in Delhi, India. The target audience for the e-learning is based in India. GIZ headquarters are in Bonn but there will not be any direct interaction with HQ for the contractors.

From the term “eLearning platform”, we understand a SCORM compliant eLearning program to be hosted on a Learning Management System. Please confirm if our understanding is correct.

Yes, this understanding is correct.

We understand the overall duration of the eLearning program will not exceed 3 hours.

Yes, this is correct.

You have asked the service provider to suggest the LMS for hosting the course. Would you be open to consider a custom Learning Management System [LMS] developed by our team? If yes, should we also include the cost for the LMS in the response?

Generally, we are open for a custom LMS, if it does not increase the costs significantly.

The requirement includes on-site assignment for the team-leader. What would be the location of this assignment?

The project team with whom you will work is based in Delhi, India, and Germany. The interaction will be virtual. There is no travel anticipated.

We understand that we would receive the input content from GIZ. Please confirm the format in which we will receive the content.

The content will be in form of PPTs, exercise templates and questionnaires. The material was developed primarily for offline trainings.

Would it be possible to get access to the content [or part of it] while we work on the RFP response?

This is not possible.

Please suggest if you have a preferred authoring tool to be used for development of eLearning course.

We do not have a preferred authoring tool and depend on your expertise to choose the most suitable for the assignment.

Please suggest if we you would like the course to be simple, medium interactive or highly interactive.

Between simple and medium interactive (it depends on the overall costs).

Would this be a fixed bid or time and material engagement?

This is a service contract. You need to submit two separate proposals 1. technical proposal where you outline how you will execute the assignment and 2. a price proposal.

Under the costing requirement section, you have provided 100 and 300 days for team lead and short-term expert pools, respectively. Please suggest if these are indicative numbers.

These are indicative numbers. If you can guarantee that you can deliver the services in less days this is also fine.

We would request more information on the per user license cost option. Our solution [eLearning course and LMS] are perpetual in nature. This means that the GIZ will have the ownership for the course and the LMS and hence could decide upon the per user license cost.

When you suggest a suitable LMS please also indicate the price model for the per user license costs (for 50 users/month). For the duration of the contract the contractor is required to take care of the payment of the hosting costs and the costs for the licenses. Please consider these costs in your price proposal.

By 'based on existing content material and curriculum' does it mean that the scope of project is only provisioning of the eLearning platform and GIZ will upload their existing content on the platform?

No, the contractor will be provided with existing content material in form of PPTs, exercises templates and questionnaires for offline trainings (not e-learning content). The assignment is

to digitize this existing content material by developing e-learning content in form of different multimedia elements and put it on an LMS.

We assume that the questionnaire will be an assessment type of course, which the users will get when they access the platform for the first time and based on their score in the course their learning path will be set. - Please confirm.

Yes, that's correct. This shall be a kind of self-assessment through which the user can identify their knowledge gaps and specific needs.

Should the LMS be open source or closed source/proprietary software?

Both options are feasible as long as certain data protection requirements are met.

We assume that the eLearning courses for the topics are already available with GIZ and they will deploy those on the platform provided by the contractor. - Please confirm.

No, there is no e-learning course. The material is for offline trainings and the assignment is to digitize it into e-learning course.

What will be the approximate number of total users?

We expect up to 50 active users per month.

What will be the concurrency of users accessing the platform at a time?

We expect up to 50 active users per month.

Since the contractor is going to only provide the platform and the content is already been developed by GIZ/Her&Now Project team, why should the contractor be involved in the content reviews?

No, there is no e-learning course. The material is for offline trainings and the assignment is to digitize it into e-learning course. The contractor will be provided with existing content material in form of PPTs, exercises templates and questionnaires (not e-learning material). The assignment is to digitize this existing content material by developing e-learning content in form of different multimedia elements and put it on a LMS. GIZ will be involved in the content reviews.

What tools are to be coded? Is it referring to different part/modules of the LMS?

It refers to different multimedia elements e.g. a quiz, a video, an audio etc.

Since the contractor is going to only provide the LMS platform why would the contractor need to participate in this tasks of Instructional Design and Storyboarding?

No, there is no e-learning course yet. The existing training material is for offline trainings and the assignment is to digitize this content into an e-learning course. The contractor will be provided with existing content material in form of PPTs, exercises templates and questionnaires (not e-learning material). The assignment is to digitize this existing content material by developing a concept for a e-learning course and also produce e-learning content in form of different multimedia elements and put it on a LMS.

We assume that the production of the e-learning content will be done by GIZ. - Please confirm

No, there is no e-learning course yet. The existing training material is for offline trainings and the assignment is to digitize this content into an e-learning course. The contractor will be provided with existing content material in form of PPTs, exercises templates and questionnaires (not e-learning material). The assignment is to digitize this existing content material by developing a concept for a e-learning course and also produce e-learning content in form of different multimedia elements and put it on a LMS.

If the production of the e-learning content and multimedia elements has to be done by the contractor then please provide the following details:

1. Total number of courses to be developed 1 course divided into different modules with a total duration of up to 3hrs
2. Level (Level 1, 2 or 3) of the courses 3. Simple to medium interactive.
3. Total seat time of the courses up to 3hrs
4. Will the videos in the courses be animated videos or professionally recorded videos? In case of professionally recorded videos, who the contractor has to do the recording or GIZ will provide the videos? Professionally recorded videos, GIZ will provide it. The e-learning course shall NOT consist only of videos. The assignment is to develop other multimedia elements as well this could also be short animated videos.

Does Chapter 1 and 2 of these ToRs mean 1. Context 2. Tasks to be performed by the contractor

Yes.

Here we understand that the 'you' is the selected contractor. However, who is the implementation partner and what is their role in the project?

The implementation partner has developed the curriculum and has facilitated the offline course. They will be consulted during the process, primarily for introducing the material to the contractor and for the content reviews.

Since the contractor is going to provide only the LMS platform why is there a need to select, prepare and train the experts?

Once the LMS is in place, the contractor shall also do a short handover to the project team to enable them to do some basic maintenance of the LMS on their own.

What equipment's and supplies should the contractor provide?

Terms of Reference: 3. Concept - Page 8 Project management of the contractor the bidder is required to explain its approach for coordination with the GIZ project. - The contractor is responsible for selecting, preparing, training, and steering the experts (international and national, short, and long term) assigned to perform the tasks. - The contractor makes available equipment and supplies (consumables) and assumes the associated operating and administrative costs. - The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.

What costs, expenditures and accounting processes are referred here?

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By invoicing we understand that it is the invoicing the contractor will do for the platform implementation and usage. - Please confirm.

Yes, that is correct.

Since contractor will be providing the LMS platform, why should the experience in instructional design and multimedia production have to be provided?

The assignment is not only about providing the LMS platform but also the development a concept for the e-learning course and also the production of actual e-learning content.

What details need to be provided or demonstrating regional experience?

The agency is based in India and has done previous assignments in India this is sufficient.

By this does it mean that only the Team Leader has to be deployed On-site for 100 days and rest of the team can work from contractor's location? Or Does the whole team have to be deployed On-site?

The whole team of the contractor can work from the contractor's location. The interaction with GIZ will only be virtual. There is no travel anticipated.

Request you allow more pages for the bid so that a proper detailed bid can be submitted.

Please stay within the limit of pages.

You have asked pre day fees of team members. However, the LMS implementation and license cost has not been asked. Ideally the following costs should be asked. 1. LMS implementation 2. Per user license cost 3. Annual AMC cost Why is there a requirement of team members cost?

Yes, please include the specific cost items for the LMS (hosting costs, per user license costs etc.). The expert fees are for the development of the e-learning content and also for the AMC.

There is lots of confusion in scope and commercial bid format. We request you to arrange 30-minute web meeting where we can discuss with you and understand scope more clearly

The FAQ should answer many of your questions.

Are there any Software preferences for the E Learning Development?

No there are no preferences, we depend on your expertise to suggest a suitable software for the relevant type of content.

Can we know what is the choice of front end and backend language for the LMS Platform?

English.

Who will provide the base content for E Learning Development ?

The contractor will be provided with existing content material in form of PPTs, exercises templates and questionnaires (not e-learning material). The assignment is to digitize this existing content material by developing e-learning content in form of different multimedia elements and put it on a LMS.

Who will appoint the Experts?

The contractor will put together a team of experts to execute the assignment.

Are there any minimum team requirements ?

Minimum 3 including team leader

Will there be any maintenance contract post development?

Maintenance is part of the contract.

Do we have to conduct video production on-site?

No, professionally recorded videos with coaches will be provided by GIZ. Short animated videos could be part of the assignment. This e-learning course shall not only consist of videos but other multimedia elements as well.

There are two ways of doing instructional video, one with coaches and one without. Do we have to choose the approach, or it will be suggested to us? Both have different man hours and resources involved.

It shall be a self-paced learning course which has some professionally recorded videos with coaches but mainly it is other multimedia elements.

Is the number of multimedia elements fixed or it is going to be an ongoing process?

Ongoing process – the overall duration of the e-learning shall not exceed 3hrs

What is approximate video numbers we are looking at as a part of the tender?

The number of videos is not decided yet. Part of the assignment is to come up with a concept for a self-paced e-learning course based on existing training material for an offline group training. You will receive the training material (e.g. Of PPTs, exercises templates and questionnaires). and shall digitize it into a e-learning course. This e-learning course shall not only consist of videos but other multimedia elements as well.

During Pandemic is it possible to arrange & attend all the meetings virtually instead of site visits or is that compulsory?

Yes, all the meetings will be virtually. There is no travel anticipated.

Do we have a list of places/ locations where we are expected to visit during 100 days of onsite visit?

All meetings will be virtually. There is no travel anticipated. The GIZ project team is based in Delhi, India, and Germany.

Can GIZ provide us existing courses & program details that are being used to educate the target audience for reference?

You will receive the training material after signing the contract. There will be briefing with the developers of the training material.

Is the team leader expected to lead the workshop as well or stakeholders from MoSDE & BMZ will lead the discussion? Kindly offer some clarity.

You will primarily work with the GIZ project team and to a lesser extent with the developers of the training curriculum. There is no interaction with MoSDE or BMZ planned.

Does the backstopping concept/person to be involved from day one of the on-field requirement or this process can begin once the basic structure of e-learning platform is ready?

The person can get involved at a later stage, but their name needs to be mentioned in the bid. Also, no extra fee for backstopping team shall be paid.

Please specify the security aspects we should consider while developing the platform

It should be in line with GDPR

Any specific features you want to add to the platform from a technical standpoint of the platform (for gamification)?

It should include multiple multimedia elements such as quizzes, audios, animated videos, graphics, questionnaires etc. The level of interactivity shall be between simple and medium interactive. The LMS should include a community element through which users can interact with each other.

Any specific server requirements for the platform? How will it be provided to the finalized vendor?

We depend on your expertise to propose a suitable LMS for this type of e-learning course. The costs for hosting and any related licenses shall be covered by the contractor for the duration of the contract and these costs shall be included in the price proposal. Please note the server should be hosted in Germany or at least in European Union

Please define basic analytics: Are overview of analytics suitable or specific journey of every user needs to be tracked?

Overview of analytics is sufficient e.g. number of active users per day, percentage of completed exercises per user.

Kindly share the pay-per-active user pricing model for our reference.

It is part of the assignment to propose a LMS with a pay per active user pricing model. The reference is 50 users per month.

Can we consider use of plugins (If required) from a development POV?

Yes.

Can you share any ref. of existing e-learning portal for our reference?

This is part of the technical proposal in which you should share with us references of e-learning portals.

Can the man day rates for the project be different from the man hour rates of the maintenance contract?

Yes.