



REQUEST FOR PROPOSAL (RfP14/00784)
Development of a web based learning platform and an online
training course in electoral area
Clarification Questions and Answers

- Q.1. The bidder will be in charge of providing the e-learning infrastructure or will it be provided by the CEC? If the beneficiary will provide the infrastructure, is it possible to have remote access to setup the environment remotely?
- A.1. The CCET is responsible for providing the infrastructure that the system will run on. The parameters of this system will be shared at a later stage and remote access will be arranged for the contractor during system design and development phase.
- Q.2. In terms of security testing, what are the specific requirements? Will the contracted company be responsible for the “software” part of the security, or for the infrastructure entirely (network, firewalls, web servers, databases, operation systems, etc.)?
- A.2. The bidder will be responsible of the security of the software part only.
- Q.3. Is there any requirement for mobile compatibility?
- A.3. No requirement for mobile device compatibility, the e-learning course will be web based only.
- Q.4. Is it possible to change the CD-ROMs for Memory sticks?
- A.4. Yes, CD-ROMs can be replaced by memory sticks.
- Q.5. If the participant is making the course using a CD-ROM, do we have to offer the possibility to stop in the middle of the course and continue later?
- A.5. Yes, the person taking the course should be able to stop at a given point during the training and continue later from the same compartment.
- Q.6. If the participant is making the course using a CD-ROM, do we have to offer the possibility to take the test and receive the certificate? How the participant that performs the training using the CD-ROM could send his/her scores or how he/she can certify that he/she pass the exams?
- A.6. The CD-ROM version will be used as an alternative training method, i.e. for the participants to train at their own path and in the absence of internet connection. At the end of the CD-ROM version course, the user will take self-evaluation tests without receiving a certificate. Even if the training and self-evaluation will be taken on CD-ROM, the final exam will be taken online. Therefore, the learning system should allow for a registered user to skip ahead to the final exam.
- Q.7. In the Terms of Reference (ToR) there is reference to both “tests” and “final exam”. Please let us know how the test is different from final exam.
- A.7. Tests (5 to 10 multiple choice questions) shall be taken after completion of each module. The final exam will contain both multiple choice and open answer questions.
- Q.8. Among the Course and platform key functionalities, it is mentioned: “Score the tests and the final exam for individual learners and provide solutions with explanations”. Do we need capability to author final exam through LMS platform or it will be created outside of the system and deployed into the proposed LMS?
- A.8. The answers to open questions will be checked and approved by CCET authorized users in the

system. Please refer to the answer to question 6 above.

- Q.9. Who will be in charge of administering and assigning the courses for each role/user?
A.9. The system should allow the student to choose from several categories of certification (PEB/DEC member, PEB/ DEC chairperson, etc.) predefined by CCET and once the certification type is indicated, the system will automatically assign relevant modules.
- Q.10. Who will be in charge of deliver the credentials to the different users? And how the credentials needs to be delivered to the users?
A.10. The system will deliver the credentials to the email provided in personal data sheet.
- Q.11. How many users will be involved for the pilot? And for how long?
A.11. The pilot should be finalized by the end of August and should involve up to 100 persons.
- Q.12. Where do user credentials and profile (target group) definition come from, HRIS? What mechanisms will we have to extract / load data from the HRIS?
A.12. The credentials and target shall be created from scratch.
- Q.13. What is the desired format for the "Certificate of course completion"? Can it be an ID presented onscreen?
A.13. After the validation of the 2 open questions by the CCET and based on the scores obtained at the final exam, the system will generate an automatic certificate of course completion.
- Q.14. What is the Register of Electoral Officials? How do we "include" people there? It is possible to generate an export file with the list of users that pass the exams?
A.14. The system shall give the possibility to generate and export a file with the list of users who successfully passed the test. Related technical details will be clarified during the implementation process.
- Q.15. To ensure proper validation by CCET personnel, what personal details does the "certificate of successful attendance" needs to display? Would "Full Name", "Score" and "Attendance ID" be enough? Should the bidder provide some way to check the Attendance ID validity?
A.15. The personal details of certificate for course completion can be found in Annex I to the Clarification Q&As document. Details on attendance ID validity will be clarified at a later stage.
- Q.16. In case the CCET requires a specific SW for adjusting the content of the eLearning courses, who will be in charge of providing the SW license, and how many such licenses will be needed?
A.16. The system should allow adjustment of the e-learning content without any additional licenses or additional SW.
- Q.17. As per ToR (phase two of the system development) the contractor will have to "Create a help desk (for administrative and technical questions)". Please specify if:
a. Is it possible to offer a Help Desk only with the e-mail or ticketing channel?
b. In what language will the help desk be offered?
c. How many users can use the help-desk?
d. The help desk will be available during the entire project duration, or only during the electoral periods?
A.17. Yes, it is possible to establish Help desk with E-mail or ticketing channel. It will provide assistance in Romanian only and be able to assist two-three persons at a time during the pre-electoral period and one person during the rest of the project.
- Q.18. Who will be in charge of loading the students into the system?
A.18. Users will be automatically registered in the system after filling the personal data sheet (profile information).
- Q.19. In order to register for the course, each learner should fill in and submit a standardized personal data sheet. Can you please provide more details?
A.19. Find the related personal data information in Annex II to the Clarification Q&As document.

- Q.20. The bidder should provide corrective maintenance support. Should it be Level 3 support (meaning supporting Level 1 technical personnel from the CCET and Level 2 people already trained from the CCET to support the e-learning platform?)
- A.20. The bidder should provide support for the technical and already trained personnel.
- Q.21. In the RfP documentation it is required for courses to be developed for Moodle or another open source LMS. Can bidders offer their LMS, which is a commercial product, not based on open source and which will require an annual license fee?
- A.21. Open source LMS is indicated as an example. Commercial products also are accepted. Bidders should keep in mind that the financial offer has a strong weight in the total aggregated obtainable score.
- Q.22. Regarding the development of the courses, will CCET/UNDP provide the content of the e-learning courses as well as the tests? Will the course content re-use the training videos and audio files that have already been developed, or would the contractor design the online training with these assets as resources only?
- A.22. The winning company will use, but not limit itself to, the existing available materials (photographs, videos, PPTs, training scenarios, etc.). The CCET will provide SME support for content chunking. The contractor will design and develop the course content in strong cooperation with the CCET. The CCET will also provide the questions for the tests.
- Q.23. Please provide more detailed information regarding the current materials that you have already developed for the training. Please specify which is the language of the current training materials?
- A.23. Please refer to the answer to question 22 above. The materials will be in both Romanian and Russian languages.
- Q.24. Preferred currency is Moldavian Lei. Would you also accept an offer in EURO, GBP or USD ?
- A.24. If a bidder's financial quotation is in a different currency, the sum will be converted into MDL, using the UN operational rate of exchange for the RfP expiration date. For more detailed information please refer to RfP Section 2 C "Preparation of Proposals", Point 17. "Currencies".
- Q.25. To be able to provide you our proposal, we would need a mutually executed Non-Disclosure Agreement.
- A.25. UNDP Moldova is not authorized to sign the Non-Disclosure Agreement proposed by any bidder. UNDP respects the confidentiality of information provided by bidders as part of their offers and which is duly marked as "proprietary" or "confidential". In accordance with Clause 27 of Section 2 (Instruction to Proposers) of the RFP document, any such information shall not be disclosed to persons which are not officially concerned with the procurement process. The contents of any proposal shall be made available for review only to a limited number of UNDP staff who will perform the evaluation of received proposals. All members of the Evaluation Committee shall sign a Declaration of Impartiality, which contains a clause regarding the confidentiality of information of the tender documentation and offers. Should a bidder's proposal be successful in the result of the evaluation process and should a contract be awarded to the respective company, proprietary rights and confidentiality shall be regulated in accordance with provisions of Clauses 11 and 13 of the UNDP General Conditions of Contract for Services (see Section 11 of the RFP document).
- Q.26. Can you please confirm if the training modules requires voiceover? If yes, can you please specify which languages?
- A.26. The trainings will be taken in Romanian and Russian languages.
- Q.27. Please specify the expected length of each of the modules when completed.
- A.27. A total of 45 topics for all 13 modules, each topic taking one hour on average to complete.
- Q.28. Is the e-learning platform planned just to provide the described content in the Annex A or does UNDP want to implement and develop the learning platform for the future as well? So is

the learning platform limited to specified content only or not?

A.28. Yes, the learning platform is limited to specified content only.

Q.29. We assume that platform will be developed using latest version of Moodle. Please confirm.

A.29. The platform will be developed using open source LMS Solutions, Moodle is one of the possible options.

Q.30. Please confirm if the courseware need to be SCORM 1.2 compliant or any specific compliant preference.

A.30. Compliance with SCORM 1.2 is considered sufficient for this product.

Q.31. Is the given timeline to complete the project fixed or have an extended timeline that you may share based on various service providers response? With the extension published for the RFP could you please provide the new dates for the project?

A.31. The timeline indicated in the ToR is indicative, and with the extension, all dates will tentatively be shifted by two weeks. The actual project implementation timeline will be adjusted at the contract signing stage. Nevertheless, please note that since the coming parliamentary elections are expected to take place around November 2014, the e-training has to be fully functional at least three months in advance.