



## REQUEST FOR PROPOSALS (RfP15/01007)

### Elaboration of the eLearning System for Local Elected Officials from the Republic of Moldova

#### Clarification Questions and Answers (as of 15 June 2015)

**Q1:** Managing and monitoring the whole training process: management and monitoring information on courses, instructors, students, organizational structure, statistics, facilitating optimal internal organizational resources allocation in training organization. Please provide the detail of organizational structure and workflow that needs to be implemented in the system.

**A1:** The Beneficiary is not yet in the position to provide the organizational structure and the workflow. This is a subject for the Analysis and Design Phase of the project. The platform must allow users with the according rights to create and manage any given organizational structure within the platform interface. The platform should not limit users' action to only one workflow.

**Q2:** Electronic content management component

Attributes for defining educational materials such as author, description, duration, etc. are described in a standardized XML file;

- The navigation structure and aggregation is defined in an XML file that complies with this standard;
- Optionally can contain a library of functions that can communicate with the server.

Is it mandatory to provide XML based format for defining the author and other elements. We planned to have it as database based. Please confirm whether this would work?

**A2:** At this point in time, we cannot confirm whether the approach mentioned by you would work or not. The proposed solution should comply with the descriptions presented in Annex 1 - Technical Requirements.

**Q3: Testing and Evaluation component**

The proposed eLearning platform should automatically allocate response time for each question in the test. The system also should automatically allocate response time for the entire test.

- System provides the feature to set the timely quiz assignment. For individual question, time limit cannot be set. If needed SCORM based custom quiz template can be created with the countdown timer for each question. Please let us know if this is fine.

**A3 (1):** The platform must also allow tests outside the SCORM packages. It should be possible to set time-limits per each test and time-limits per each question.

- Tests and questions should be possible to be exported and imported from some external files.

Would you please provide the details of the imported files.

**A3 (2):** The platform must be compliant with the standard regarding the tests and questions presented in the Annex 1 – Technical Requirements. The details will be provided during the analysis and design phase.

**Q4: Administration component**

The system should offer a range of management facilities including:

- organizational structure of the institution management;

**A4 (1):** The system should offer the possibility to transpose the structure of the beneficiary's organization structure from the platform interface.

- logistics information management necessary to conduct courses;

**A4 (2):** Upload educational materials and/or create within the platform the educational materials to be used in the online courses. Create courses with various settings for user registration, setting up the timeframe of a course, and

other facilities.

- customized and automatic notification subsystem;

**A4 (3):** Send standard notifications to users (inside the platform and outside via e-mail address) and customized system notifications.

- support for evaluation and monitoring the system usage and efficiency;
- variety of reports and statistics in real time;

**A4 (4):** Set of reports with information regarding user's activity within the platform and user's course status; possibility to manage disk quota for each user and user's roles within the platform; statistics of user's activity for a specific period of time; tests and surveys reports and statistics.

- the system should store information about the date, location and time each user connection allowing monitoring using log files.
- the system should integrate and synchronize with the LDAP service to retrieve data on users and on the structure of the organization.
- the system should allow using the PKI certificate authentication integrating with a certificate authority server.

**A4 (5):** The Bidders should explain how these features are met by their Offer

**Q5:** Is it possible to provide the workflow details with the sample data.

**A5:** The Beneficiary is not as yet in a position to provide/describe the workflow. This subject will be addressed in the analysis and design phase of the project.

**Q6:** FRQ028 A package of educational content should be easily filled with new components. Please elaborate more on this requirement.

**A6:** It refers to the possibility to edit the educational content.

**Q7:** FRQ030 M The proposed eLearning solution should allow defining advanced documents approval flow. Please elaborate more on this requirement. //

**A7:** Each document should have an approval life-cycle in case these need to be reviewed or approved before publishing.

**Q8:** FRQ065 M The logging mechanism could be the integrated logging subsystem from *M-Cloud*. The logging subsystem will record the business-related events. The other events shall be logged in a local log.

Does this mean that we will be setting any log details in existing logging system of M-Cloud? If so what support is available in terms of help manual/API for coding the same?

**A8:** Yes. The support will be granted to the successful bidder. The E-Government Center will provide the integration guide and the sample code.

**Q9:** Under requirement 4.1.7 several points have been mentioned. We are assuming these are for training the organization personnel on usage of the proposed system. Please confirm. If not please provide explanation as to what training is being referred to.

**A9:** Yes, the requirements presented in section 4.1.7 are referring to training the personnel in using the eLearning platform.

**Q10:** Referring to: "The system should be compliant with SCORM 2004 reporting specifications." – The SCORM 2004 standard does not include any reporting specifications. Can you confirm that, in fact, you are talking about the specifications regarding the communication between the courses and the e-Learning platform (eg: completion status)?

**A10:** Yes. We confirm this is related to the specifications regarding the communication between the courses and the e-Learning platform (eg: completion status).

**Q11:** About informational objects, the statement "All the informational objects treated in the system should have the following peculiarities: - origin (own object is the object originally considered and identified in the system; borrowed object is the object taken together with its identifier from another system)" refers to an object added into the system by an user and copied and reused by another user?

**A11:** Origin is the object created within the platform; borrowed object is the object imported into platform.

**Q12:** About functional requirements, the statements:

- "FRQ004 - The system will enable learner to fill in the electronic forms online" is referring to a single form template for self-registration of a new user or multiple form templates are needed?

**A12 (1):** One form accessed online by the learner

- "FRQ014 - The system shall allow printing out the forms once filled in" is referring to the registration form filled by a user?

**A12 (2):** Yes, the form filled in by the learner

- "FRQ068 - The system shall cover an implicit category of users created by developer, while its credentials shall be issued upon delivery for System Administrators." is referring to standard e-learning platforms category of users (such as "Student", "Trainer" and "Administrator"?)

**A12 (3):** The Platform should have implicit categories of users such as "Student", "Trainer" and "Administrator".

- "FRQ071 - The system shall not allow for the suppression of a category of metadata if the latter is used at least in one database record." is referring to the possibility of using the same metadata on multiple objects?

**A12 (4):** Metadata categories should be available for adding and modifying metadata.

**Q13.** In RFP, chapter C. Scope of Services, Expected Outputs and Target Completion the following deliverable is required:

The System Architecture Document describing the models in UML language to include at least the following (with sufficient level of detail):

i. Analysis Model, including:

i. Requirements model and/or use case model;

ii. Domain Model, fully specifying the entities and the relations between them;

ii. Component Model, including narrative description of all components, the links between them and integration interfaces with other systems/external components;

iii. Logical Model, including:

i. Class Diagrams

ii. Data Model

iv. Deployment Model, including narrative description of all nodes and the links between them. This model will also contain the precise specifications of equipment and operation environments for the operation of the system at normal parameters, as well as specifications for a minimal configuration;

v. Dynamic Model to include:

i. Diagrams and narrative description of the states and transitions of the key entities;

ii. Activity Diagrams and/or sequence for the key use cases.

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f) Technical task updated and complemented at the design stage;

g) Functional, performance and security testing reports;

h) Full package of unit tests;

**Q13 (1):** If the proposed eLearning system is a Commercial Off the Shelf (COTS) application are this deliverables still applicable?

**A13 (1):** In case of the COTS solutions, the abovementioned deliverables are not applicable.

**Q13 (2):** Can it be replaced with a Configuration report that specifies the settings and configuration for the proposed licensed system?

**A13 (2):** Yes, a configuration report that specifies the settings and configuration for the proposed licensed system is acceptable.

**Q13 (3):** The required technical support/maintenance period is 12 or 24 months?

**A13 (3):** The support/maintenance period of time is 12 months.

**Q14.** In RFP, chapter UNDP General conditions of contract for services, section 11.1 is requested "Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP". Regarding this aspect, please confirm that the above-mentioned requirement applies only to intellectual property related functionalities to be developed exclusively in the project.

**A14.** This refers to the intellectual property to be developed under the contract of UNDP and the Contractor. As mentioned in Section 11.1: "...UNDP shall be entitled to **all intellectual property and other proprietary rights including, but not limited to**, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials **which the Contractor has developed for the UNDP under the Contract** and which bear a **direct relation to or are produced or prepared or collected in consequence of**,

**or during the course of, the performance of the Contract,** and the Contractor acknowledges and agrees that such products, documents and other materials **constitute works made for hire for the UNDP.**

**Q15.** In RFP, chapter Instructions to Proposers - DATA SHEET, section 21 C21 D.24 Deadline of Submission - Date and Time: 19 June 2015, 12:00 (Moldova local time), can the deadline for the submission of tenders be moved to 3rd of July 2015?

**A15.** At this stage UNDP does not consider extending the deadline for Proposals submission.