

ITB for the “Provision of Massive Open Online Courses (MOOC)”

ITB No.: UNDP-OHR-ITB-2018-003

Q & A, Round 1 (23 August 2018)

1. Q: Can you confirm that 1 License = 1 enrollment onto a single course
A: Yes, we confirm.
2. Q: Can you confirm that all the enrollments (except the 500 onto New UNDP Leadership Framework) will be onto open courses e.g. all those publically available on the winning suppliers website?

To illustrate, most MOOC providers offer two types of course:

First - courses available to anyone to enroll onto where the learner will join thousands of other learners from across the world—these courses are currently offered in the providers’ websites: is it correct to assume that these courses are the type of courses that account for all the enrolments save for the 500 onto New UNDP Leadership Framework course(s)?

A: We will offer a list of curated courses from the vendors’ portfolio to our staff. We will be sending the vendor the list of names to be provided access on the vendor’s website. UNDP staff will register, complete the course and receive corresponding certificates. This is the major component of the ITB. In the last year alone, we have 3000+ staff who completed MOOCs and received corresponding certificates

Second are invite-only courses where UNDP for instance will invite via email those learners they would like to take the course. These courses would not be advertised on the vendors websites and so not available universally, only to invited cohorts: Is it correct to assume that the 500 onto New UNDP Leadership Framework course(s) fall into this category as the course(s) content is specific to UNDP staff

A: Yes, correct.

3. Q: With regard to the requirement to "create MOOCs in partnerships with UNDP and business school(s) on UNDP topics, e.g. new UNDP Leadership Framework". Do you have any further information with regard to how many MOOCs these might be and the timelines for delivery. Can you also confirm that these courses will be made available to UNDP staff by invitation and NOT made publically available to all.

A: We expect this to be completed in Q3 of 2019 and would expect a maximum of 3 MOOCS. They would be available to all UNDP staff and UNDP partners.

4. Q: Given the low numbers of licenses for courses in Spanish and French (100 out of 3000 so less than 4% of total) the most cost effective way to meet this requirement would be to provide subtitles for the videos for these (and other languages as required) within the English version of the course but leave the remaining text and navigation in English. This approach has worked successfully with other clients. Can you confirm that this approach would meet this requirement.

A: Yes, we confirm.

5. Q: Can you confirm that you would be OK with courses being designed responsively and so optimized for delivery across all access devices (including mobile) as an alternative to having specific native apps.

A: Not a preference – we prefer apps, and due to low connectivity, our learners prefer downloading courses on apps and using them at home and when they travel.

6. Q: Is it possible to get more context regarding the aims of the partnership? Are you wanting a platform to host courses or are you wanting a catalog of courses you can add your seal/logo to?

A: Please refer to the Terms of Reference (TOR) provided for in Section 5 of the ITB, also attached to the link:

http://procurement-notice.undp.org/view_notice.cfm?notice_id=48838&view.

The TOR provides the scope of work and outputs/deliverables.

7. Q: We understand that the UN as an international organization is not subject to domestic laws, such as the GDPR. FutureLearn as an organisation which is subject to the GDPR, in order to transfer personal data to the UN, we would need to do so in a GDPR compliant way. Most commonly these are the so called model clauses, but there are other mechanisms as well. Can you please confirm that you are happy to sign up to the model clauses, or alternatively which other compliant method are you able to use.

A: UNDP contracts are governed by UNDP General Terms and Conditions. A copy is attached for your reference. Any exceptions to the UNDP GTCs will have to be the subject of pre-award negotiations under special conditions. Bidders proposing any terms outside the GTCs must note or indicate so in their bids.

8. Q: Can you please confirm if providing Statements of Satisfactory Performance as outlined in Form D: Eligibility and Qualification Form is a mandatory requirement and if so if you have a prescribed format for this?

A: Statements of Satisfactory Performance is not mandatory. There is no prescribed format.

9. Q: Are you working towards a budget and if so can you provide any details.

A: No. UNDP does not provide budget estimates for ITBs. Bidders are supposed to work on the estimates based on specifications and prevailing market rates.