Addendum No.2
Minutes of Pre-Proposal conference
Clarification and Response
Title: Request for Proposals for the Provision of Developing E- Learning Center for UNDP LOGO Project.
REFERENCE: UNDP/AFG/2018/RFP/ 0000002750

RFP Reference	Clarifications Sought By Proposers	UNDP Responses
TOR	1. Does it include any physical setup of E-Learning Center	Yes, the design and arrangement of conference hall for delivering some lectures through video conference maybe needed.
TOR	2. Is any current system / solution using for E-learning?	No.
TOR	3. Who will manage to create e-learning materials and upload it to e-Learning website?	The firm will do it during the period of the contract and at the same time, they will train DMM staff to be able to administer it in future.
TOR	4. For Training Materials, should we develop the training models?	No, the training models will be provided by DMM and you will be producing the audio, video and other types.
TOR	5. For end user Trainings, how many users will be involved to adopt the system management?	Maybe around 3 users.
TOR	6. Will you provide all training materials English, Pashto, and Farsi?	DMM will provide them as required.
TOR	7. For online examinations, will it be available outside premises?	By the way, when we say online it means the system is available worldwide.
TOR	8. For online examinations, shall we propose any intranet-based solutions, which can be accessible in house only?	No.
TOR	9. Shall we need to develop any communication system for each questions and topics in between trainers and trainee?	Yes, if the questions are more technical and complex.
TOR	10. For discussion, are you expecting to put visitor's word by typing multi language, i.e. English, Pashto, and Farsi	Yes.
TOR	11. Shall we need to integrate any payment gateway for paid services?	No

TOR	12. For uploading files with different formats ex. (Videos, Audios, .xls, .txt, .pdf, .ppt..., etc.) are you expecting to view the same content in viewable format or only download the content?	We expect to have both options.
TOR	13. How many sessions of live chat is required for e-Learning Center?	There should not be any limit on live chat sessions.
TOR	14. Does live chat support English, Pashto, and Farsi?	Yes, it must be multilingual.
TOR	15. Indicative budget for this project (base on budget we are going to introduce the personnel and Technology), if you only share budget interval will be better	Since this is competitive process hence UNDP Shall not disclose the budget for this project
TOR	16. You have mentioned the place of work as Kabul. Are you open to development of application offsite?	We are flexible in this connection. But if required we need the developers to be in DMM office for better and closer coordination and performance.
TOR	17. For end user Trainings, how many users will be involved to adopt the system management?	Maybe around 3 persons, but it depends on DMM requirements.
TOR	18. For Trainers and Trainee, shall we need to develop any communication system for each questions and topics?	Not for all, but we may have the option, so that we can have it in some special and complex questions and or topics.
TOR	19. For the system is there require all local language as well (Dari and Pashto).	Yes, the system needs to be multilingual.
Data Sheet	20. Can we submit our bids as Joint Venture?	Below clause are added as Addendum with RFP. **Joint Venture, Consortium or Association** 1.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities

comprising the joint venture.

1.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.

1.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.

1.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.

1.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

a) Those that were undertaken together by the JV, Consortium or Association; and

b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

1.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

	1.7 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.	
	21. When the Project shall start?	Upon Signing of contract between technically qualified proposer
TOR	22. The Training Module who will provide the data the proposer will develop the Module, or this will be provided by DMM?	Training material will be provided by DMM and the firm will develop the module accordingly.
TOR	23. In How many languages the system should work?	The system shall Work on Three Languages, Please Refer to TOR for further details
TOR	24. How Many users will use the system?	There should not be any limit for users, because it is not specific. However, it may be over 1000.
TOR	25. After Completion of each Module, will be there any test?	Yes, the tests will be designed accordingly. Whoever passes the test should receive the certificate online and it should be recorded automatically. There will be exact percentage of passing the test for each module.
TOR	26. The system shall support asp.net or other applications too?	The system development should be in ASP.net, if it's required other applications may also be user; however, UNDP does not entertain the usage of open source applications.
TOR	27. Who will support with physical setup?	DMM
TOR	28. Is there any E-learning system with LOGO or DMM?	No,
TOR	29. Do your office require the DEMO Version of the system for testing purposes?	Yes, it will be good to have a DEMO version before system development, but If the DEMO development is not time consuming.
TOR	30. Who will develop the content?	It will be as per the concept. Refer to the ToR, the firm will develop the concept and present it to DMM and LoGo, once approved. All parts will be developed as per concept.
TOR	31. Who will develop the maintenance manual?	The firm should develop the manual in three languages as stated in the ToR.

TOR	32. What do you mean by lesson planning and personalized learning paths? Please explain more about them	Please refer to the TOR Section B
TOR	33. You want the admin panel as well in 3 languages or one?	Yes, one Language will be mandatory
TOR	34. Collaborative project work implies collaboration among learners to perform a task. Collaborative activities can include project work and scenario-based assignments. - Please explain more about it as I'm not getting the proper idea of what we have to do in it?	Though it is quite clear but for further clarification: If there is a project work or scenario-based assignment given to a group of learners, the learners should be able to share their ideas on the given assignment.
TOR	35. Interactive E-Lessons - What do you mean by Storyboards? Please explain more about it.	Please refer to TOR.
TOR	36. E-learning centers - What do you mean by Instructional design?	The viewing and application design
TOR	37. As an Initial step for launching the application, the company needs to design & develop 30 online (270 hours online) training course packages (the content will be provided by DMM). - Please explain more about this topic - It will be like a book library or we have to prepare a video library for this?	Please refer to TOR.
TOR	38. The E- Learning center should have option of generating automatic statistical reports about the enrolled trainees, most useful courses; list of trainees completed the trainings, etc. - In what time duration statistical reports will be created of the trainee like - every day, every week, every month etc ?	Instantly.
TOR	39. We should be able to view the media (e.g. images and small animations) by low performing computers. - What do you mean by this please expalin more about it?	The media and or graphical contents used in e-learning center shouldn't need high performing computers (computers with high graphics and other specifications) for using it.

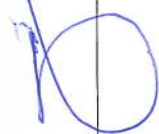|		
TOR	40. Can we use 3rd party tool for live streaming?	Yes, if there is no other way.
TOR	41. Is there any provision that anyone from our side has to visit Afghanistan for requirement understanding or training or deployment purpose?	No,
TOR	42. Do we have to develop mobile app as well or only web app?	The program to be applicate by smart phones
TOR	43. Does the compete project development team have to be based in Kabul?	Yes, to be able to coordinate and perform as per UNDP and Partner's need
TOR	44. Is there a content proportion available? **Explanation**- Do you foresee the content being divided in L1, L2 & L3 [Web based training (WBT) levels] courses in a certain proportion?	The Learning content is not available the lowest qualified proposers who shall enter in to contract with UNDP Shall develop the content and concept paper only data shall be provided by DMM.
TOR	45. Are the online modules required to be device agnostic (that is, should they also work on mobile devices, apart from PCs and laptops)?	Yes.
TOR	46. DO we want the courses to be SCORM compliant?	Yes.
TOR	47. Do the 30 online modules as part of Phase 2 have to have audio?	Yes.
TOR	48. How much involvement do you want to have in the content development process? This includes how you want the approval process to work, how much you want to be involved in the content creation part of the project (writing text, editing text, selecting images, etc)?	Full technical guidance and support will be provided
TOR	49. What kind of assessments do you require? For example, do you need in-content or standalone assessments? Or both?	Both.

TOR	50. On page 11, it is mentioned that assessments should be descriptive rather than MCQs. How will the correctness be checked and scoring of such assessments be done? Will the subject matter expert evaluate the correctness?	Yes, there will be a subject matter expert from DMM and they will provide the support.
TOR	51. Translation of help menu of the LMS in Pashto, Farsi has been mentioned. Will the eLearning courses, also be required to be translated into these languages?	Yes.
TOR	52. Are you planning to include ILTs in the content development for the synchronous training options?	Some courses may have Instructor-Led training contents.
TOR	53. Do you want the intervention to follow a certain tone? This aspect is usually determined by the target audience. If we want the course to engage and interest the learner, it should be in a tone and style they are comfortable with.	If possible, several options will be given to the users so that they can choose their desired one.
TOR	54. What is the volume of the manuals to be created (number of manuals, pages)?	It cannot be specific, but it should cover all the system and its relevant aspects.
TOR	55. What is the delivery format of the manuals (pdf, word, ppt, html, etc.)?	Better to be in editable format.
TOR	56. Do we have existing SOP documents available?	No,
TOR	57. Is there a style guide available?	No, We will show them our internal LMS.
TOR	58. Do we have the customized templates available?	No.
TOR	59. How will the content be shared with us?	Once you develop the concept and present it to DMM, then you will be given the full elaboration accordingly.

TOR	60. Are you planning to use simulations?	Yes
TOR	61. What source content is available?	DMM website and required data
TOR	62. Is the LMS hosted on the Cloud say Azure or AWS?	As indicated on Page 13 Part F. we don't need any cloud hosting from Amazon or Azure, but we need a dedicated windows server web hosting with 1TB storage for 2 years.
TOR	63. Is the Hardware (like servers, Laptops etc.) already available at the client locations or we need to also include the HW cost percurrent and installation at the client location?	You only need to put the cost for setting up virtual trainings for DMM
TOR	64. What will be highest number of concurrent users accessing the LMS at any given point of time?	Unlimited users
TOR	65. Does the solution need offline Support to learners?	Please refer to the TOR.
TOR	66. Since Microsoft Platform is a preferred choice for development. The platform proposed for the solution to developed with will be SharePoint. Will the client bear the cost of SharePoint License to develop and deploy the LMS in Afghanistan?	SharePoint will not be used.
TOR	67. Is the backup of the solution to be maintained within the 1TB allocated space or separately?	Separately.
TOR	68. Is the support required 24X7 or fixed time in Afghanistan time zone?	Please refer to the TOR

TOR	69. What if the solution requires upgradation due to technology barriers or dedicated space exhausts? Will the client bear the cost difference?	The cost for upgradation shall be covered by proposer UNDP Shall not bear the cost after the contract is awarded.
Data sheet, Evaluation Criteria / TOR	70. Details of minimum one contracts in the last five years for the assignment with similar nature and complexity and should have the experience of working with the government of Afghanistan. 1. It is possible to expand the experience required, to similar works performed for other governments such as Colombia or Mexico?	You can apply as Joint venture or consortium But Knowing and having experience working with Afghanistan government is must as per Criteria set forth in the RFP
TOR	71. Multilingual interface: We want to design our E-Learning center in three languages (English, Pashto, and Farsi); the LMS system should give the user's ability of switching between these languages. 2. The multilingual interface should be applied to the courses too? (Switching between languages will switch course contents?). Or courses will be created as a different course for each language?	Better to have the option of switching between languages.
TOR	72. Hosting: The firm must include the expense for 1 TB dedicated hosting storage space for two years. 3. Which is the expected number of users, registered, active and concurrent for the platform. In order to calculate the additional	Yes.

technology required beside the ITB hosting mentioned.	
4. Are Azure and AWS valid providers for the LMS deployment and hosting?	

Yours sincerely,

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