

## **Question and Answer I**

### **RFP/UNDP/SP4N-LAPOR!/132096/028/2021**

**Assignment Name:****The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR!****Date:**

1 October 2021

**Closing Date:***Please refer to the e-tendering system with event ID **0000010486***

Q&A		
1.	Q	<ul style="list-style-type: none"> <li>• Would you mind to extend the deadline of the tender for 10 days?</li> <li>• Do we have to prepare the proposal documents only in English or both in English and Indonesian?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• In the meantime, we expect to start this assignment at the soonest – as indicated in related eTendering, it was written 5 Oct 2021. However, if we encounter any unfortunate events in the future, the deadline could be extended for another week. We do hope you can submit your proposal according to the timeline.</li> <li>• English would be enough.</li> </ul>
2.	Q	<ul style="list-style-type: none"> <li>• Is there any planning about the development of elearning modules in English and Bahasa?</li> <li>• Which language do you plan to produce the elearning modules first?</li> <li>• Is it OK if we build the elearning modules in English and then prepare the same version in Bahasa?</li> <li>• Are you currently working with subject matter experts (SMEs) for the development of course outline and structure?</li> <li>• Does the contractor need to provide subject matter experts for the development of course outline and structure?</li> <li>• What Indonesian language-related processes is the contractor expected to undertake in the project processes?</li> <li>• Since the name of the Tender is "RFP/UNDP/SP4N LAPOR!/132096/028/2021 – The Development Of E-Learning Platform and CourseContents for SP4N-LAPOR!", does the beneficiary expects development of the LMS software from scratch or the proposal is open for open source LMS systems like Moodle etc.</li> </ul>
	A	<ul style="list-style-type: none"> <li>• Yes, the content materials should be in Bahasa using English subtitle/voiceover.</li> <li>• Refer to question 1.</li> </ul>

		<ul style="list-style-type: none"> <li>• Refer to question 1, you can share the module outline in English version, but the end of assignment, it should be transferred to Bahasa.</li> <li>• We have ready-use modules as the main source of contents. But of course, we will provide SMEs but he/she will not be part of your team.</li> <li>• You don't have to. We will provide SMEs from our side.</li> <li>• The communication language in general will be in Bahasa especially during series of consultation meetings with implementing partners. However, you can add translation cost in financial proposal if necessary.</li> <li>• We expect the selected vendor to develop the platform from the scratch, means that we don't want to rely on external ready-made learning software. A further development of platform will be foreseen in the long run. Therefore, we highlight the need to transfer all the credential and source code to us – which we believe that will be difficult to do it if using Moodle.</li> </ul>
3.	Q	<ul style="list-style-type: none"> <li>• Regarding to the document RFP/UNDP/SP4N-LAPOR!/132096/028/2021- The Development of E-Learning Platform and Course Contents for SP4N-LAPOR!, on the page 27 section K Qualifications of the Successful Contractor, subsection 2 about the Personnel and Qualification. Does bidder allow to subcon to third party for the fullfilment of Key Personnel?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• In principle, we have no objection if bidder partially subcon the assignment to third party, however if selected, the bidder will be asked to fill some additional forms required to mitigate risks that might raise during the development process.</li> </ul>

## **BIDDER'S CONFERENCE – MINUTES OF MEETING**

### **RFP/UNDP/SP4N-LAPOR!/132096/028/2021**

**Assignment Name:**

**The Development Of E-Learning Platform and Course Contents for SP4N-LAPOR!**

**Date and Time:**

23<sup>rd</sup> September 2021 by Zoom Online Meeting

<https://undp.zoom.us/j/87654326705?pwd=c29TSTBmNzUzSEt5bHF5UnhpcmJUQT09>

Meeting ID : 876 5432 6705

Password : 546438

**Meeting record:**

[https://undp.zoom.us/rec/share/zhWagHdXJkAoUj7AZdjQsXm\\_aA3CWW7oGeYreRe5dqvWuNSFroFiQuy0Pb3czAo\\_ckXfc9b3NbWiJPY7](https://undp.zoom.us/rec/share/zhWagHdXJkAoUj7AZdjQsXm_aA3CWW7oGeYreRe5dqvWuNSFroFiQuy0Pb3czAo_ckXfc9b3NbWiJPY7)

Passcode: 64\*V^9I9

**Closing Date:**

Please refer to the e-tendering system with event ID **0000010486**

### **TO ALL INTERESTED BIDDERS**

No.	Introduction and Guidance	
Information	<p>Bid Conference was opened with following agenda:</p> <ol style="list-style-type: none"> <li>1. Explanation on RFP document – administrative issue (closing date, submission &amp; method, delivery place for submitting offer, contract award, etc.).</li> <li>2. Explanation on Annex I Description Of Requirement</li> <li>3. Explanation on Annex II - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL</li> <li>4. Explanation on Annex III - Term of Reference (TOR).</li> <li>5. Q &amp; A (going through all sessions)</li> </ol> <p><i>*Bidders were encouraged to carefully read the RFP document before preparing the offer and to check regularly UNDP E-tendering &amp; UNDP website for any update/amendment to this tender document</i></p>	
	<b>Q&amp;A session is incorporated into the below minutes</b>	
1.	Q	<ul style="list-style-type: none"> <li>• Whether companies from Outside Indonesia can apply for this? (like, from India or USA)</li> <li>• Whether we need to come over there for meetings?</li> <li>• Can we perform the tasks (related to RFP) outside Indonesia? (like, from India or USA)</li> <li>• Can we submit the proposals via email?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• Referring to the tender document, there is no any limitation on who can participate on the bidding. The bidding is open for international competition, However, one of the parts of the assignment is video</li> </ul>

		<p>production which will be presented by local experts/resource person coming from related ministries. On top of this, project expect this platform will be attached to dedicated server owned by the government. Therefore, it is a challenge to do this remotely</p> <ul style="list-style-type: none"> <li>• Coordination meetings can be carried out through virtual setting</li> <li>• It will be a challenge to complete all the assignment remotely, but we do not limit. Please referred to the above question</li> <li>• No, all the bidding process in UNDP should be conducted by eTendering as you may refer to the tender document.</li> </ul>
2.	Q	<ul style="list-style-type: none"> <li>• What will be language of the content which will be provided by UNDP to us for further development of course content development?</li> <li>• What will be the language of Voice Overs and Subtitles?</li> <li>• The experts for the production of Videos will be provided by UNDP? Is that correct?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• The language of the content should be in Bahasa Indonesia but it should have subtitle/voiceover in English. As for the content/module as material for the e-learning is provided in both Bahasa Indonesia &amp; English</li> <li>• The language of Voice Overs and Subtitles should be in English</li> <li>• Project will identify relevant resource person but bidder may propose. It will come from ministry, academic etc</li> </ul>
3.	Q	<ul style="list-style-type: none"> <li>• Is partial bidding allowed?</li> <li>• Will UNDP suggest resource person for the video?</li> <li>• Is there any existing LMS, if yes which LMS is that?</li> <li>• We believe the content for the course is already ready. Can UNDP share a sample or all of the content so that we can recommend appropriate instructional strategies as a part of the proposal? Will the translated content be provided by UNDP?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• No, partial bidding is not allowed.</li> <li>• Project will identify relevant resource person, but bidder may propose any relevant resource person. The resource person will come from ministries, Academician, relevant NGO/CSO etc.</li> <li>• It will be stand alone LMS, there will be no integration to any other platform.</li> <li>• The content/module is ready in both Bahasa and English. Project will share the module once the bidder is selected.</li> </ul>
4.	Q	<ul style="list-style-type: none"> <li>• Is this an On-premise deployment or would cloud based LMS also be considered?</li> <li>• Is the total session will be based on what stated in RFP? Is scope of content development a cumulative 40 minutes or 400 minutes (40 * 10 = 400 minutes)?</li> <li>• Is integration of LMS with SP4N LAPOR expected?</li> </ul>
	A	<ul style="list-style-type: none"> <li>• This is on premise deployment and will be stored in the ministry server.</li> <li>• Yes, the total cumulative session will be 400 minutes as per stated in tender document page 4 (40 minutes x 10 sessions).</li> <li>• No, this is a standalone platform, it should not be integrated but instead it should only be linked to the SP4N LAPOR website (<a href="https://www.lapor.go.id">https://www.lapor.go.id</a>).</li> </ul>
5.	Q	<ul style="list-style-type: none"> <li>• Will the subject matter experts be from the department?</li> <li>• Are we expected to co-exist with the existing system? or is migration expected?</li> <li>• Is it safe to assume that the assessments will be without proctoring?</li> </ul>

	A	<ul style="list-style-type: none"> <li>We will provide the subject matter expert but it will be hired separately later, it will not be part of the selected vendor. This person will be responsible to ensure contents quality and will be working/collaborate with the selected bidder.</li> <li>No, this is a standalone platform (please referred to the previous question about integration).</li> <li>Yes, there is no need to add proctoring to the LMS.</li> </ul>
6.	Q	<ul style="list-style-type: none"> <li>Do we need to protect course content from being downloaded by learner?</li> <li>Will there be any SSO- single sign on with Google etc?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Yes, it should be protected and only admin has the access</li> <li>Yes, it will be linked to Facebook, Instagram and twitter etc. You may refer to the annex 4 of design learning platform</li> </ul>
7.	Q	<ul style="list-style-type: none"> <li>If there are still questions after this meeting could we still ask maybe via email?</li> <li>Could vendor suggest the specification of the dedicated server or is it up to the ministry?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Yes, you can address the question by email to armada.pratama@undp.org cc: yusef.millah@undp.org. (as stated in tender document page 9).</li> <li>Yes, vendor expect to advice project on the specification, however it should be consulted with relevant ministries.</li> </ul>
8.	Q	Is there any reference or matrix for the e-learning levels at which learning materials need to be created? Will these need to be complex or medium interactive levels?
	A	Kindly refer to the annex 4 of design learning platform. But you can go creative and innovative to create contents, including level of animation or design.
9.	Q	<ul style="list-style-type: none"> <li>What level of animation is required for the video production?</li> <li>Who will be responsible for training and onboarding of user departments?</li> <li>How many phases (testing &amp; onboarding) will be part of the LMS?</li> </ul>
	A	<ul style="list-style-type: none"> <li>There is no specific limitation on the animation, but it should be presented creatively, it can be discuss further with the relevant stakeholder.</li> <li>The selected vendor will be responsible to provide the trainers, logistic and administration stuffs.</li> <li>It should be 3 times, alpha prototype, betha prototype and the gold version.</li> </ul>
10.	Q	<ul style="list-style-type: none"> <li>Can we have the recording of this meeting and the Q&amp;A document from this session?</li> <li>Should we include the expense for COVID-19 Health Protocols such as Antigen/PCS tests in the proposal since we will also have video shooting?</li> </ul>
	A	<ul style="list-style-type: none"> <li>Yes, the bid conference recording and Q&amp;A notes will be shared/uploaded to the procurement notice website.</li> <li>Yes, you should include the health protocol component in the proposal</li> </ul>

Jakarta, 27<sup>th</sup> Sept 2021