Tender PSE22003-10021- Questions and Answers

v. 01 November 2024

1.1 Reminder

- The submission date is **07 November 2024 at 03:00 PM at the latest.**

1.2 Administrative and Technical Questions

1. **On what platform should the online materials be hosted, even if one uses an open access platform, the platform has to be hosted and managed by someone. who will this party be? how will the developer have access to such a platform?**

   The digital tools must be functioning standalone and might be hosted in a free open-source platform.

2. **Please confirm that for the 57 training sessions the TORs are allocating 46 working days. Correct?**

   Correct.

3. **Confirm that it is requested to convert the entire manual to an interactive on-line manual.**

   Yes, all the manual (Arabic) version is to be transferred.

4. **Will it be possible to modify the content/resources/activities?**

   It is not possible to change or modify the session's learning objectives. The content and activities provided will be designed to effectively support and achieve the approved objectives**.**

5. **Is a mobile application of the E-Learning platform needed?**

   No, no mobile application mentioned in the TOR.

6. **Who will manage the platform?**

   Currently, there is no specific platform, all generated tools will operate standalone and be applicable to be uploaded in the future to a platform.

7. **Should we produce video with interactive tools? Are these videos instructor based on animation?**

   It is not mandatory to produce Videos and video games, they are mentioned in the TOR as an example of the digital tools to be proposed by the consultant. We leave it to the consultant to propose the appropriate tool per activity.

8. **Do you a have an estimated number of participants?**

   Approximately 10 trainers at the same time. each training group will consist of 20-25 trainees.

9. **Given that the e-learning version of the manual will primarily be used in emergency cases, do you prefer synchronous or asynchronous learning?**

   Synchronous and asynchronous learning

10. **Could you clarify the main objective of this platform? Is it solely to provide online training courses, or are there additional goals for the ""Information Session: Digital Transformation of the SSD21 Training Manual - E-Learning Adaptation and Capacity Building Consultancy"?**

    The main objective is to design and prepare digital tools that will help the trainer to deliver the manual session online to a group of trainees.

11. **Do we need to extract certificates upon course completion?**

    No

12. **Does the assignment include having the digital content on a learning platform (and which one?) or do you plan to use any other channel? (Is it the platform that you said it will be ready after 2 years?**

    The digital tools must operate independently, be open-source, and be compatible for future upload into a platform.

13. **You need to specify a platform which Enabel will manage.**

    The digital tools must run standalone, and to be open source and applicable to upload on a platform in the future.

14. **So, the consultant is not required to upload the content onto any platform. It is sufficient to produce the digital resources (videos, games, quizzes, songs, etc.). The sequence and methodology for utilizing these resources will be clarified through a Word document for each session. Is this understanding, correct?**

    The consultant needs to prepare a library and toolbox of all digital tools and connect-link it to the manual that will be used as mentioned in the TOR.

15. **Could you provide details of the required branding?**

    No special branding is required. Any tools used should effectively achieve the learning objectives of the activity and session.

16. **The production of these materials will require culturally appropriate visuals (images and videos). Could you confirm whether you will supply these, or if we will need to source them ourselves?**

All materials must be produced by the tenderer, with full copyrights assigned to Enabel.

17. **To what extent would we have access to a trainer user group to provide feedback at regular intervals on the learning content generated?**

Enabel will coordinate to connect the consultant with all trainers and experts.

18. **Could we approach tool selection with a flexible, high-level framework to ensure we aren't constrained by specific technologies early on?**

The proposed methodology and tools should be identified within the technical proposal aligning with immediate and long-term needs and learning objectives providing room to pivot as technology evolves.

19. **To what extent would we have the flexibility to adapt or move away from the proposed waterfall methodology approach if needed?**

The technical proposal and implementation must adhere to the methodology outlined in the Terms of Reference (TOR).