



CBD/CFT2021/1

DOCUMENT E: Questions and Answers

This document is established to centralise the responses to all the questions the OIE receives related to the provision of e-learning modules on emergency and disaster management call for tender (reference CBD/CFT2021/1).

Updated on 15/10/2021

Questions will be accepted until 12 October 2021

RFP Section	Question	Answer
4.7	<p>Experience : <i>References related to international eLearning projects carried out in the last 5 years in the veterinary domain, including links to developed e-modules or demos (maximum 5 per company).</i></p> <p>We have extensive experience developing eLearning courses; however, most of that work was done for XXX</p> <p>Can you provide any clarification for us as to how this would be interpreted?</p>	<p>Paragraph 5 of the Document B. Terms of Reference, provides description of the references that tenderers are expected to provide. The Evaluation Commission will apply the criteria described in Paragraph 4.7 of the Document A tenderer Procedures Rules. A minimum score has not been established.</p>
2.2	<p>What is the meaning of 'Day 2' in the table that specifies the module names and their target audience on Page 5? We believe that "Day 2 Veterinarians" is a term used for entry level veterinarians. Is that correct?</p>	<p>The description of the target audiences and their levels of expertise is well explained in paragraph 2.2 of the Document B. Terms of Reference</p>
5.1.3	<p>1. Assessment of entry knowledge – Are we looking for a Pre-Test for each module wherein the entry-level knowledge of each learner is assessed?</p> <p>2. What is the objective of keeping a Pre-Test?</p> <p>3. Do you want to direct learners to a path based on their performance in the pre-test?</p>	<p>1. Yes, we are.</p> <p>2. The goal of the entry test is to assess learner knowledge before the learning experience.</p> <p>3. This is a methodological choice that the tenderer should describe in the technical offer.</p>

5.1.3	Private access to the obtained marks –Normally only the learner would be able to see their result and no one else can view their score. So, what is the expectation here?	This is the expectation
5.1.3	1. Is certification required after every module completion? 2. Is there a pass criterion, such as 80% or more in the assessment?	1. Yes, it is 2. This is a methodological choice that the tenderer should describe in the technical offer.
5.1.3	At what level of interactivity will the eLearning courses be? Level 1: Page turners with linear progression and minimal interactivity Level 2: Moderately interactive (50%-60% interactive screens) Level 3: Highly interactive (75%-80%) interactive screens)	This is a methodological choice that the tenderer should describe in the technical offer.
5.1.3	Will OIE provide the complete base content for creating the eLearning modules? Or the vendor partner needs to curate the content?	Paragraph 4.1 of the Document B. Terms of Reference, describes in detail the outputs the Tenderer will have to develop. The proposed action plan clearly indicates what has to be developed by the Tenderer and what has to be provided by the OIE
5.1.3	Is the complete base content available? If Yes, in what format – Digital format, Hard coded (books/manuals), any other? And in which languages?	No, it is not
5.1.3	Will SME support be provided on the project or the vendor must arrange for an SME?	Paragraph 5.1.4 of the Document B. Terms of Reference, clearly indicates the composition of the project team and the requested qualifications
5.1.3	Different Stakeholders and number of review rounds: How many stakeholders will review and provide feedback? How many review rounds of each stakeholder are scoped?	Paragraph 4.1 of the Document B. Terms of Reference describes the reviews and validations requested along the development process. The number of reviewers will have to guarantee the quality and accurateness of the review and the multicultural and global approach of the OIE
5.1.3	Can you provide sample base content at this stage? It will help us understand the nature and complexity of content and recommend learning strategy accordingly.	No, we cannot.
5.1.3	Accessibility and Interoperability: Do you want course to be WCAG compliant? If yes then confirm the level: A, AA or AAA. Please elaborate what is expected from Interoperability? Which compliance standard do we need to follow, WCGA or any other standard?	This is part of the technical solutions that the tenderer will have to propose in the technical offer.

5.1.3	For accessible, please confirm features you would want us to include in the modules: xxx	This is part of the technical solutions that the tenderer will have to propose in the technical offer
5.1.3	Responsiveness to the main devices: Do you want the eLearning modules to be responsive, which means they should fit in any device seamlessly, such as desktop, mobile phone, tablet, etc? Or you are looking at compatible courses and want the modules to just run in any device, however the experience might suffer a little? Please explain this in detail.	This is part of the technical solutions that the tenderer will have to propose in the technical offer
5.1.3	We believe OIE will define the entry pre-requisites of each module? Is that correct?	Paragraph 4.1 of the Document B. Terms of Reference, describes in detail the outputs the Tenderer will have to develop. See page 9
5.1.3	Diagnostic tests are often referred to as pre-tests, that are designed to test a learner's knowledge before they begin an eLearning module. By auto-diagnostic tests are you anticipating that based on the learners' performance, he/she is recommended a learning path or topics to go through, which is adaptive learning?	This is a methodological choice that the tenderer should describe in the technical offer.
5.1.3	1. Maintenance and Update: What is the frequency of updates that you anticipate in the course, such as 3 months, 6 months or yearly? What type of content updates do you anticipate: <ul style="list-style-type: none"> • Textual changes • Changes to graphics • Edits to videos • Addition and deletion of questions in pre and post evaluation Record and integrate fresh videos	<ol style="list-style-type: none"> 1. The OIE will maintain and update the eModules upon need. 2. All the listed contents can be subject to updates
4.5	Can tenders be submitted electronically?	Paragraph 4.5 of the Document A. tender procedures Rules, clearly describes the only response format requirements that will be allowed.

<p>4.4</p>	<p>Regarding the content that should be considered for the development of the 4 modules:</p> <ul style="list-style-type: none"> - Is the GUIDELINES ON DISASTER MANAGEMENT AND RISK REDUCTION IN RELATION TO ANIMAL HEALTH AND WELFARE AND VETERINARY PUBLIC HEALTH (Guidelines for National Veterinary Services) – (May 2016) the reference material, with additional concepts included in the GUIDELINES FOR SIMULATION EXERCISES and GOOD EMERGENCY MANAGEMENT PRACTICE: THE ESSENTIALS? Or will the 4 modules be based on the work of the OIE ad hoc Group on Veterinary Emergencies that will be shared with the awarded Service Provider? 	<p>Paragraph 4.1 of the Document B. Terms of Reference, clearly explains the expected learning outcomes. The Tenderer will have to develop the eModules to guarantee a full achievement of the expected learning outcomes. References have been included to help Tenderers understand the context.</p>
<p>4.5</p>	<p>We request that we be allowed to submit our bid online or through email. Kindly confirm that the same is acceptable.</p>	<p>Paragraph 4.5 of the Document A. tender procedures Rules, clearly describes the only response format requirements that will be allowed.</p>
<p>5</p>	<p>Is the experience of developing eLearning in veterinary domain a mandatory requirement?</p>	<p>Paragraph 5 of the Document B. Terms of Reference, provides description of the references that tenderers are expected to provide. The Evaluation Commission will apply the criteria described in Paragraph 4.7 of the Document A tenderer Procedures Rules. A minimum score has not been established.</p>
<p>4.1</p>	<p>1. We assume that this will be a email based helpdesk. Please do let us know if any support on the phone will also be required for the learners. 2. Also what is the duration for which the helpdesk will be required. Do you need the helpdesk post 'Go-Live' or within the 18 months contract duration? The helpdesk is not listed in the timeline chart provided on pages 10 to 12 of the B. TERMS OF REFERENCE</p>	<p>1. This is part of the solutions that the tenderer will have to propose in the technical offer. 2. The help desk will have to be available during the eModules delivery</p>
<p>4.1</p>	<p>Please elaborate on the videos required for the modules. Do you need any live video shooting? If yes, where do you want the videos to be shot, in what language, how many days</p>	<p>This is part of the solutions that the tenderer will have to propose in the technical offer.</p>

	of video shooting will be required?	
5.1.4	<p>1. We find that you have asked for A project manager with experience in "animal health and welfare, food safety, environment protection", eLearning designers and pedagogical experts with experience in eLearning courses destined to professionals of Veterinary Services. Our ... omissis ...</p> <p>4. Will we loose score for the above team? Will such a team be considered or will our proposal be disqualified?</p>	<p>Paragraph 5.1.4 of the Document B. Terms of Reference, clearly indicates the composition of the project team and the requested qualifications. The Evaluation Commission will apply the criteria described in Paragraph 4.7 of the Document A tenderer Procedures Rules.</p>

The RFP section in the first column is referred as reported by the requesting tenderer.

The exact RFP section in reported in answer, when necessary