



MANILA SUPPLY CHAIN UNIT (MSCU)	
TO: Bidders	FROM: Procurement Support, Manila Supply Chain Unit (MSCU)
NO. OF PAGES INCLUDING COVER SHEET: 6	DATE: March 18, 2024
<b>SUBJECT:</b> Request for Quotation RFQ# 24-097 Provision of online training development for “Gender equality, diversity and inclusion, and gender-based violence mainstreaming for WASH programming.	

In reference to the Request for Quotation issued last March 7, 2024 via UNGM and IOM website for the Provision of online training development for “Gender equality, diversity and inclusion, and gender-based violence mainstreaming for WASH programming.”. This Addendum No.003 is issued to address clarifications from bidders.

Question No.	Questions/Clarifications	Answers
1	We kindly request an extension of RFQ deadline by an additional 14 calendar days.	Extension is not possible
2	We request clarification regarding the target audience of the online learning module. We understand that the online course is for WASH practitioners and IOM implementing partners. Based on our understanding of the Toolkit shared, these practitioners include WASH technical and field staff (WASH Project and Programme Officers and Assistants) as well as managerial staff (Programme Managers/Coordinators and Chiefs of Missions).  We request you to confirm if our understanding is correct. Also, can you also clearly define the exhaustive list of our target audience?	Yes, your understanding is correct.  The exhaustive list is not available as it will depend on the implementing partners of each mission.
3	We understand that IOM will be responsible for establishing connect with the missions and shall facilitate in organizing these consultations as part of the proposed engagement. We request you to confirm if our understanding is correct. Additionally, can you help us understand who are the different stakeholders that will comprise these missions?	Yes, IOM will be responsible for facilitating consultations with missions. The stakeholders for the consultations will be IOM WASH and/or gender diversity, equality and inclusion and/ GBV staff

4	<p>We request clarification on the content development process for the 6 sections of the online learning module. (also refer Annex B)</p> <p>With regards to the content development for the 6 sections, we have the following questions:</p> <ul style="list-style-type: none"><li>• Is there any recommended framework, research concept or tool related to the subject matter that you recommend aiding content development, apart from the Gender Mainstreaming Toolkit?</li><li>• Since part of the course material has already been developed, was a pre-assessment or learning needs assessment undertaken? If yes, can you please share the relevant report or findings?</li><li>• In addition to the Gender Mainstreaming Toolkit and related references, can you please share any relevant resources, data or reports related to WASH and gender mainstreaming to add value to the new content?</li></ul>	<ul style="list-style-type: none"><li>• No, we do not have any recommended framework apart from the Gender Mainstreaming Toolkit.</li><li>• Yes, a learning needs assessment was undertaken for the face to face pilot in Bangladesh, Nigeria and the Pacific, however the results will vary significantly across missions therefore the reports are not considered relevant, and are not available for sharing. However, it can be assumed that all participants will have a basic understanding of WASH activities, and Prevention of Sexual Exploitation and Abuse in line with IOM’s policy.</li><li>• Refer attachment, and some additional links below. IOM internal documents can be provided upon signing of contract.</li><li>• <a href="#">IASC Gender in Humanitarian Action Handbook - Water, sanitation and hygiene (gihahandbook.org)</a></li><li>• <a href="#">EdgeEffect Stepping-Up Full-Report.pdf</a></li><li>• <a href="#">IOM-Guidance-Note-LGBTIQ-Inclusive-Facilities.pdf</a></li><li>• <a href="#">Menstrual Hygiene Management in Emergencies Toolkit - Elrha</a></li><li>• <a href="#">Female-friendly public and community toilets: a guide for planners and decision makers   WASH Matters (wateraid.org)</a></li><li>• <a href="#">Sani Tweaks: Guide to best practices in humanitarian response sanitation - Oxfam Policy &amp; Practice</a></li><li>• <a href="#">GBV Integration in Emergency Preparedness Guidance Final June 2020.01.pdf (mcusercontent.com)</a></li></ul>
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5	<p>We request clarification regarding ethical protocols to be followed during the online course development process.</p> <p>Given the subject matter of the proposed course, are there any specific ethical protocols that we need to comply to during the course development?</p> <p>If yes, can you please share the policy or protocol document (or a brief summary of the guidelines) in advance to help us strengthen our technical approach &amp; implementation plan?</p>	<p>We usually refer to this document here <a href="#">SDL Learning Development Framework .pdf</a>.</p>
6	<p>We request clarification on the extent of regional contextualization of the learning content.</p> <p>Does regional contextualization refer to a Pan-Indian context or more localized contexts? In case of different regional contexts, can you please provide the target geographical areas? This will be particularly relevant for the exercises for module sections (ref. Annex B) on local referral pathways, vulnerability. WASH response management etc.</p>	<p>The target regions will be Africa, Asia, the Pacific, Europe, Middle East, and Central and South America.</p>
7	<p>We request clarification regarding the total duration of the online training. What is the expected length of the training?</p>	<p>The expected length of the training will be a maximum of two hours.</p>
8	<p>We request clarification regarding the desired level of graphics, audio and video elements expected within the SCORM package.</p> <p>We understand that depending on the quality; level of interactivity and duration of the audio-visual elements used in the development of e-module the cost involved would vary drastically. For example, the cost for human voice-overs and automated voice-overs varies a lot.</p> <p>Currently, our understanding and assumptions are as follows – Kindly advise if this meets the requirement.</p> <p>Images: We will procure images/photographs in the public domain as well as royalty-free images from photo agencies like Shutterstock and Dreamtimes – the cost for which is absorbed in the efforts</p> <p>Rights-managed images and high-end royalty-free images from agencies like Corbis, Getty, Associated Press, Reuters etc. are not covered in the cost and will be cleared and procured either on client account (if they have an agreement in place with these agencies) or on actuals.</p> <p>Audio/Video – Copyright clearance for licensed audio clips (e.g., speeches, songs etc.) and video footage (e.g., movie clips, events, wildlife etc.) will be done on actual costs and are not included in the efforts. – Photo/video shoots are not included in the efforts. Commissioned photography/videography can be done and will be charged additionally as per the requirement/brief.</p> <p>Post-production (animation, video editing, motion graphics)</p>	<p>Images: from public domain or photos supplied by IOM will be required only.</p> <p>Audio/video: It is not expected that copyright material will be required.</p> <p>Photo/video: No shoots required.</p> <p>Post-production: as suggested.</p> <p>Animations: as suggested to reduce cost.</p> <p>Voiceover: preference for human but AI accepted to reduce costs as needed. Both male and female.</p>

	<ul style="list-style-type: none"> <li>- Video editing and moderate levels of motion graphics (graphic text/animated text and icons) are included in the costs.</li> <li>- Animations will be simple – 2D with basic movements and speech bubbles (no complex interactions between characters, no lip/hand/feet movements; these can be added on additional cost)</li> <li>- Voice-over: whether IOM desires an AI generated or human voice over in the final product.</li> <li>- whether there is a preference for a male voiceover, a female voiceover, or a combination of both throughout the product. Suggestions or inputs in this regard will be helpful.</li> </ul>	
9	<p>We request clarification on the type of videos for the online learning module.</p> <p>As per Annex B-Draft online learning module outline, 12 videos are required for the training. We would like to understand the nature of the videos since the effort, resources and time required would vary significantly based on the type of video created. Are you looking at?</p> <ul style="list-style-type: none"> <li>• Commission videos that require videography</li> <li>• Licensed video footage/clips based out of existing stock images and video clips bought with copyrights.</li> </ul>	The videos have already been developed and would simply be external links or embedded within the learning platform.
10	<p>We request clarification regarding the desired level of interactivity in the SCORM Package, particularly for the assessments. Currently, our understanding and assumptions are as follows- Kindly advise if this meets the requirement:</p> <p>Simple gamification for the exercises is included in the efforts – this would include multiple choice questions with radio buttons, drag and drop options.</p> <ul style="list-style-type: none"> <li>• Complex gamification for the exercises like real-time multiplayer games, quests, etc. not included and require additional costing.</li> </ul> <p>Please clarify if simple gamification for the exercises shall be sufficient for the engagement.</p>	Simple gamification is required only.
11	<p>Would you require the source files for the SCORM package, including the audio-video source files, as part of the engagement deliverable?</p>	Yes. The source files will be required as part of the deliverables.
12	<p>We request clarification on the submission timeline for the engagement third deliverable - online content in SCORM package, as specified to be 4 months from the contract signing, we acknowledge the requirement. However, considering the extensive development process involved in creating the SCORM package, meeting the one-month submission deadline poses a challenge. Therefore, we request an extension of this timeline to ensure the delivery of a high-quality product within feasible parameters.</p>	The deadline of the final deliverable (5 months from contract signature) is not able to be negotiated as is a requirement from the donor. Submission deadlines for other deliverables can be negotiated.

	The exact time duration required for SCORM development shall depend on our understanding of the total training duration (Question 4 of this document).	
13	<p>We request clarification whether IOM will be responsible for translation services, in the event of content translation into different languages?</p> <p>If not, will translation services be required from the bidder?</p> <p>If yes, we would kindly request for an extension of the engagement timeline, considering the time required for content translation and embedding into the SCORM package.</p>	IOM will be responsible for translation services. The bidder will be responsible for embedding them into the SCORM package.
14	<p>We understand that the final online product will be launched post pilot testing. In this regard, we request clarification regarding the availability of a feedback mechanism for post-pilot testing and suitable time allotment for the revision.</p> <p>Should there be a mechanism to seek feedback from the pilot users? Also, will IOM help us identify the user cohort for the pilot test.</p> <p>We request for a timeline extension to incorporate feedback from pilot session.</p>	IOM will provide two users from each region to test the product. Feedback will be through a Teams meeting facilitated by IOM. A timeline extension is not possible.
15	<p>We request clarification regarding a completion certificate/letter.</p> <ul style="list-style-type: none"> <li>• Should the course generate a letter or certificate for the learner, recognizing that the user has completed the training?</li> <li>• If yes, does IOM already have a certificate template in place or does that have to be worked into the scope of work for the engagement?</li> </ul> <p>Will the certificate be generated on achieving a minimum score on the end-of course evaluation?</p>	No, no letter or certificate is required.
16	<p>We request clarification regarding the final online product launch.</p> <p>Since the RFQ does not categorically mention the need for hosting the course, we understand that the SCORM package will be hosted on the IOM Learning Management System. Please confirm if our understanding is correct.</p> <p>If the training will be hosted on the IOM LMS, can you please provide us the technical specifications/features of the LMS to ensure SCORM package developed is compliant to the LMS?</p>	<ul style="list-style-type: none"> <li>• Yes, the course will be hosted on the IOM learning and management system.</li> </ul> <p>The e-learning course must be:</p> <ul style="list-style-type: none"> <li>• A SCORM that is packaged into a zip file, either SCORM 1.2 or SCORM 2004 (3rd edition).</li> </ul> <p>The SCORM package must be developed in a standard authoring tool like Articulate Storyline 360, Articulate Rise 360, Adobe Captivate, iSpring, etc, and the source files must be sent before closing the project.</p>
17	<p>We request clarification regarding the start and end date of the proposed engagement.</p> <p>This is because as per the start date of the engagement – 12 April 2024, and point a; 5 months from the contract date would mean the engagement end date would be 12</p>	There were delays due to internal factors. The contract end date is 5 months from contract signature.

	September 2024. However, point b indicates that the deadline is 31 August 2024. Can you please clarify?	
18	No information regarding the proposed approach and implementation plan is available under the terms and conditions or in the list of bidding documents. We request clarification on the expected number of pages for the proposed approach and implementation plan.	This is at the discretion of the supplier.
19	We request clarification regarding this sentence in the mentioned clause `...including options and compatibility with different hosting platforms.' Can you please help us understand (i) what you mean by `options? (ii) `compatibility with different hosting platforms' – are you referring to an analysis of the SCORM compatibility with different hosting platforms?	This is no longer required.
20	We request clarification regarding the end of module tests. Will progress to the next module depend on the result of these tests? i.e., if the learner does not achieve a threshold score on the tests, they won't be able to access the next module?	Yes, progress to the next module will depend on the result of the tests.
21	We request clarification on the process of review and feedback during the content development phase. Can you help us understand the following with regards to the content development? <ul style="list-style-type: none"> <li>• How many rounds of iterations on the content do you anticipate for the content?</li> <li>• Will a Knowledge Expert or SME provide the final sign-off on the content?</li> </ul>	<ul style="list-style-type: none"> <li>• IOM will provide feedback on all draft content, if all feedback is considered, then no further iterations are required.</li> <li>• Yes, a knowledge expert will provide the final sign off of the content.</li> </ul>
22	We understand that IOM has mandated the submission of information regarding team composition and CVs of Key Personnel. However, we have been unable to locate this information on the UNGM website or within the RFQ documentation (Ref: 24-097). We request clarification on the required team composition and any additional necessary information pertaining to Key Personnel.	IOM would like to see the qualifications and experience of staff who will be working on the project
23	No CV format is available under the terms and conditions or in the list of bidding documents. In case a particular format for CVs must be followed. We request a CV format from IOM.	No particular CV format must be followed

Approved by:



Maria Theresa Viray

OIC - MSCU Head

Date:

Mar 18, 2024