



E-Learning Course RFP – Q & A Document – March 21st, 2021

1. Q. Can you please share the source/existing content? It will help us to determine the effort/cost?

A. The key resources are the [SILC Field Agent Guide](#) and the [Private Service Provider Implementation Manual](#). The Field Agent Guide is used to train project staff on the SILC methodology; the project staff then use it to train Field Agents, who use it as their primary tool and reference to train and support groups. The PSP Implementation manual provides Project Managers and Supervisors with a step-by-step approach to planning and implementing a SILC-PSP project, with a detailed description of the PSP delivery model.

In addition, to assist in design and development of the eLearning course, training materials that are currently used for in-person training of project staff and field agents will be available once. These are based on the two guides provided above.

2. Q. What is the expectation of the e-learning output (simple/medium/complex)? Any reference that you can share which we can consider as a benchmark?

A. The output should be as simple to engage with and understand as possible, bearing in mind the diverse locations in which Mercy Corps operate. The guides provided above are a good illustration of the standard expected. By the end of the course, participants should be able to design, implement and manage an effective savings group project using the SILC-PSP approach.

3. Q. Do we need to share per hour end-to-end development cost or what is total duration expected?

A. We would like the proposal to be split into key line items, clearly showing the key activities and their costs, based on a unit cost (e.g. cost per day, cost per words) and number of units per activity. Here is a link to a standard template that can be used to record one's offer for a Tender submission: <https://www.mercycorps.org/tenders/rfp-e-learning-course-development>.

This should enable us to see the total cost of the project and the cost of each key deliverable within the project, which should include (but not limited to):

- Course design;
- Development of the SILC methodology training component, based on the SILC Field Agent Guide (see question 1)
- Development of the PSP delivery model training component, based on the PSP implementation manual (see question 1)
- Translation into French.

- Testing and implementation of resulting modifications

With respect to the expected course development timeline, ideally, the course design, development, testing and handover should be completed by 30th June 2021. However, in recognizing that this may be a challenging deadline to meet, we would appreciate proposals that indicate likely completion dates for each of the key deliverables, as described above.

Once testing and handover of the course has been completed, new content or information needed to update the course to make it relevant will not be the responsibility of the developer, but it is expected that errors, bugs are to be resolved for the duration of the course administration on the LMS.

Proposals should also indicate the terms under which errors / bugs with the course will be corrected once it goes live, for example, the number of months this covers, and any associated costs.

With respect to the duration of the course, while we do not have specific expectations, it should be of sufficient length to provide staff with the knowledge and skills required, while recognizing their busy schedules. As indicated in question 1, the course content will be based on the two guides provided, and the in-person training materials which will be provided. The in-person training is currently provided in workshops that take approximately 15 days to complete, but it is expected that the eLearning course will adapt this into a shorter course.

4. Q. Do we need to provide two versions (English and French) of each course? Can we assume that source content is in English?

A. Yes, the course should be available in both English and French. The source guides provided above are available in both English and French, as are the in-person training materials .

In addition, it should be easy to translate content into other languages in the future, although this project is concerned only with English and French.

5. Q. From a quotation perspective, would one hour of e-learning include both English and French versions?

A. As per question 3, from a quotation perspective, please provide a quote for development of the course in English, and a separate line item for translation into French.

6. Q. What LMS is currently being used?

A. : Our learning management system uses Schoox which is managed by UGXPro Learning (formerly Ultipro). All files hosted there are SCORM compliant, and will have been developed using a standard content development software e.g. Articulate Rise 360, or basic courses added to the platform using video, pdf, and hyperlinks.

7. Q. Would Mercy Corps consider a cost-effective proposal that includes the e-learning module as well as an additional (or replacement) LMS?

A. As per question 6, the eLearning course needs to be compatible with our LMS which uses Schoox

which is managed by UGXPro Learning (formerly Ultipro).

8. Q. Can we have access to the existing saving group materials and review the existing Mercy Corps learning platform?

A. Please refer to question 1 for the existing savings group materials. While it is not possible to give you access to our LMS,, as per question 6 our learning management system uses Schoox which is managed by UGXPro Learning (formerly Ultipro).

9. Q. How many learners are expected to take the course at any given time?

A. We expect this to be 5-20 staff at any given time

10. Q. Does MercyCorps have a budget in mind?

A. Kindly we do not share budgets.

11. Q. What is the course development expected timeline?

A. Please refer to question 3.

12. Q. The webpage announcing the request for proposal states: The course will likely use a mix of self-paced learning and instructor-led learning as participants engage as individuals and within cohorts, using a combination of written materials, videos, live webinars and quizzes. The course will be hosted on Mercy Corps' internal Learning Management System (LMS) and those of Mercy Corps' partners as needed, and should be available in at least English and French (to reflect current materials) and should incorporate appropriate adult learning styles and best practices. However, the Request for Proposal document (section III) only refers to [...] design, create and test an eLearning course through which the SG Champions can train and support project staff. Could you please confirm that the services required only refer to the eLearning part?

A. Yes, this project is concerned with the eLearning part, although it should be clear in the course design and development how this fits in with the other aspects of the training and support as listed

13. Q. Could you please clarify the expected duration of the eLearning course?

A. Please refer to question 3

14. Q. Do you have any preferred authoring tool for the development of the eLearning course?

A. No, we do not have a preferred authoring tool, all files must be SCORM compliant and compatible with our LMS which uses Schoox which is managed by UGXPro Learning (formerly Ultipro). Ideally, a standard content development software will be used.

15. Q. Can Mercy Corps provide access to some of the existing training material including Savings Group Guide? It will help us to understand the content and to provide a better solution.

A. Please refer to question 1

16. Q. We propose sourcing all the required stock images preferably from Shutterstock. Hope that should be okay?

A. Yes, that is fine

17. Q. We understand the course will involve the development of custom animations with voice over. Does Mercy Corps have any specific style to be used for eLearning modules or are they open to explore a new visual approach?

A. We do not have a specific style , and we are open to explore a new visual approach

18. Q. Page 4 mentions that the course will use videos. Will these be live action videos and/or animations/slideshows? If live action is to be included, will Mercy Corps provide the videos?

A. We expect the videos to be a mixture of live action videos, and animations, and slideshows, to be agreed during the course design phase. If live action, we do not anticipate providing the videos ourselves; we expect these will be created during course development, and are open to currently publically available videos being used as well.

19. Q. Under Consultant Objectives and Activities (page 5), the last bullet mentions a hand-over document. Will this be an instructor guide for the course? If not, please clarify.

A. Yes, this will be an instructor guide for the course

20. Q. Consultant Deliverables (page 5), lists “an eLearning course design document.” Will this be a course outline that will describe the objectives that’ll be covered, the structure of the course, and the types of screens and interactions that’ll be used in the course?

A. Yes

21. Q. We assume that Mercy Corp LMS supports SCORM packages. Please confirm.

A. Yes, all files must be SCORM compliant

22. Q. Since Mercy Corps intends to maintain the developed course in future, do they prefer development using of-the-shelf tools such as Articulate Storyline 360.

A. Yes, as per question 14, we would prefer development using standard content development software.

23. Q. Does Mercy Corps want us to develop 2 separate SCORM package for each language (English & French)?

A. Yes, including the original Storyline files.

24. Q. Does Mercy Corps expect the course to follow accessibility guidelines such as WCAG 2.0 compliance?

A. Yes.

25. Q. Is the course to be accessible on desktop, tablets and mobile phones?

A. Primarily The course should be primarily accessible from desktops / laptops. Where there are additional costs to make it available on other devices (tablets and mobile phones), proposals should make this clear

26. Q. Page 4, Section III. Desired Services & Scope of Work, paragraph 3 states ‘The eLearning course will leverage existing relevant materials, including the savings group guide and other training materials currently used for in-person training, and materials that are publicly available. The course will likely use a mix of self-paced learning and instructor-led learning as participants engage as individuals and within cohorts, using a combination of written materials, videos, live webinars and quizzes.’ Do you have an expectation or parameters regarding the length of the course/number of hours learners would be expected to spend on learning.

A. Please refer to question 3

27. Q. Page 4, Section III. Desired Services & Scope of Work, paragraph 3 states ‘The course will be hosted on Mercy Corps’ internal Learning Management System (LMS) and those of Mercy Corps’ partners as needed. What LMS platforms will the course have to be compatible with?

A. Please refer to question 6

28. Q. Can you provide further clarity on the audience for this course – is it predominately Mercy Corps or is there the intention to make this available wider? Aware Catholic Relief Services (CRS) are also mentioned in the RFP as a collaborator but not clear if the course will also be rolled out across CRS.

A. The course will be made available to CRS and to other similar INGO partners

29. Q. Page 4, Section III. Desired Services & Scope of Work, paragraph 3 states should be available in at least English and French (to reflect current materials) - Can you confirm if other languages are required?

A. For this scope of work, no other languages are required.

30. Q. Do you have an indicative timeframe for the work to be undertaken?

A. Please refer to question 3

31. Q. Page 5, Section III, sub-heading Consultant Objectives and Activities states ‘Reviewing existing saving group materials, get input from relevant Mercy Corps and CRS staff, and review the existing Mercy Corps learning platform • Design the eLearning course, describing the proposed course structure and content. - Would you consider an approach whereby we undertook a scoping exercise as an initial step in order to address the first two objectives (see

above). The scoping would be with the aim of establishing a solution blueprint but then used to revise our original proposal accordingly as we would be in a more informed position once we have thought through all the project elements, stakeholders, dependencies and timelines to propose the most appropriate learning solution that speaks to the project requirements.

A. We would prefer a proposal that is split out by line item as per question 3, based on the requirements in the RFP and the training materials provided in question 1.

32. How long is the course estimated to be?

A. Please refer to question 3

33. Q. It says the existing course materials are available, could you please point us towards them?

A. Please refer to question 1

34. Q. Please let us know the gaps that were identified while piloting the use of SG guide.

A. While piloting the SG Guide, the guides as provided in question 1 were shared with the staff. It became apparent that just providing the guides and expecting staff to read, understand and apply them was too demanding, and that staff needed a more supportive, interactive, engaging forum. Hence, the need for the eLearning course

35. Q. Please let us know the course topics, duration of each eLearning module, and level of interactivity desired. Also, share approximate total learning hours needed to be designed and developed.

A. For the course content, please refer to question 1. For the level of interactivity, we do not have any specific expectations, but would appreciate proposals that did not place undue time commitments on the SG Champions. For the duration of the course, please refer to question 3.

36. Q. Would we get SME support? Please confirm.

A. If this refers to getting support from a Subject Matter Expert, then the answer is yes, this will be provided.

37. Q. Please share learner profile-age bracket, location, education levels, etc.

A. The learners will be staff of Mercy Corps and other INGOs, including Catholic Relief Services. Staff from all INGOs will have a similar profile, so Mercy Corps is used as an example: staff will be located across Mercy Corps' field offices, although it is expected that most will be in Sub-Saharan Africa. Staff will mostly be between 25-60 years of age, and have a mixture of tertiary and secondary education qualification (it is expected that most will have tertiary education).

38. Q. Do you want responsive courses? Please confirm.

A. If this is asking whether the course should be accessible on a variety of devices and screen sizes, then please refer to question 25. In addition, users may be operating in areas with low bandwidth, which

should be a consideration when designing and developing the course.

39. Q. Please share a reference course sample.

A. We are not able to provide a reference course sample, but it should use the guides as per question 1.

40. Q. Can project discussions happen via online meeting? If face-to-face meetings are mandatory, please share the frequency of meetings over entire project life cycle.

A. There should be no requirement of face-to-face meetings between the SG Champions on the course participants – all interaction should be via online meetings

41. Q. Is there any certification required?

A. The LMS will trigger a certificate upon completion of the course, so the course should include a completion page which will trigger the certificate.

42. Q. One of the requirements is training the team at MercyCorps? Is it Train-the-Trainer or complete delivery?

A. With respect to handing over the course to Mercy Corps, this will be done on a train-the-trainer basis

43. Q. Is there any expected timeline?

A. Please refer to question 3

44. Q. One of the requirements is to make updates on the basis of user inputs? What is the percentage of change expected at this stage? What kind of changes can we expect? How many cycles of such changes will we be responsible for?

A. It is difficult to say at this point, but we hope there will not be a need for multiple cycles nor significant changes.

45. Q. Page 5, Consultant objectives and activities - sub point 4 - Pilot, test and evaluate the eLearning course through Mercy Corps' LMS; receive feedback from users, and modify the course accordingly. Please explain details of activities that need to be performed.

A. The course will be made available to a small group of staff in Mercy Corps, who will go through the eLearning course, and provide feedback using forms / tools provided for this purpose. Based on this feedback, changes will be made to the course. The exact form of the testing will be tailored to fit with any deadlines / time constraints.

46. Q. Page 4, last para - Course to be made available in English and French - (AKPL Query) Are we supposed to develop course in French as well or only translation of the existing content needs to be done? I believe French VO will be required. Please clarify.

A. Translation of the existing content into French is required. As per question 3, we would appreciate the proposal being broken down into a separate line item for French translation.

47. Q. Can you share the existing course material mentioned in the RFP; in case this is not possible – can you let us know the expected duration of the eLearning and virtual ILT sessions?

A. Please refer to question 1

48. Q. What is the web conferencing tool that Mercy Corps plans to use for the webinars (virtual ILT tool/platform)?

A. The LMS has Zoom functionality built in, and in addition, users may do webinars offline from the LMS.

49. Q. What LMS do you guys use?

A. Please refer to question 6

50. Q. Do we scope both the English and French versions in the RFP response?

A. Please refer to question 3

51. Q. Updates required to the course files – what is the percentage of updates envisioned? How frequently will the updates happen? (Refer to Para 3- Page 5/7)

A. This is difficult to answer, but we do not expect frequent or significant updates. But the requirement for Mercy Corps to be able to modify the course themselves remains.

52. Q. Also the supplier need to have a registration, insurance – can you provide more details about these (Refer to Para IV – Page 5/7)

A. Yes, essentially legal right to operate as a business.

53. Could you please clarify how offers should be submitted? Should they be emailed?

A. Yes please. Please email to tenders@mercycorps.org.

54. Q. The 2nd paragraph under Section III indicates that the course will follow a blended learning approach - “with a mix of self-paced learning and instructor-led learning”. Can you please confirm if the scope of this project / TOR covers only the self-paced component or both

A. While the focus of this project / TOR is on the self-paced component, it should be clear in the course design and development how the instructor-led component should interact with and support the self-paced component.

55. Q. We assume the eLearning content must be produced in ENGLISH and FRENCH. Please confirm we will own the translation (EN to FR) and voice-over recording in both languages

A. Yes, the course should be available in English and French; please refer to question 46 for more information.

With respect to the question about owning the translation, please clarify what you mean by ‘own’ (e.g.

do you mean 'take responsibility for'?). Mercy Corps will own the rights to all materials developed.

56. Q. Is there a need for content maintenance work after turnover and uploading of courses on MC's LMS?

A. As indicated in question 3, once testing and handover of the course has been completed, new content or information needed to update the course to make it relevant will not be the responsibility of the developer, but it is expected that errors, bugs are to be resolved for the duration of the course administration on the LMS.

57. Q. Is there any limitation / expectation when it comes to what authoring tools we can use?

A. Please refer to question 14.

58. Q. Are the target learners (SG project staff) familiar / experienced with using self-paced learning modules?

A. The expectation is that yes, most will have used self-paced learning modules available on Mercy Corps' LMS

59. Q. How long is this training when facilitated by an instructor (currently)? Do you have any guidance at this point on the expected length of the self-paced / eLearning course?

A. Please refer to question 3

60. Q. May we know what LMS is currently in use?

A. Please refer to question 6.

61. Q. What type of LMS is "Mercy Corps' LMS" system?

A. Please refer to question 6.

62. Q. What type of learning activities does your system offer? (If it is an open-source system we can check.)

A. Our LMS offers both asynchronous and synchronous learning.

63. Q. What is your expected or anticipated learning time from an average participant? (In hours or days.)

A. Please refer to question 3

64. Q. What is your estimation about the amount of the source materials (existing saving group materials)? (In pages, slides or characters.)

A. Please refer to question 1 and question 3

65. Q. About how many relevant Mercy Corps and CRS staff member needed to be interviewed in your opinion?

A. If this refers to subject matter experts to help develop the course, then you will work closely with one key contact from Mercy Corps, who in turn will facilitate contact with 2 or 3 experts from CRS.

66. Q. Can you describe us the target group regarding its demographics? (Like age, ICT competencies, educational background, territorial disposition, etc.)

A. Please refer to question 37

67. Q. Can you please describe us the level of interactivity of the expected result? E.g., basic interactivity level or high level of interactivity (e.g., situation-based scenarios, etc.)?

A. We do not have specific expectations around this, but the course should of course be engaging and instructive for all participants

68. Q. Are you support to implement storytelling methods to the development of the modules?

A. We are very much open to using storytelling methods in the course

69. Q. Are you planning to have activities of assignments (e.g., uploading some work) and/or peer activities (e.g., peer-review, forums, etc.) and/or quizzes?

A. Yes, as per the RFP, we are expecting users to engage as individuals and within cohorts / groups, and to do a mixture of activities, including off-line document review and work, and quizzes to check and reinforce understanding

70. Q. On page 4: "at least English and French". What other languages do you expect?

A. For now, we only expect English and French.

71. Q. Do you prefer to have voice narration? If yes, do you prefer to have the narration in all the languages or do you prefer to have written translation in these cases. (E.g., a video can be narrated in both English and French or it can be in English and subtitled with French text.)

A. Yes, for videos, we would prefer to have voice narration rather than text in videos. Given this, we would prefer to have the voice narration in English and French, rather than having the narration in English with French subtitles. Where this has significant cost implications, both scenarios can be included in the proposal and costing.

It should be noted that voice narration will need to be captioned for audiences with hearing difficulties or with the languages being their second language.

72. Q. All the materials (and the course itself) should be available in both English and French for go live? Do you prefer inhouse proofreading or do you need quote for proofreading from us as well?

A. We expect the developer to be responsible for proof-reading to ensure, for example, that captions match the text, and spelling errors are fixed. Please include this as a separate line-item in the cost proposal (see question 3) if you would like to present it in this way.

73. Q. During the Pilot phase, how many user feedbacks do you anticipate to have?

A. This is to be decided, but we expect to test out the course with a small group - say 5-10 users. For more information on testing, please refer to question 44

74. Q. How many rounds of approval do you estimate within the whole course development project?

A. Please refer to question 44

75. Q. Is it okay to send you piece prices about some e-learning elements? Or do you prefer to have one final offer price? e.g. at this moment we cannot anticipate that if animated content is needed or not. And an animation's price range can vary on many different aspects /time, level of elaboration, etc./. So, we can send you a quote with range but not one final price. But is also possible that we calculate scenarios regarding our previous experiences.

A. We require one final offer price please. For more information, please refer to question 3