



TO: All Bidders

DATE: 12 September 2023

TEL. NO.:

EMAIL:

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

REF.: RFP 2023-0104/ THORVALDSDOTTIR

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SUBJECT: **Clarifications No. 2 – RFP 2023-0104/THORVALDSDOTTIR**

Dear Bidders,

Please find attached Clarifications No. 2 related to queries raised by bidders in respect to RFP 2023-0104/THORVALDSDOTTIR OSI E-Learning Module Development for the Linear Training Programme Introductory Level and Remote Refresher Topics (RFP).

Kindly note that Section 3 of the Terms of Reference have been amended as per attached version (Rev. 12 September 2023 - new text in red font for ease of reference) and therefore the Terms of Reference part of the RFP are hereby replaced in whole with the attached version (Rev. 12 September 2023).

The attached Clarifications No. 2 and revised Terms of Reference are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving bidder's proposals prior to the submission deadline on **20 September 2023, 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachment:

- *Question and Answer - Clarifications No. 2*
 - *Terms of Reference – (Rev. 12 September 2023)*
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Item#	Question	Answer
1	<p>Attachment 1- Evaluation criteria</p> <ul style="list-style-type: none"> 7.5. <i>The Bidder has demonstrated ability to work with subject matter experts in fields related to OSI inspection techniques:</i> <p>Does this requirement mean that bidders need to have demonstrated ability to work with SMEs in general or do actually bidders need to have knowledge of / experience in the fields related to OSI inspection techniques?</p>	<p>As stated in the ToR.</p> <p>7. Required Technical Skills of the Contactor:</p> <p>Point 7.5 The bidder must have demonstrated ability to work with subject matter experts from highly technical and scientific fields such as those related to OSI inspection techniques and also demonstrate the ability to develop pedagogically/didactically sound e-learning courses on these topics.</p> <p>A bidder with in-house knowledge and experience in the fields related to OSI techniques specified in ToR is an advantage.</p>
2	<p>RFP invitation letter - closing date:</p> <p>We kindly ask that you prolong the deadline for submission of bids and automatically the deadline for clarifications as we require more time to prepare the questions to assure the best possible bid.</p>	<p>After careful consideration due to the very tight project timeline, deadlines cannot be extended.</p>
3	<p>TORs 2a: How many users will access the course?</p>	<p>It is anticipated that approximately 100-250 users will have access to the three modules. Section 3 of the Terms of Reference has been revised to include this (see attached Terms of Reference, Rev. 12 September 2023).</p>
4	<p>TORs 3: Will the commission provide the content for developing courses?</p>	<p>A summary of the responsibilities for the project is provided in the table entitled "Project Components" in Section 3 of the ToR, "Scope of work and work tasks."</p>

Annex B – (Rev. 12 September 2023)

Terms of Reference

OSI E-Learning Module Development for the Linear Training Programme Introductory Level and Remote Refresher Topics

1. Background

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “CTBTO” or the “Commission”) with its headquarters in Vienna is the International Organization mandated to establish the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosions. The Treaty provides for a global verification regime, including a network of 321 stations worldwide, a communication system, an International Data Centre and on-site inspections to monitor compliance with the Treaty. More information can be found under www.ctbto.org

The On-Site Inspection (OSI) Division is tasked with the establishment of the OSI regime by the Treaty’s entry-into-force. This includes the development of OSI operational capabilities and the inspectorate training programme. Methodologies utilized in the training of surrogate inspectors include the use of e-learning and e-training tools, classroom-based presentations, tabletop exercises, station rotations and field exercises.

The OSI Training section has launched the OSI linear training programme (LTP) which onboards a new cohort of surrogate inspector trainees into the training programme while concurrently maintaining the skills and capabilities of rostered surrogate inspectors through refresher training activities, both face-to-face and online. A core component of this process includes the development of e-learning resources to be utilized as onboarding training material for new trainees, and as skills maintenance and refresher training tools for rostered surrogate inspectors. The delivery of OSI e-learning courses and activities are hosted on the Moodle Workplace-based OSI learning management system.

2. Purpose/objective of the project

The use of OSI e-learning tools takes place both prior to and throughout the conducted LTP training courses. They are a critical resource that effectively and efficiently prepare trainees for participation in face to face courses and to perform tasks covered in the e-learning during hands-on training. This also applies to rostered surrogate inspectors who have completed the training programme as the remote refresher e-learning modules provide a step-by-step video tutorial on equipment usage and serve as a useful reference for performing inspection tasks in the field.

The Contractor will work with OSI staff members and subject matter experts for the development of three (3) new e-learning courses.

a) TARGET AUDIENCE

The target audience includes multi-lingual and multi-cultural end users from CTBT Signatory States that have expertise in the following OSI scientific disciplines and processes:

- Geophysical techniques
- Seismic techniques
- Optical sensing including Multi-spectral and Infrared (MSIR)
- Radionuclide and Noble Gas techniques
- In-field Operations Support for Field Deployments

3. Scope of work and work tasks

This Terms of Reference calls for the delivery of three (3) e-learning modules. The initial list (subject to final confirmation upon contract signature) are further described as follows. **It is anticipated that approximately 100-250 users will have access to the three modules.**

Module	Target Audience	Approximate learning time
Visual Observation	<ul style="list-style-type: none">• Introductory level module• All surrogate inspectors entering LTP• Regional Introductory Course trainees• Remote refresher by	30-45 minutes

	rostered surrogate inspectors	
In-Field Operations Support	<ul style="list-style-type: none"> Advanced level module Remote refresher by rostered surrogate inspectors 	60 – 90 minutes
OSI Geophysical Techniques	<ul style="list-style-type: none"> Advanced level module Remote refresher by rostered surrogate inspectors 	60-90 minutes

Each e-learning module will require the following project components:

Project Components	Responsible
Module outline: An outline detailing the module learning objectives and outcomes and the structure and topics (chapters)	CTBTO
Source text document: A document which is compiled using the relevant OSI quality management system documents such as the OSI operational manual, standard operating procedures, work instructions, field guides and manufacturer manuals. A glossary section will also be provided for inclusion in the module.	CTBTO
Storyboard/Script: A detailed instructional design document derived from the source text document which provides the scripts for on-screen text, narrated text, videos, animated scenarios, interactions, and in-module knowledge check questions (assessments) and defines the course in a scene-based structure for development in the e-learning authoring tool.	Contractor develops CTBTO reviews and approves
On screen resources: Videos, photos, audio recordings, screen recordings, diagrams, graphics, simple animations/illustrations, etc.	CTBTO provides photos from archive or takes new photos. CTBTO provides edited videos as per the script. Contractor provides voice over narration or realistic computer-generated voice in a native English-language style. Contractor provides simple animations, illustrations, as required using the e-learning authoring tool or rapid animation generation tools.

The e-learning modules will prepare learners to participate in future on-site (face to face) refresher training and will provide a foundation for the ability to acquire, process and interpret data from the specific OSI inspection techniques. Learners will be provided with a step-by-step tutorial on the deployment, operations and troubleshooting of the instruments that are permitted under the Treaty for use during an OSI and acquire competence with the Concept of Operations of each technique in accordance with the relevant QMS documentation.

The videos of the equipment and techniques required for the tutorial will be produced by the Commission in consultation with the Contractor. The Contractor shall be present on-site during the filming. The duration of the filming period is undetermined and will be communicated to the Contractor prior to the event. The Commission may also provide HTML5 based rotating 360-degree images, virtual tours created with Pano2VR and other HTML5-based resources for inclusion in the e-learning modules.

Each module must be scenario-based and present the learner with a realistic and dynamic learning experience based on situations that they are likely to encounter during OSI training inspection or exercise activities.

The e-learning modules will include built-in proficiency and competency checks and instant feedback mechanisms, to quantifiably measure and confirm that knowledge has been transferred.

4. Work Schedule and Deliverables

The Services shall be provided for a period of 12 months from the date of contract signature and be divided into the following phases¹:

1. Kickoff meeting at the CTBTO Technology Support and Training Centre (TeST) Centre in Seibersdorf, Austria to discuss project plan and for familiarization on relevant OSI equipment (1 working day)
2. Development of storyboards for each module and short videos in close cooperation with relevant OSI subject matter experts
3. Gathering of relevant source material
4. Review of draft modules and videos by relevant OSI subject matter experts
5. Edits and updates to the draft modules and videos
6. Handover of final modules and video project files

5. Methodology, Standards and Technology

The Contractor shall develop the e-learning modules with the following requirements:

Technical requirements:

- The developed e-learning modules shall conform to Sharable Content Object Reference Model (SCORM) standards and shall also be compatible with the xAPI protocol. The e-learning modules shall be based on Web accessibility W3C standards.
- E-learning development shall be done using standard e-learning authoring tools. Articulate 360 authoring tools such as Storyline are preferred.
- The e-learning modules shall be developed in a way that allows the CTBTO the ability to perform easy and instant updates of the training contents and materials after the end of the contract in House.
- The module design shall be adaptive and responsive to be functional on iOS, Android and Microsoft mobile and tablet devices (HTML5).
- Visualization components of the modules shall be delivered in low-bandwidth and high-bandwidth versions with appropriate bit rates and shall be compatible for playback on all modern mobile devices, personal computers, and web browsers.

Functionality requirements for the target audience:

- The user shall have the ability to stop or pause the module during any phase and control the volume, toggle to full screen mode, access additional resources and the glossary.
- The course navigation should not be limited (e.g., open navigation) to allow learners to freely navigate among the content.
- Module and Lesson duration should be clearly visible to learners in the navigation pane.
- On-screen tool tips and links to the glossary for key terminology
- Proficiency and competency testing of learners shall be built in throughout the module, using task-based exercises and assessments.
- An instant feedback system contained within each module shall allow for immediate assessment of the learner's activities.
- The user shall be able to save their progress and return to the last visited content upon subsequent usage.
- Users shall have the ability to review in-module assessments exercises.

¹ Development of e-learning modules may take place in a staggered manner depending on the programmatic priorities of the OSI Training Section.

Visual and Learning Design Requirements:

- Consideration shall be given to current best practices regarding e-learning and professional computer-based training methodologies.
- The modules shall be engaging and interactive and shall contain video, photo, audio, scenario-based learning, simple animations and illustrations, subtitles and transcripts, embedded assessments, and be intuitive and easy to use.
- Users should be able to toggle subtitles on and off and have the option to download a transcript of module.

Language Requirements:

- The e-learning modules shall be developed in English.
- Consideration shall be made that many users will not be native English speakers (such as, adapting simple language, slower and clear narration, subtitles, etc.

The Contractor shall take into account the following instructional design elements:

- The content structure of the e-learning modules could be:
 - Linear, knowledge based and/or
 - Interactive modules (branching model)
- The modules may be deployed as or be a part of:
 - Face-to-face offline course or online synchronous and/or
 - Entirely self-paced, asynchronous and online

The overall length of modules shall take into account not only the interactive components including assessments, multimedia, critical thinking challenges, etc. but also the time that the learner spends on analyzing the content and choosing and reflecting on responses. The length of the introductory module shall be approximately 30 minutes to 45 minutes in duration. The length of the advanced level modules should be 1 hour to 1.5 hours in duration each.

The Contractor shall provide an example of previous distance learning development of similar scope and complexity via a functional link to an existing e-learning module.

6. Contractor

The Contractor shall have as a minimum the following requirements:

1. Be legally registered and have all required licenses and accreditation for the provision of E-learning courses.
2. Demonstrate that a pool of suitably qualified, licensed and experienced professional Instructors is available to deliver the required training.
3. Proven track records in designing and implementing programmes and soft skills training in English and in an international setting.
4. Availability of sufficient resources to perform the Contract;
5. Excellent reference record (at least two references, preferably from other International organizations).
6. Designate an Account Manager/point of contact for training enquiries and coordination

7. Required Technical Skills of the Contractor

The Contractor's staff performing the Work shall have the following qualifications:

1. Expert ability with off the shelf e-learning tools such as Articulate 360 and Storyline.
2. University degree in a field related to on e-learning, instruction design, web design, and graphic design.
3. At least three (3) to five (5) years of recent experience in development of fundamentally sound e-learning modules and resources to a technical end user group similar to the Target Audience.
4. Minimum (5) years of proven experience in creating learning paths/journeys, proficiency in instructional design/adult learning.

5. Demonstrated ability to work with subject matter experts in fields related to OSI inspection techniques such as geophysics, radiation monitoring, visual observation and multi-spectral imaging, seismology, etc. in the development of e-learning modules which deal with complex technical topics or detailed procedures resulting in effective e-learning resources.
6. Demonstrated experience in development of e-learning modules utilizing distance learning best practices and the application of appropriate instructional design based on the learning objectives – at least 2 functional links.
7. Demonstrated experience developing e-learning modules utilizing scenario-based learning approaches.
8. At least three (3) to five (5) years of recent experience in use of HTML and CSS in support of e-learning development.
9. Demonstrated experience in developing SCORM packages and working with common e-learning management systems such as Moodle.
10. Demonstrated professional knowledge of the English language.

8. Reporting

After the completion of each E-learning course, the Contractor shall provide the Commission with a Task Report. The timelines below are indicative and subject to prior agreement with the Commission.

The Task Report shall be submitted to the Commission within thirty (30) days after the delivery of the E-learning course. The report shall contain (but not be limited to) the following:

- Reference to the Module, including the date of request;
- Actions taken and services performed to complete the task;
- Any other relevant issues and/or recommendations.

The Contractor shall use the English language for all written and oral communication with the Commission.