



TO: All Bidders

FROM: Selma Bukvic
Procurement Officer, Team Leader

DATE: 7th November 2023

REF.: RFQ 2023-0165/Poggio *DP*

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SUBJECT: **Clarifications No. 2 to RFQ 2023-0165/Poggio –
“Redevelopment of Multimedia Elements for E-Learning Modules”
and revised Terms of Reference**

Dear Bidders,

Please find attached Clarifications No. 2 related to queries raised by bidders in respect to RFQ 2023-0165/Poggio “*Redevelopment of Multimedia Elements for E-Learning Modules*”.

Kindly note that Section 4 of the Terms of Reference have been amended as per attached version (Rev. 6 Nov 2023 new text in red font for ease of reference) and therefore the Terms of References part of the RFQ are hereby replaced in whole with the attached version (Rev. 6 Nov 2023)

Please note that Clarifications No. 2 and the revised Terms of References are an integral part of the RFQ documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your quotations prior to the extended deadline on Monday, 13 November 2023, 17:00h Vienna (Austria) local time.

Kind regards

Selma Bukvic 
Procurement Officer, Team Leader

Attachment:

- *Question and Answer - Clarifications No. 2*
- *“Terms of Reference” Revision 6 Nov 2023*
- *Sample screen shots*

Item#	QUESTIONS	ANSWERS
1	It is requested that the contractor provides translations for in 6 UN languages. Are these translations to be provided only for the media content which will be developed by the contractor?	As specified in RFQ, media content should be reviewed and revised as necessary. For the modules which have broken audio or images, the contractor is required to use the existing English version to re-develop all new translated ones.
2	Is it possible for you to advise on the number of modules and duration which will be covered under this project?	The project entails 142 modules with a duration of 60 minutes each. 30 minutes of each module (50%) consist of audio, videos and images in 6 UN languages. Please see revised Terms of Reference – Section 4.1
3	For how many modules will the translated versions in 6 UN languages be provided?	We do not have information how many media are broken. Currently we have the following modules:36 English,17 Arabic, 18 Spanish, 24 Chinese, 23 Russian, 25 French
4	Is it possible to access to a sample course for reference?	A sample in pdf is attached to this document. Sample screenshots are attached. The file is produced with Articulate. Please see revised Terms of Refences – Section 7.3
5	Do the courses or multimedia elements have voice overs?	Yes.
6	If so, is the contractor also expected to provide voice overs for the translated materials?	Yes.
7	Can you provide an estimated word count for translation purposes?	There is no need for the work count translation. It can be translated by software such as Smartcat or similar translation software.
8	When you specify "video" is it realistic video or motion design (animation)?	It is animation.
9	Will you provide us with source files of all the e-learning module (Storyline)?	Yes.
10	Are modules SCORM compliant?	Yes.
11	Will subject matter expert (SME) support be provided from CTBTO's end?	Yes.
12	Which authoring tool was used to create the modules?	Articulate 360 as specified in the Terms of refence 7.3
13	Shall the Contractor purchase licenses for the redesign or do the modules need to be redesigned from scratch?	As specified in Terms of Reference it is not expected to redesign the modules. Kindly refer to the Terms of Refences 4.2 “Redevelopment of Media elements”

ANNEX B – Revised Version 6 Nov 2023

Terms of Reference

Redevelopment of Multimedia Elements for E-Learning Modules

1. Introduction

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 Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO) cordially invites proposals from qualified contractors to undertake the redevelopment of media elements, encompassing imagery, video content, and audio components, for a series of e-learning modules. This initiative, initiated by the CTBTO, is aimed at elevating the quality and efficacy of its existing e-learning resources, augmenting multimedia elements to create an engaging and illuminating learning experience.

2. Background

The CTBTO has conceived a series of e-learning modules, available in multiple languages, to fortify its capacity-building and training endeavours. These modules, addressing diverse facets of the CTBTO's mission, serve as essential educational tools. To further augment their quality and engage the target audience more effectively, the CTBTO is determined to revamp the multimedia components embedded within these e-learning modules.

3. Objectives

The objectives of the Work under the Contract are the following:

- I. To enhance the quality and visual allure of multimedia components, comprising images, videos, and audio segments, within the existing e-learning modules.
- II. To ensure the seamless alignment of multimedia elements with the content and the learning objectives encapsulated in each module.
- III. To craft multimedia elements that are engaging, informative, and pivotal in fostering a profound comprehension of the subject matter.

4. Scope of Work

The Contractor shall perform the following activities:

4.1 Review and Assessment:

- I. Carefully examine the current e-learning modules to fully understand their context and what each module needs.
- II. Evaluate the multimedia elements in each module and identify the areas that need improvement.

The project entails 142 modules with a duration of 60 minutes each. 30 minutes of each module (50%) consist of audio, videos and images in 6 UN languages.

The results of the evaluation shall be presented to the Commission, together with a proposal for implementation of the following activities. Following review and acceptance by the Commission, the Contractor shall then proceed with the Work described below, as agreed by the Commission.

4.2 Redevelopment of Media Elements:

- I. Create high-quality images, videos, and audio that match the themes of each module.
- II. Make sure all media elements are clear, visually appealing, and improve the overall learning experience.
- III. Provide translations and versions for 6 UN languages (English, Arabic, Spanish, Chinese, Russian and French).

Media content should be reviewed and revised as necessary. For the modules which have broken audio or images, the Contractor is required to use the existing English version to re-develop all new translated ones.

The Commission has no information about how many media are broken. This shall be part of the Work of the Contractor.

Currently the following modules and languages are available: 36 English, 17 Arabic, 18 Spanish, 24 Chinese, 23 Russian, 25 French.

The text can be translated by software such as Vyond, Smartcat or similar translation software.

The Commission will provide support to check the translations.

4.3 Integration:

- I. Integrate the updated media elements into each e-learning module to make sure they fit well with the content.
- II. Ensure that the media elements work seamlessly with the module's content.

4.4 Quality Assurance:

Thoroughly check to make sure all media elements work correctly and enhance the learning experience.

The Commission shall be kept informed of the progress of the Work and shall have the right to request modifications until the final version is accepted.

5. Deliverables

The contractor shall provide the following deliverables.

- I. Updated multimedia elements, pictures, videos, and sound for each e-learning module.
- II. A final report explaining the Work performed, the modifications implemented, lessons learned and suggestions for future improvements.

6. Timeline and Location

6.1 The work shall be completed within six months from the date of contract award. The precise project schedule will be subject to mutual agreement before the start of the Work. The Work is planned to start in January 2024.

6.2 The Work shall be performed remotely at Contractor's premises. Meetings will be held per teleconference.

7. Required Technical Skills and Software

The Contractor must respond to the following requirements:

7.1. Technical Skills

- I. A demonstrated track record in multimedia development for educational and training materials. List of the previous projects to be specified in the proposal
- II. Proficiency in the creation and manipulation of images, videos, and audio elements.
- III. Expertise in utilizing multimedia software tools encompassing graphic design, video editing, and audio production (see Section 7.2 below).
- IV. Capability to optimize media elements for web-based e-learning modules.

7.2. Software Requirements

The Contractor shall have access and expertise in utilizing, a comprehensive suite of software and tools, including but not limited to:

- I. Current and Supported Versions of Graphic Design Software, e.g., Adobe Photoshop, Illustrator.
- II. Current and Supported Versions of Video Editing Software, e.g., Adobe Premiere Pro, Final Cut Pro.
- III. Current and Supported Versions of Audio Editing Software, e.g., Adobe Audition, Audacity.
- IV. Current and Supported Versions of Multimedia Authoring Tools, e.g., Adobe Captivate, Articulate Storyline.
- V. Current and Supported Versions of Localization and Translation Tools.
- VI. Current and Supported Versions of any other relevant software or tools indispensable in ensuring the quality and effectiveness of multimedia redevelopment.

7.3. Compatibility

All software and tools utilized by the contractor shall be unequivocally compatible with the existing e-learning module development in Articulate 360 deployed on Moodle environment.

8. Communication

Continuous communication and reporting are imperative throughout the project's lifecycle. The CTBTO will designate a project manager as the primary point of contact.

9. Qualifications

The contractor is expected to demonstrate the following qualifications:

- I. A minimum of five (5) years of substantiated experience in multimedia development for educational and training materials.
- II. A minimum of five (5) years of proficiency in the creation and manipulation of images, videos, and audio elements.
- III. Familiarity with the CTBTO's activities and mission is considered advantageous.
- IV. A minimum of five (5) years of experience in project management for similar projects.
- V. Working knowledge of English language.

The Contractor shall provide their own infrastructure, hardware and software environment necessary for the completion of its work under the Contract. The Contractor shall communicate with the Commission by telephone, electronic mail, or video teleconferencing, as appropriate. All costs incurred by the Contractor for the performance of Work under the Contract, shall be borne by the Contractor.

10. Acceptance of the Work

At the end of the Work, the Commission will test the final version, all multimedia elements and E-Learning modules. The Commission shall have the right to request final reasonable additions/modifications to the multimedia and modules.

Upon completion of the work, successful testing of the final version and delivery of all deliverables, the Commission will provide its acceptance in writing which will be the basis for the final payment.







