

RFP/2023/024

Establishment of Frame Agreement(s) for the provision of Digital Learning Services

Questions & Answers

Q1: Is there a requirement for physical presence during the project in Lebanon?

A1: Not on regular basis however physical presence during planning phase (setup), induction, trainings, refreshers and evaluation would be needed.

Q2: Do you require the two trainings require to be done in person or virtually?

A2: Trainings are to be done in person.

Q3: What is the average number of words per page in the content to be digitised?

A3: We do not have an estimate of words per page since it can differ a lot from a lesson to another, some lessons might have more pictures and videos than texts and vice versa.

Q4: Requirements of the platform/LMS are not very clear in the TOR which is stated under: License user

A4: This question is not clear.

Q5: Can you clarify more on what's required in database user creation?

A5: Creation of users for students, facilitators and partners' staff with different access rights.

Q6: What will be the duration of each course?

A6: On Average, the course duration is between 30 to 45 minutes.

Q7: What Level of interactivity is expected to develop the e-learning modules? (L1/L2/L3) Basic to advance.

A7: High levels of interactivity expected to keep children engaged.

Q8: The trainings will be conducted by UNHCR or contracting organization? If it will be contracting organization, then whether the trainings will be conducted virtually or face to face.

A8: Face to face Trainings to be conducted by contracting organization.

Q9: On which learning management system (LMS) will these modules be integrated? Or is vendor expected to create the LMS?

A9: The modules should be integrated into Messaging applications or platforms that enable instant messaging between the facilitators and the students.

Q10: 2. What will be the user load?

A10: Overall, 350 users will be created. The user load (users simultaneously access the application) will differ and cannot be estimated.

End of Questions