

CALL FOR TENDER – PORTAL FOR THE VOICE OF THE WORKERS PROJECT

Advert Number: UHM/001/2013
Ref: UHM/VOW/TENDER/001/2013

Tender Published on: 01.10.13

Original deadline: 11.11.13

Extended deadline: 22.11.13 *as per separate Clarification Note.*

Clarification Note – Technical Requirements

Art. 11 Instructions to tenderer

Clarifications publication date: 01.11.2013

Note: The clarifications are ordered on the basis of the date they were received by UHM and are indicated in red next to each question.

1. The tender document states that a 'short video presentation showing the features of the solution being proposed' should be supplied as part of the tender response. (page 21 evaluation criteria)

a. To fulfil the requirement above, may the supplier provide an interactive presentation as opposed to a video?

Yes. Provided that it shows the functionality of the solution.

b. Does the Contracting Authority have a preference towards or against an off the shelf solution as opposed to a custom-built solution?

Preference for an off the shelf solution, which can be customized.

c. Does the Contracting Authority have a preference towards or against open-source technology?

No specific preference.

2. The tender document explains the different users that will be using the portal including the different permission levels one can access upon registering to the website (page 50 – portal). May the Contracting Authority clarify:

a. whether registration to the portal will be free of charge or available at a fee,

Registration to the portal will be free of charge

b. whether the administrator needs to approve new registrations,

Yes

c. how the booking process will work, for example:

i. does a user need to meet a certain criteria to book a course?

Yes, there are a number of criteria that trainees have to meet. The UHM will receive and process applications for training.

ii. is there a fee to participate in such courses, and if so is there a fixed price for all the courses or do the fees vary per course?

No fee.

iii. can a user book multiple courses?

The solution proposed shall have the necessary flexibility to allow for this eventuality.

iv. does the trainer need to approve bookings prior to confirmation?

No.

3. The tender document states that registered web users attending training should have access to an application form for individual and group claims. May the Contracting Authority clarify:

a. whether such forms should be available as a (i) PDF download document, (ii) an online form-to-email, or (iii) an online form-to-database,

All three options.

b. if the latter, kindly clarify

(i) whether the users will be requested to upload any documents,

Yes.

and (ii) whether UHM would wish to manage the claim requests directly through the technology provided (edit claim, add feedback, manage claim status, send email notification etc.) or through a third party software it may already have in house – a technical document explaining the integration possibilities will be required in order for the supplier to quote for such integration.

Through the solution provided.

4. The tender document states that registered web users attending training should have access to apply for a job vacancy. May the Contracting Authority provide

(i) an estimate number of the job vacancies it intends to publish per month,

Not available at this stage

and (ii) the number of applications it would expect to receive per job vacancy?

Not available at this stage

Kindly also clarify:

a. whether the application form should be available as a (i) PDF download document, (ii) an online form-to-email, or (iii) an online form-to-database,

All three options.

b. if the latter, kindly explain (i) what type of data will need to be collected through the online form (other than applicant's personal details and the job he/she is applying for),

The data to be collected consists in the information generally appearing on CVs such as qualifications/education; work experience, language, communication skills, other information. The Europass CV could be used as a model.

<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>

(ii) whether the applicants will be requested to upload any documents,

Yes

(iii) whether UHM would wish to manage the job applications directly through the technology provided (edit application, manage vacancy status, send email notification etc) or simply receive the applications through an email as mentioned in point 3a (ii) above.

Receiving of application is a mandatory requirement, while the bidder can propose different options on how job applications may be submitted.

5. The tender document makes reference to instructor-led training and online training. (page 51 technical requirements – content development). May the Contracting Authority supply an example of these courses and:

a. advise whether any of the courses will need to be completed through an online form,

Any course developed could be completed either in person or online.

b. provide an explanation of the course structure including

(i) the different course types that are available,

Structure of proposed courses should be set out on 2 courses and 4 modules per course but system should allow for flexibility to adjust course modules depending on needs.

(ii) the number of modules each course type has and

As per above.

(iii) the level of achievement that needs to be completed per course or course type,

Successful completion is based on attendance or coverage to minimum 75% of modules.

c. clarify whether UHM would wish to

(i) create the course material (learning plan) directly through the technology provided,

or (ii) import such content from a third party system – a technical document explaining the integration possibilities will be required in order for the supplier to quote for such integration.

UHM requires the functionality to create the course material directly through the technology provided and allow for importing of ready-made courses.

6. The tender document states 'the solution should allow to easily create course quizzes, reviews, surveys and exams'. May the Contracting Authority supply an example of the exams and clarify:

a. whether all the exams will need to be completed through an online form,

Yes.

b. whether the exam evaluations will be completed (i) offline by the trainers,

No.

or (ii) online through an automated system which will have a pre-defined scoring method

Yes as defined within the course structure.

– a technical document explaining the scoring method will be required in order for the supplier to assess the level of effort required to build such a system.

The system should allow for assigning a flexible scoring method.

c. whether the exam results will be published online.

Yes they will be published on attendees' individual accounts. Results shall not be disclosed publicly.

Note: Typical exams should include multiple choices, fill in the blanks, matching lists, etc.

7. The tender document states that the solution should include 'easy to use and customisable reporting' (page 52 technical requirements – course management). May the Contracting Authority clarify the type, quantity and format of the reports it requires?

The system should allow for the creating of customized reports on-demand and they should be of different types and formats.

8. The tender document states that the solution should 'allow for course achievement milestones to be published to social media'. As requested in question 1b above, kindly explain the different course achievements/ levels each course should include.

The solution should allow defining such milestones in the learning plan.

9. The tender document states that the solution should 'integrate with students' enrolment system'(page 52 technical requirements – integration). May the Contracting Authority:

a. provide the supplier with the technical documentation for this system which highlights the different integration possibilities.

The students' enrolment and management system should be part of the solution.

b. elaborate how the students' enrolment system will be used, and therefore what content should be extracted and/or posted to this system.

The students' enrolment and management system should be part of the solution.

10. The tender document states that the system should 'include APIs to allow for integration with other web applications'. May the Contracting Authority explain what content it intends to post or extract from such third party systems?

The proposed solution should include a list of functions included in the API. Typical examples could include interactions related to: registered user information, student information, courses attended, marks achieved, jobs applied for, contributions uploaded, detailed log of activities performed by users on portal etc.

11. Is there expected to be more than one online training course being run concurrently. I.e. you have stated a limit of 16 users per class including the instructor but will you ever be running more than one class simultaneously and if so how many would you expect to be the limit?

Yes up to 3.

12. What is the total amount of users that may be registered with the site and either take media or attend online training course expected to be for a single calendar year?

We cannot estimate the take up at this stage. The broad target group of the project is specified in art 4.1.3 of the TOR.

13. What would be an estimate on the amount of data that you would want to have stored on the website as regards to media mostly.

We cannot estimate the specific amount of information at this stage. The solution needs to take into consideration multimedia content will be delivered through the portal.

14. What type of integration does the Student enrolment system offer?

The students' enrolment and management system should be part of the solution.

Note: The chosen solution will be the property of the UHM. At the end of the project, UHM should be in a position to select the hosting platform, whose costs would be covered by UHM budget.