**upplier Question 6RSSB2552\_Development of an NTS interactive eLearning**

Tender Questions Document

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| **Supplier Question 1**  “With reference to the above tender, you state:  “*The eLearning solution should look (in accordance with RSSB branding guidelines), feel and operate like the current modules already in use within the programme; although it is recognised that as these modules were created some time ago, technology has moved forward so there may be advantageous advances available that can be incorporated into the new modules.”*  Would it be possible to have access to, or see some screen shots from, your existing modules so that we can illustrate how we can complement their style whilst updating them?” |
| **RSSB Answer 1**  Please see as follows:  Log-in: eLearningitt  Password: eLearningitt  The VLE web address is <http://vle.rssb.co.uk/vle/index.jsp>  Please choose Tender from the “select client” drop down menu and click “Leaner Login” to be directed to the learner sign in page as demonstrated in the screen shots below    cid:image003.jpg@01D2A47D.A14F6D10  The learner login page will then appear where account details can be entered.  cid:image004.jpg@01D2A47D.A14F6D10  Once Logged in the navigation menu will appear where an eLearning course can be viewed. Click the “Learning” tab then navigate to “Plan”. The course can now begin by selecting “Begin Course”.  cid:image005.jpg@01D2A47D.A14F6D10 |
| **Supplier Question 2**  We have recently been made aware of the RSSB open tender for interactive elearning provision - as an online learning specialist consultancy, we are very interested in exploring this opportunity further.  From the tender documents, there is reference to SCORM and an existing VLE. In order for us to consider shaping a proposal, would you be able to share the current VLE platform you are using, please?  Further questions may follow, dependent on the VLE in place. |
| **RSSB Answer 2**  Please see as follows:  Log-in: eLearningitt  Password: eLearningitt  The VLE web address is <http://vle.rssb.co.uk/vle/index.jsp>  Please choose Tender from the “select client” drop down menu and click “Leaner Login” to be directed to the learner sign in page as demonstrated in the screen shots below.    cid:image003.jpg@01D2A47D.A14F6D10  The learner login page will then appear where account details can be entered.  cid:image004.jpg@01D2A47D.A14F6D10  Once Logged in the navigation menu will appear where an eLearning course can be viewed. Click the “Learning” tab then navigate to “Plan”. The course can now begin by selecting “Begin Course”.  cid:image005.jpg@01D2A47D.A14F6D10 |
| **Supplier Question 3**  We are interested in applying for the above tender but I wanted to clarify one thing.  On p.5 (point 4.3) of the 'Invitation to Tender' document it is stated that Professional Liability Insurance of £1Million is required. However on p.11 it states this level as being £5 million.  Could you confirm which level is correct? |
| **RSSB Answer 3**  The correct level of professional liability insurance is £1,000,000 (£1 Million) |
| **Supplier Question 4**  We have been looking at the scope outlined in your current RFP & \*\*\*Name Omitted\*\*\* are well placed to respond to the functional specification therein but not within the stated budget, particularly if you want to include high quality video interactions.  Please can you let us know if the budget could be increased for the right solution? |
| **RSSB Answer 4**  RSSB believes the budget stated in the Contract Notice is sufficient and appropriate to the required.  The budget therefore does not bear a need to be increased. |
| **Supplier Question 5**  Could you please advise the name and version of the VLE that is currently being used by RSSB? |
| **RSSB Answer 5**  The VLE is provided by UpsideLMS and we are currently using version 6.2  **Supplier Question 6**  “The Tenderer will be excluded should any of the grounds for mandatory rejection or discretionary rejection be triggered. Mandatory requirements can be viewed at [http://www.rssb.co.uk/about-rssb/working-with-us/supplier-opportunities/mandatory-and-discretionary-requirements](https://protect-eu.mimecast.com/s/NlzrBs868MtV)”  *Unfortunately this page is not currently working.* |
| **RSSB Answer 6**  There are no mandatory rejection or discretionary rejection requirements other than the “Pass/Fail” questions as well as the Insurance requirements stipulated within the I.T.T |
| **Supplier Question 7**  “From the Tender Questions Document It appears that the navigation menu does not appear as described. I was presented with a Learning Dashboard screen.” |
| **RSSB Answer 7**  “Once Logged in the navigation menu will appear where an eLearning course can be viewed. Click the **“Learning”** tab then navigate to “Plan”. The course can now begin by selecting “Begin Course”.” |
| **Supplier Question 8 & RSSB Answer 8 (RSSB Answers In Red)**  If we are to match existing e-learning material in both look and feel and usability can we gain access to review?  Already answered previously. Access already arranged via the VLE.  What type of filming will be required? Locations, actors etc  Previously we have used a studio with an actor to produce introductory videos (please see example eLearning). We would like the same look and feel (not necessarily the same actor)  Section 1.5 task 6; what is meant by ‘specify data storage arrangements’?  Previous eLearning has been produced using SCORM, with the progress and results accessed using VLE reporting functionality. If you do not plan on using SCORM, please provide further details.  What LMS is currently being used within the VLE?  Already answered previously.  Many of the requirements appear to be specific to SCORM VLE functionality; linking eLearning outcomes to the VLE, is there something more than SCORM compatibility required?  Not necessarily, if that is the best approach. We have used SCORM for previous eLearning.  Will the ‘learning log’ be retained within the courseware, the VLE or something to print out and maintained by hand? If VLE, does this functionality already exist within it?  The information outputs from the eLearning is held within the VLE and accessed via the reporting functionality.  Could you please provide more detail on the element where of the tender that states If required professionally film agreed video content.  This is expected to last no longer than one day of filming. Does this mean that in the costings this should be included?  What kind of content do you think will need to be filmed - people, moving trains?  Studio hire, actor etc. should be included in the costings. As with the previous eLearning, an actor was used to introduce content. We would expect the same.  Can you also confirm that as in the existing materials there is no voice over required perhaps just the introduction as you currently have it?  Voice over is not necessarily an additional requirement, but obviously there may be an opportunity to use it if it adds value (and there is enough time available when filming).  Could you please advise the name and version of the VLE that is currently being used by RSSB.  Already answered previously. |
| **Supplier Question 9 & RSSB Answer 9 (RSSB Answers In Red)**   1. We are a learning technology and content solutions company established in 2014 in India. Are we eligible to submit a bid? Are there any minimum eligibility criteria that we should meet?   A :Yes Ingegno Transmedia are eligible to bid.  Please refer to the I.T.T regarding eligibility crtieria, particular regarding company information, insurance and “Pass” “Fail” questions   1. Is it mandatory that a supplier should have prior experience in delivering learning programs on Rail Safety/Non-Technical Skills?   A: Please refer to the I.T.T.   1. There are six modules with duration of each module lasting about 15-20 minutes; can we consider that the total seat time of the elearning package will be a maximum of 120 minutes.   A: Yes, the eLearning package should last a maximum of 120 minutes.   1. Will any additional content need to be developed that will be linked as supplementary reading material (how to guides, documents, best practices etc.). What is the expected length/duration of these reading materials?   A: No, the supplier is not expected to produce any supplementary materials. The eLearning should be intuitive and not require a ‘how to’ guide.   1. Does the Virtual Learning Environment & RSSB extranet have LMS (Learning Management System) capabilities? Typically, any elearning content is packaged as SCORM/AICC and deployed on a LMS to track learner progress and completion status.   A: Yes, the eLearning will be delivered via a virtual learning environment which tracks progress of our current eLearning.   1. Will the elearning content be in English only or other languages are required? If yes, please specify the languages.   A: No other languages are required - English only.   1. Does RSSB see a strong need for filming fresh video content apart from what is available currently? If yes, how much of final footage has RSSB envisioned (15 min, 30 min etc.)   A: Yes, we do envisage filming will be required. As demonstrated in the example eLearning, an actor is used to introduce sections of eLearning and provide context.   * 1. It is our understanding that hiring of an agency & equipment for the video shoot will be the responsibility of the supplier?   A: The supplier will be responsible for booking studio, actor etc. and costs should be included within the tender bid.   * 1. Will RSSB employees be enacting specific roles in the video shoots? Or is the supplier expected to hire professionals to enact specific scenarios?   A: No, we do not envisage a need for specific scenarios to be acted out.   1. Can RSSB provide access to existing elearning materials for us to look at? This will provide us an idea on the expectations in terms of learning strategy and visual design.   A: Details of how to access a previous eLearning package has already been provided.   1. Should the elearning package be compatible with smartphones as well? If yes, does RSSB see a need to create two separate strategies:    1. Elearning package for desktop, laptop and tablets   A: Primarily, the eLearning package will be accessed via desktops, laptops and tablets.   * 1. Mobile-first content design as micro-learning topics   A: We do not expect a separate eLearning package to be designed for mobiles, but please let us know in your bid if there is an opportunity to deliver this within budget.   1. What is RSSB expectation on the overall learning design strategy?    1. Level 1 (Simple - page turners with minimal animations & interactivities)    2. Level 2 (Moderate - animations, illustrations, branching & interactivities)    3. Level 3 (High-end – avatar driven with rich illustrations & custom animations, scenarios, case studies)   A: We would expect Level 2 (Moderate - animations, illustrations, branching & interactivities)   1. Is RSSB looking for custom 3D animations & graphics (or) can the visual treatment be 2D only?   A: We are not specifically looking for this, but we would like the eLearning to be as interactive and engaging as possible.   1. Is there any travel involved for supplier project staff to locations in U.K? If yes, how many trips would be required and to which locations?   A: We would expect some face-to-face meetings. As a minimum:  Kick-off meeting  Filming session  First draft meeting  Sign-off |
| **RSSB Instructions**  Please see the below instructions for accessing the VLE:  Log-in: eLearningitt  Password: eLearningitt  The VLE web address is <http://vle.rssb.co.uk/vle/index.jsp>  Please choose Tender from the “select client” drop down menu and click “Leaner Login” to be directed to the learner sign in page as demonstrated in the screen shots below.    cid:image003.jpg@01D2A47D.A14F6D10  The learner login page will then appear where account details can be entered.  cid:image004.jpg@01D2A47D.A14F6D10  Once Logged in the learning dashboard will appear so a user can navigate to the relevant content.  cid:image007.jpg@01D2A881.8E7F2330  To view an eLearning course, click the “Learning” tab then navigate to “Plan”.  cid:image010.png@01D2A881.59171C20  The course can now begin by selecting “Begin Course”.  cid:image005.jpg@01D2A47D.A14F6D10 |
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| **Responses to supplier questions dated 4 April 2017** |
| Q10: Would the Tenderer be willing to negotiate the terms for the Validity period of this Tender (currently 180 days)?  A10: No, the validity period of this tender is 180 days. |
| Q11: Would the Tenderer please clarify if they require a projected cost for the development of the NTS eLearning package for the years 18/19?  A11: We only expect a one off cost for initial development. |
| Q12: Does the client envisage 3 different learning streams; 1 for each audience?   * RSSB Train Driver Programme delegates * Attendees of the RSSB NTS course * Trainers or briefers, prior to using RSSB T1064 material   A12: No – just one – for trainees (no differentiation between NTS or train drivers) |
| Q13: Please provide more information regarding the project objective: “Provide delegates with an off-course, self-paced learning opportunity to allow them to maximise the two day NTS classroom time most effectively”. Is this a separate eLearning course or assessment based “homework” exercises?  A13: The eLearning package itself will be self-paced learning and accessible before delivery of the 2 day course to provide background and allow trainees to attend the 2 day programme with some knowledge. |
| Q14: Regarding the volume and shape of existing content.  Q14.1: How much content is readily available and formatted for transfer into a blended Learning structure?  A14.1: The content is drawn from the RSSB train driver course and is in power point format with some videos.  Q14.2: How much content will be provided by SMEs and interviews?  A14.2: The content covers the two day course and additional content may be provided by RSSB.  Q14.3: How much content is in raw format?  A14.3: The supplier is required to transfer, format and structure the content so it becomes a blended e learning structure. |
| Q15.1: In the ITT document - Clause 2.1 - 1.4.1 - Functional requirements  Page 26 - Item 13 reference to video’s is made.  How many videos currently exist?  A15.1: There are around 10 videos currently, that will be made available to the preferred supplier for the purpose of the e learning package.  Q15.2: Will there be any charge to acquire these?  A15.2: No  Q15.3: Will the use of any material from these be license free?  A15.3: RSSB will hold the license for these.  Q15.4: Where there are new requirements for video, will we need to match a particular style? What type of filming will be required? Will specific locations be required or the use of professional actors be needed?  Q15.4: New videos will need to match the RSSB brand style. Past videos have required specific locations and sometimes used professional actors.  The requirements and content of any new videos will be determined by RSSB and the supplier. |
| Q16: Is it a must that the supplier has prior experience of working with the Rail Industry?  A16: Please refer to the relevant evaluation criteria and weighting in the I.T.T. |
| Q17: In section 1.4 of the RFP >> Scope >> It is mentioned that HTML5 will be the preferred output for the course. Are there any restrictions on the authoring tool to be used?  A17: No, but it should be a widely available tool. |
| Q18: Can you give some idea about what is T1064 NTS material?  A18: Details of T1064 can be found on our website and on Spark. The actual materials are only available to members. |
| Q19: In section 2.1 >> 1.4.1 - Point 1) 6 modules are already defined. Is any sample content available and/or in which format does this content exist?  A19: Content is defined mostly, in terms of the driver training programme. This is will be made available to the winning supplier. Content is currently in power point format, with some videos. |
| Q20: In section 2.1 >> 1.4.1 - Point 13) It is mentioned that a variety of industry videos currently exist, however there may be need to develop new ones. Does the supplier needs to develop these videos (if required) or will RSSB be providing these videos?  A20: The supplier will be required to develop any new videos. |
| Q21: What is the current virtual learning environment at RSSB?  A21: Already answered previously. Access already arranged via the VLE. |
| Q22: Please can you confirm if the reference OUDA on page 25 of the ITT document under 2.1, 1.4.1 Functional requirements, point 1 is referring to the same model as the OODA loop model (referring to the decision cycle of observe, orient, decide, and act)?  A22: OUDA is not referring to the OODA loop model. OUDA stands for Observe, Understand, Decide, Act and is based on the Human Information Process Model. OUDA and OODA are similar models, but **RSSB uses OUDA**. |
| Q23: I’m wondering whether you could clarify the following? For Evaluation Criteria question A3 (page 16 of ITT), you ask for the project team’s financial experience – please could you confirm what you mean by this and what detail you would hope to see?  A23: The word ‘financial’ is typing error. The Evaluation Criteria question A3 should read:  “What is your proposed project team? Do they have relevant financial experience/qualifications?” |
| Q24: In the invitation to tender document, section 6.0 Process and preparation of responses, point 6.6 states that:  ‘Any requested changes to the conditions of contract must be detailed on the Contract Issues Memo document included for consideration. If this is not completed, it is assumed that the Supplier has accepted all terms and conditions detailed and no further changes will be accepted.’  There does not appear to be a contract issues memo document included  A24: The Contract Issues Memo is now uploaded on the Contracts Finder. |
| Q25: I received the detail of the ITT Ref:RSSB2552 the other day and am working my way through the documentation with our company’s response, however I am yet to receive any feedback from our contracts team regarding queries or concerns they may have on any specific condition outlined in the contract terms and conditions.    Can you please advise if I am able to proceed with the submission and highlight any comments/amendments they may propose with the submission itself next week?  I am conscious that this sits outside the 10 days prior to submission outlined in the ITT document, so am no longer able to email them over prior to the deadline.  A25: We have reviewed the circumstances and made an exception for this tender opportunity to allow submission of any clarification to terms with your tender submission. |