

IFIB:

IFIB-ACT-SACT-19-72 Contractor Support for eLearning Training Technologies Course Development and Delivery Support, HQ SACT, Norfolk, Virginia, U.S.A.

Reference:

Q & A # 2

Date of Issue:

10 Dec 2019

The following questions were raised with respect to subject IFIB. Responses are to provide clarification.

Questions	Responses
<p>1. Helpdesk and Administration 2(a)- What are the explicit uses and/or differences between the JADL and e-ITEP systems?</p>	<p>THE JADL system manages the delivery and tracking of e-Learning courses to students, the e-ITEP lists of NATO and national known (residential and online) courses with descriptions and links them to NATO job posts. It is used for NATO management of courses requirements and opportunities ensuring demand meets availability. The systems are currently not linked for single sign on but that option may be developed.</p>
<p>2. Helpdesk and Administration 2(d)- What are the specific tasks and responsibilities for the administration of the servers and software?</p>	<p>Typical Tasks would be: Manage the daily new account requests for both systems. Resolve any helpdesk emails or student issues. Support the NATO team with new course loading onto the LMS, test courses for functionality on the LMS. Work with the NATO CIS providers NCIA to ensure the servers are operating correctly and accessible to NATO/National users. Advise on new software updates or patches, and ensure they are tested.</p>
<p>3. Helpdesk and Administration 2(e)- What are the specific tasks and responsibilities associated with working closely with NCIA to ensure the services are operation on the NATO networks?</p>	<p>NCIA provide the CIS assets and connecting for HQ SACT. They are responsible for the availability of our servers as well as the network connectivity. Our team work with them to ensure patches, planned downtime, server issues and any reported outages are coordinated. They supply the servers and network, the SACT team operate the software administration and daily use of it.</p>
<p>4. Helpdesk and Administration/Experience 1.5- What reporting tools are utilized to generate the reports described in section 1.5? Are these pre-built / front end LMS reports or will support require resource to custom build reports?</p>	<p>At this point, we do not have a reporting system application in use. NCIA and SACT are reviewing options to formalise the process with a tracking system. At present, the team respond to user helpdesk issues by an email system and team planning. Weekly reports are</p>

<p>5. Helpdesk and Administration 5. Acceptance Criteria- Annex B is referenced in the Proposal document but not added as a Annex. Please provide.</p> <p>6. Scope of Work 2(b)- Footnote 1 indicates that full, defined definitions of development levels are provided in the document annex. However, Annex A does not have these definitions. Please provide.</p> <p>7. Scope of Work, Place of Performance 9- Please clarify what 'VCT' stands for.</p> <p>8. Scope of Work, Place of Performance 9- Are you able to provide a trip duration estimate for travel that may be required (i.e. 3-5 days, 2 weeks, 1 month, etc.)?</p> <p>9. Scope of Work, Place of Performance 9- Of the 5 roles required in your RFP, which roles do you anticipate will be required to travel?</p> <p>10. Scope of Work, Place of Performance 9- Does required travel timeout towards the 1800 hours?</p>	<p>generated each week by the admin team for management, showing user applications and issues resolved.</p> <p>ANNEX B was removed, as it was felt it was not required. Any reference to it in the document is an oversight.</p> <p>See below.</p> <p>Video Conference Telecommunications - Due to the 29 nations using our e-Learning courses, many meetings are held by online meetings using NATO approved software.</p> <p>Average trips are 3 day meeting and 2 days travel (5 days) - we expect about 3-4 a year along with 2 10 day trips where we train at the NATO School in Germany.</p> <p>Primary travel will be one ISD and one MMD per trip. The LMS admin may be required to attend 1-2 meetings per year.</p> <p>While on TDY during working days, these hours will count to the 1800 hrs per team member. Contractors should only bill NATO ACT if related work to their position is being performed while traveling (i,e, working on a project on their laptop in the air).</p>
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Question 6 - NATO Definitions	Definitions	
	Blended Learning	Blended Learning is defined as a mix of online (electronic Learning) and traditional classroom learning.
	Lesson	An online package which covers an element of a course topic. A lesson may be made up of one or more SCO's (Sharable Content Object) parts completing the lesson topic.
	Course	One or more lessons which makes up a course on a given topic.
	Online Student Hour	It takes one clock hour for a student to navigate through the entire e-learning course, view all the animations, read all text, listen to voice / audio, click on all interactive exercises (this does not include any optional links or reading material)
	Level 1 e-Learning (Basic)	Lesson is low bandwidth, limited media content (simple graphics, animations and videos possible), low levels (if any) interaction, static text and images. Questions or comprehension checks are simple questions. Often referred to a page turner lesson. E-Learning process is strictly linear. Format/template and style (usability) still meet all NATO guidelines.
	Level 2 e-Learning (Intermediate)	Lesson has a higher level of interactivity, pervasive use of video and interactivity (animations/voice/sound/video), thought provoking, comprehension expectations increased as student is more involved in lesson. Branching is possible. Questions and comprehension checks are more involved with different styles/formats of questions (drag/drop, true/false, matching etc). Format/template and style (usability) still meet all NATO guidelines.
	Level 3 e-Learning (Complex)	Lesson has a high degree of interactivity and student involvement. May contain videos/animations that create a vignette or situation which the student has to react to. Lesson has extensive video, animations or active content which support the topic. Questions are as level 2 but expect a high degree of user thought and could contain multiple paths and feedback. Branching is expected. Format/template and style (usability) still meet all NATO guidelines.
	Level 4 e-Learning (Advanced/Gaming)	Maybe an avatar based game or contain immersive environments. Lesson is highly interactive with user fully involved and in control of the experience. Full comprehension can be tested via scenarios or active questions with branching and feedback. Lesson content may use gamification techniques to enhance user learning. Format/template and style (usability) still meet all NATO guidelines
	Updating and conversion of e-Learning Courseware	Lessons which have been developed already in older formats (SCORM 1.2, 2004, HTML..) or authoring tools (Captivate, Ilias SCORM Editor, Articulate or similar products) and require to be updated with new content and transitioned to a new format. Storyboards and original content (assets) may be available. Based on level of effort involved and requirements this would be billed as online student hour times with credit given to required ISD/MMD and programmer work. Format/template and style (usability) still meet all NATO guidelines. (Old courses may be Level 2-4, and may require new animations or MMD work to bring them up to modern expectations and formats (replacement of Flash for example).
	Established Course Translation Costs	The cost per student hour for translation into another language. This includes all speech, text and media assets that support a lesson. (NATO standard languages are English (British) and French, Arabic and Russian are also possible as well as any other language as required by NATO requirements holders.
	USA Section 508 Rules	As NATO is an International organisation developing for 29 plus nations, it does not adhere to the US Section 508 rules.
	SCORM ZIP Package	A SCORM (1.2 or 2004) compliant zip package containing all required files and lesson assets which can be unpacked by a Learning Management System.
	Narration	NATO currently use computer voices for its courses unless human voice is specifically requested by the requesting authority.