



## Economic Governance Activity – Egypt Requests for clarification – Combined offeror inquiries

<b>Synopsis of the RFP</b>	
<b>Project Title</b>	Egypt - Economic Governance Activity Project (EGA)
<b>RFP No</b>	RFP-EGA-21-087
<b>RFP TITLE</b>	Implementation of Learning Management System (LMS)
<b>RFP Publish Date</b>	4.10.2021
<b>Deadline for Receipt of Inquiries</b>	10.10.2021
<b>Deadline for answering Bidders Inquiries</b>	12.10.2021
<b>RFP Bid Opening</b>	27.10.2021
<b>Bidders' Conference</b>	No bidder conference will take place.

### Introduction

EGA is a five-year activity (2020-2025) funded by the U.S. Agency for International Development (USAID) as part of the bilateral agreement between the Government of Egypt (GoE) and the United States. This project, which is implemented by DAI Global LLC, will support the investment climate in Egypt through enhancing economic governance, and promoting administrative and institutional development in line with Egypt's Sustainable Development Strategy (SDS) 2030; National Anti-Corruption Strategy 2019-2022; and the Administrative Reform Vision of Egypt. In doing so, the project supports the efforts of the GoE to enhance the quality of public administration through adopting more inclusive and efficient tools that ensure the needs and priorities of citizens and the private sector are reflected; thus promoting a positive investment climate in Egypt. The Egyptian government has pursued an evidence-based digital transformation plan, particularly over the past five years, in parallel with the public administrative development represented in developing the technological capabilities of government entities and government employees and training them in line with the global advancement in technological and information management.



In this context, EGA is supporting the Government’s partner - the Central Agency for Organization & Administration (CAOA) – to implement an integrated Learning Management System (LMS) to automate the capacity building and post training assessment of government employees. throughout the new service delivery model, civil servants will receive interactive self-learning as well as blended training on topics and programs that will promote the public service delivery and efficiency. Furthermore, the new system will streamline the (pre-inline-post) assessment of civil servants and will update their competency records based on impartial techniques with the objective of enhancing the appointment and promotions within the government entities. Accordingly, DAI is soliciting proposals from specialized information technology (IT) firms and have therefore, issued a Request for Proposal (RFP) No. “RFP-EGA-21-087” on 4<sup>th</sup> of October 2021, for “Implementation of Learning Management System (LMS)”.

According to the schedule of event, prospect bidders shall share their inquiries to [procurementEGA@dai.com](mailto:procurementEGA@dai.com) email by the 10<sup>th</sup> of October, 2021. This report is prepared with the objective to answer prospect bidder inquiries in accordance with the schedule of events and general conditions of the RFP.

**Important:**  
*This draft will be shared among all the prospect bidders to promote transparency and equitable treatment.*

**Section 1: Inquiries received by email from prospect Bidders in the order they were received:**

No	Item	P	Text as in RFP	Question	Answer
1	<b>C. System requirements and Infrastructure</b> <b>2. System Specifications</b>	17	<b>The initial setup of the system shall support 500 concurrent users, at least 30% of the classes will need video streaming.</b> The Offeror shall include the hardware specifications required to <b>scale-up the system to support 1,000 concurrent users and 3,000 concurrent users respectively.</b>	Question In terms of metrics as you ask for 500, 1,000 and 3,000 concurrent users. Our LMS solution is priced on ‘total users’, could you please advise on total anticipated user numbers please?	DAI/EGA does not anticipate a volume license based on the number of concurrent users or named users. The system shall have no limitation on usage. The reference to the number of users under the RFP is for hardware sizing purposes only.

No	Item	P	Text as in RFP	Question	Answer
2	<b>C. System requirements and Infrastructure</b> <b>2. System Specifications</b>	17	It is planned for the system to be hosted at the Government partner's premises ( <b>on-premises</b> ) and infrastructure or private cloud.	There is no mention in the RFP for the intellectual property of the output, so we assume that it is accepted from us to propose a solution that is based on our solution as the core for the e-learning process knowing that its IP will remain with us and cannot be transferred, and it is not an open-source self-managed platform.	The content on the LMS will be owned by our government counterpart (CAOA). . The Offeror will be required to develop content as per highlighted under Appendix III. CAO A will hold the copyrights of those content. However, the offeror may propose as "value-add" his own copyright content at no extra cost to be published through CAO A LMS. In such case, the content shall be approved by the government counterpart.
3	<b>C. System requirements and Infrastructure</b> <b>2. System Specifications</b>	17	It is planned for the system to be hosted at the Government partner's premises ( <b>on-premises</b> ) and infrastructure or private cloud.	Our LMS product is offered on a license/user model. We`ll be offering it for the three defined tiers for 500, 1000, 3000 concurrent users. Is this acceptable?	Please refer to response under Q.1 and Q.2  Hosting will be on premises and the LMS license is foreseen to be perpetual not recurring.
4	b. General specification 4. Integration and Interoperability	16	The LMS shall be able to integrate with WhatsApp to provide messaging services	Please clarify more about the WhatsApp integration Required?	WhatsApp will be used for messaging and notifications.
5	Appendix II A. Advanced Configuration	51	Fully support electronic payment with payment aggregators through system payment gateway.	What are the ePayment gateways required to integrate with (e.g. Fawry)?	The offeror shall conform with the Central Bank of Egypt "Technical Payment Aggregators & Payment Facilitators Regulations". It is anticipated that the integrate with a national bank using the published API's of the bank.
6	Outcomes and Anticipated Deliverables	22	14. Delivery of secure and closed cloud-based meeting business subscription for at	What is the specific required tool for cloud meetings for both subscription and integration on the platform is it	The offeror shall provide a package to be used for the live meetings/trainings. The Offeror shall provide basis for selection.



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			least 10 concurrent meeting at a time. (Optional)	Zoom or Microsoft teams or both?	Providing more than one alternative for selection will be highly regarded.
7	Appendix II B. Integration Requirements	51		In the integration requirements with the three platforms, it might need modification inside these systems, will there be support for these systems by the original developers?	It is not foreseen that the integration with CAO systems will require changes on those systems.
8	a. Activities and Deliverables 7.Management of content transformation and digitalization	14	<b>i) Simple digital Content</b> that is conversion of traditional course (PDF) to a tree style trackable and assessable digital course like having TOC and <b>ii) Advanced digital content:</b> conversion of the material to interactive material using the advanced features of the authoring tool like dialogs, videos and voice and so on.	Can you please clarify more about the difference between simple and advanced digital content, and are we supposed to deliver both for each module in sections A and C?	Please check explanation in the RFP. The Offeror shall be using features from the digital content authoring tool to develop an interactive, trackable, assessable, and modern digital course/s in <u>two patterns</u> simple and advanced. This will necessitate having questions and assessments within the digital content SCORM/xAPI file. In Appendix III section A & B content digitalization will suite the blended learning whereas for section C the content will suite the self-training that is a full video production will be required.
9	13. Appendix III: Digital Content Development and Transformation <b>A. Management of Course Transformation (Blended Education)</b>	53	Estimate No. of Pages and/or Duration	Can you share a sample of Digital content transformation section A, it's also mentioned that its blended modules, so what will be the duration of the Self-paced module?	Samples can be found under popular content authoring tools such as iSpring: " <a href="https://www.ispringsolutions.com/ispring-suite/features">https://www.ispringsolutions.com/ispring-suite/features</a> " Articulate: " <a href="https://articulate.com/360">https://articulate.com/360</a> "



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					<p>Adobe Captivate: "  <a href="https://www.adobe.com/products/captivate.html">https://www.adobe.com/products/captivate.html</a>"</p> <p>The duration of the physical course are indicated under Appendix III Section C.</p>
10	13. Appendix III: Digital Content Development and Transformation <b>B. Supervision of Course Transformation (Blended Education)</b>	53	The Offeror shall supervise the content transformation of ten (10) traditional course content as indicated below. In doing so, the Offeror will guide the government counterpart to select the pattern of transformation and the features of the authoring tool that pet match the course content.	In Digital content transformation Section B. Is our role only supervising the government counterparts in how to use the authoring tool in creating these courses?	Yes. The Offeror shall provide technical assistance to CAO team to develop the sources under section B.
11	13. Appendix III: Digital Content Development and Transformation <b>C. Development of New Digital Course (Self Education)</b>	53	The Offeror shall develop three (3) new xAPI and/or SCORM digital content as indicated under the table below. In doing so, the Offeror will be using features from the digital content authoring tool to develop an interactive, trackable, assessable, and modern digital course/s in two patterns simple and	In Digital content transformation Section C, can you please indicate the online expected duration of these programs? and is the content creation part of this task or is it only the digital transformation?	The duration of the physical courses are indicated under Appendix III Section C. Content under section C will be developed by the Offeror. This might involve full video production like studio recording.



No	Item	P	Text as in RFP	Question	Answer
			advanced as highlighted earlier		
12	Appendix I	50		Can you please clarify this point more on what are these additional features might be: DAI/EGA reserves the right to amend to this list (5) additional Basic features during the preparation of the detailed work-plan and implementation schedule phase. The amended features shall not be considered as change management.	DAI/EGA reserves the right to introduce up to (5) more basic features during the development phase and before the release of the production. Those features will not introduce any additional costs.
13	<b>b. General specification</b> 5. Instances, Logos and Branding	16	The LMS shall be designed to have two instances linked to two design identities (themes).	Are we required to deploy two separate instances of the LMS on two separate server deployments?	Please check explanation in the RFP. There will be two different instances, one for the local network users and the other will be for all public users with a specific branding specification which will be shared with the Offeror before the deployment of the basic configuration.
14	<b>IMPLEMENTATION SCHEDULE</b>	22	OUTCOMES AND ANTICIPATED DELIVERABLES	Is there a possibility to extend the Advanced features deadline and distribute it into two/three Deliverables?	Offeror may provide a justification for an alternative schedule. The evaluation committee will examine the rational after the proposed schedule and its competency against other proposals.
15				Can you provide an extension to the proposal submission?	DAI/EGA will assess extension requests received from Offerors and will decide the approval and duration of extension if granted.
16	<b>10.1 Attachment A: Scope of Work for Services or Technical Specifications,</b>	11	The objective of this assignment is to develop an interactive online learning platform that enhances the	Some of our work is owned by some of our customers by which they include in their internal	Please refer to response under Q.2



No	Item	P	Text as in RFP	Question	Answer
	<b>OBJECTIVES</b>		management and delivery of capacity building programs for learners.	LMS. Getting into internal LMS is not allowed for outside these organizations. Is it Ok condition for this RFP?	
17				Should we deliver the goods or services of the whole project without any payment?	DAI/EGA does not issue advances. All payments shall be linked to deliverables. Respectively DAI/EGA will be adopting a time-based payment plan. Provision of Software License shall precede the deployment of the relevant service with a timely manner.
18				What kind of disabilities? Are we targeting specific groups of people?	This resource introduces our understanding to how people with disabilities, including people with age-related impairments, use the proposed LMS. <a href="https://www.w3.org/WAI/people-use-web/">https://www.w3.org/WAI/people-use-web/</a>
19				Can we pre-assess the technical team and put conduction of passing score before conduct training?	The Offeror shall provide reasonable training prerequisites including qualifications for the technical team. The government counterpart will nominate a very well experienced and highly educated staff members based on those prerequisites.

**Section 2: Additional Inquiries took place during the pre-bid conference are highlighted below:**

**No bidder conference will take place.**

**Section 3: Corrections to the RFP**

**No errors were reported.**

**Notes:**

**NA.**