This is with the above reference that we are via this email recording our intent to participate in this RFP and would be submitting our bid. We would also like to share a few questions for which we would want your clarifications:

1. In deliverable 1: Designing of website for NMCHC - the vendor's role would be limited to the design part. The content to be uploaded on the website would be provided by NMCHC. Please clarify?

UNFPA: Here you are expected to upload the existing material such as policy, guideline, standards, and training manual into the website. You also support NMCHC to write key messages into the website under agreed template, for instance, in-service training, about us, publication, data management.

2. In deliverable 2: Setting up a Moodle platform - Our understanding is that NMCHC and UNFPA want to use an open source LMS to reduce the overall implementation costs of this project. Liqvid has designed its own proprietary LMS using open source technologies, which allows it to customise the application and offer better functionalities to similar users. Our LMS is in various stages of implementation at UN projects with UNWFP & UNIDO already. Are you willing to consider a proposal and evaluate its merits if we were to propose something like this or you are not open to anything else except Moodle? Please clarify.

UNFPA: Thank you for raising this good point. Moodle is strongly recommended by our UNFPA regional office and it is being used at regional level. Therefore, we would like to request a developer to merely use the available Moodle platform.

3. Can the vendor get support from NMCHC / UNFPA in Khmer translation and voice over as it is not a very common language? Please clarify.

UNFPA: Yes, we can collaborate to provide translation into Khmer and you are responsible for voice-over record if deems necessary.

4. In the LMS hosting, is there a restriction on the location of the hosting server that it has to be hosted within Cambodia or it can be anywhere - Singapore, UK or US? Please clarify.

UNFPA: Basically, the hosting should be carried out through the Moodle. To our knowledge, Moodle offers this service.

5. You have mentioned in the clarification questions earlier that the number of concurrent users is between 100 - 500. What is the total number of learners being targeted in a year by UNFPA on this LMS?

UNFPA: The total number of target learners are approximately 7,000. Thus, we expect roughly the first year 500-1,000 learners.

6. We are an entity registered and based in India. Are we eligible to apply for this RFP? We do not have any presence in Cambodia but we have been executing international projects remotely and do not see the need why this project cannot be executed remotely. Please clarify?

UNFPA does not limit the proposal with Local Office or any International firms monitoring from overseas as long as Tasks can be handled smoothly after engagement with each other (signed the contract). This question will be made final decision only your company is among the top three.

7. In the deliverable 3: Maintenance of Moodle/Website - the RFP does not talk about the need for offering any support to users - email or telephonic support. Is it needed or not?

UNFPA: The key objectives is to provide support to IT team or NMCHC to fix bugs or error and smooth operation of the system. This can be done through e-mail or zoom call meeting to exchange communication. Developer and local IT team or NMCHC might cooperate to support the users if necessary.