

Question:

A. Contractual and Interoperability Scope

A1. Contract Duration Discrepancy The Terms of Reference (ToR) indicate a duration and timeline of 6 months (December 2025 – May 2026). However, the Content of Financial Proposal section specifies that the contract duration is 3 (three) months.

- Could you please confirm the official and mandated duration of the contract for the design and development of the National OER Platform (3 months or 6 months)?

Answer: 6 months

Question:

A2. Content Volume and Migration Scope Deliverable 3 requires the initial content upload (educational content tagged with metadata) to test and validate the platform's functionality. The current landscape involves existing fragmented OER resources, such as those on *Educație Online* and *Educație Interactivă*.

- What is the estimated volume (in number of resources or data size) of content identified for the initial upload during the testing phase (Deliverable 3)?

Answer: Initial upload will focus on textbooks populated on CTICE's website, short and long term lesson plans on MoER's website and UNDP's math video lessons in support of middle/high school graduating students.

- all electronic textbooks - 562 https://ctice.gov.md/?page_id=447

- all digital textbooks - 7

- 10% of the short term lesson plans -

$10\% \times 19450 = 1945$ <https://mec.gov.md/ro/content/proiecte-didactice-ale-lectiei>

- 10% of the long term lesson plans - unfortunately the total number is not available in open sources <https://mec.gov.md/ro/content/proiecte-didactice-de-lunga-durata>

- matematica de la egal la egal (video resources) - <https://ajutauncoleg.md/#resurse>

Question:

- Does the scope of work need to include the full migration and tagging effort for content residing on existing platforms (e.g., *Educație Online*, *Educație Interactivă*), or is the scope primarily limited to developing the new platform, establishing the framework, and performing ingestion testing?

Answer: We will not be migrating content from *Educație Online*, *Educație Interactivă*, therefore not in the scope of work.

Question:

A3. EMIS Integration Scope The platform must ensure long-term interoperability (with EMIS, LMS, e-libraries), and affiliation verification is linked to MPass/EMIS.

- Could you please confirm the exact scope of the mandatory EMIS integration for this contract? Specifically, besides user identity verification and affiliation linking for administrators, are we required to implement any immediate data exchange operations (e.g., synchronization of institutional lists or usage data links)? If so, please detail the required data sets and specific operations.

Answer: No immediate data exchange operations, besides identity verification and affiliation linking for admins is required for this phase of the project.

Question:

A4. SSO MPass Integration Requirements Integration with MPass (Moldova's national digital identity and authentication service) is required for users with administrative roles, preferably using OIDC or SAML 2.0 protocols.

- Are there any mandatory custom attributes or specific institutional requirements imposed by MPass or MER that must be handled during the OIDC/SAML assertion for administrator roles, beyond the mandatory attributes listed (e.g., legal_name, role, institution_id, email, unique_identifier)?

Answer: No, there are not any specific requirements.

Question:

B. Functional and Technical Deep Dive

B1. Version Detection Logic (MAJOR.MINOR.PATCH) The Content Structure requirements specify the implementation of Semantic versioning (MAJOR.MINOR.PATCH) for resource versioning and lineage tracking.

- How should the system detect and increment the version type (MAJOR, MINOR, or PATCH)? Will the incrementation be performed automatically by the system based on changes detected, or will the type of increment be manually determined and selected by the authorized Administrator (MER/CTICE) upon content publication?

Answer: Up to the bidder expertise to propose either a manual or automatic version detection logic. Automatic option is preferred.

Question:

B2. Digital Textbooks Format and Visualization Digital textbooks are listed as key content types.

- What specifically is required for resources of the type "Digital textbooks"? Beyond supporting standard PDF/ePub viewers, are proprietary visualization features required, such as built-in annotation tools, custom pagination/navigation specific to structured textbooks (C1 Content Object Model), or required integration with text-to-speech functionality?

Answer: UNICEF Moldova, together with the MoER is currently working on digitization of 7 textbooks, through MAuthoring tool (<https://www.learnetic.com/mauthor/>). All details regarding the functionalities of digital textbooks can be explored following the link. Please note that this will not include the LMS module.

Question:

B3. Audit Log Management The platform must implement logging and auditing mechanisms and is required to be hosted on MCloud.

- Where are the audit logs expected to be stored and managed? Should the Contractor integrate these logs with a specific centralized external log service (e.g., MLog or MCloud's

standard SIEM integration), or should they be stored primarily within the OER platform database?

Answer: MLog

Question:

B4. Automatic Audio/Video Text Detection The platform must ensure accessibility compliance (WCAG 2.1 AA) and requires automatic captions/transcripts for video/audio.

- Does the scope of work require the Contractor to integrate and manage a third-party or internal AI/Speech-to-Text service for the automatic generation of these captions and transcripts, or is it assumed that audio/video files will be provided already accompanied by VTT/SRT files (subtitles)?

Answer: All digital textbooks will have the text-to-speech add-on integrated, same is valid for Matematica de la egal la egal video lessons. Links provided in answer A2.

Question:

B5. Resource Structuring and Hierarchy Details The Content Object Model (C1) defines a granular hierarchy (Resource → Lesson → Module/Unit → Collection → Course (Optional)).

- Could you provide further details regarding the structuring and required hierarchy for non-Resource teaching aids, such as Lesson Plans, Teacher Guides, Curriculum Maps, or Collections? Do specific national schemas need to be adhered to for these entities?

Answer: Needs to be scoped by the bidder.

Question:

B6. Quizzes and Assessment Structuring The platform must support Assessments, exercises, and quizzes and mentions supporting QTI 2.2 import and a native item bank.

- What is the expected level of functional implementation for quizzes and assessments? Does this scope include the development of a fully functional assessment engine (e.g., complex score calculation logic, automated grading, user results tracking) beyond merely supporting the import/export of QTI content?

Answer: Not included in the scope of work for Phase 1.

Question:

B7. General User Authentication and Interaction The Acceptance Criteria state that "Students, teachers, and parents can successfully access the platform without registration". However, the platform needs feedback mechanisms and to track usage via analytics.

- Please clarify the mandatory authentication/registration requirements for general users (Students, Teachers, Parents): Is anonymous access the rule, or must users register/authenticate (e.g., via MPass or a secondary OER local account) to access features like commenting/providing feedback?

Answer: Identity verification is required only for Admin roles. Feedback mechanism via an open text form for anonymous roles, with publishing approval from MoER admin. Usage analytics is expected to be tracked based on resource type, resource name, IP address.

Question:

B8. Semantic Search Implementation Level Semantic search for synonyms and related concepts is listed as an advanced discovery feature and a Nice-to-have additional feature.

- Is the mandatory scope of search implementation limited to metadata fields, titles, and associated descriptions, or is the Contractor expected to implement full-text indexing and semantic search capabilities across the actual file content (e.g., within PDFs, DOCX, or SCORM packages)?

Answer: The contractor is not expected to implement full-text indexing and semantic search capabilities across the actual file content (e.g., within PDFs, DOCX, or SCORM packages). Semantic search will be limited to metadata fields, titles, and associated descriptions.

Question:

B9. Required Statistics and Reports Details The platform requires Analytics & telemetry and specifies key data points such as adoption by region/role/school, curriculum coverage heatmaps, equity indicators, and KPIs (usage, adoption, satisfaction, performance).

- What is the required mechanism for delivering these statistics and reports (B8)? Are the data outputs expected to be centralized, interactive dashboards accessible directly within the platform (viewable by MER/CTICE Administrators), or are periodic static reports (e.g., CSV, PDF) sufficient?

Answer: Preferably, option 1 - interactive dashboards accessible directly within the platform by MoER admin.

QUESTION: Section 5 – Scope of Work / Deliverables (pages 20–25). Please confirm whether the selected vendor is responsible for hosting the National OER Platform (including infrastructure, SSL, CDN, and backup) or if UNICEF/MER will provide hosting.

ANSWER: Hosting will be ensured by the owner of the platform - MoER.

QUESTION: Section 5.2 – Platform Architecture. Is the platform expected to integrate with existing national systems (EMIS, MPass, etc.) via APIs developed by the vendor, or will those APIs be provided by MER?

ANSWER: Existing APIs, no new API creation is required.

QUESTION: Section 6 – Functional Requirements. Please clarify whether a Learning Management System (LMS) such as Moodle may be used as the base platform if extended to meet all OER requirements.

ANSWER: LMS is not in scope for Phase 1 of the National OER Platform.

QUESTION: Section 6.4 – Localization & Accessibility. Should the initial release support Romanian and Russian only, or must English and Gagauz be included at launch?

ANSWER: Romanian/Russian only for Phase 1.

QUESTION: Section 6.5 – Versioning & Lineage. Please confirm if the lineage/version tracking is limited to metadata or if content diff tracking between versions is expected.

ANSWER: Content diff tracking between versions is expected.

QUESTION: Section 7 – Non-Functional Requirements. Please specify the expected number of concurrent users and storage volume for sizing and performance benchmarking.

ANSWER: Reference performance indicators are mentioned under section B3.

Availability (uptime): minimum 99.5% per month.

Server response time: under 1 second for 95% of page requests.

Total latency (end-to-end): under 3 seconds for full page or resource loading under normal traffic conditions.

Concurrent capacity: at least 200,000 concurrent users nationwide (teachers, students, administrators).

Scalability: the system must be able to automatically scale (auto-scaling) to support traffic peaks up to 200% of the daily average.

Peak-time performance (e.g., 8:00–14:00): maximum allowed degradation of <10% compared to average response times.

Cache and CDN: use of a Content Delivery Network and caching mechanisms to optimize delivery of multimedia content and static resources.

Stress testing: the platform must successfully pass stress tests simulating data volumes and requests equivalent to continuous nationwide use.

QUESTION: Section 8 – Security & Privacy. Does the platform need to undergo third-party security audit (GDPR/ISO 27001) before go-live, or will UNICEF handle the audit post-delivery?

ANSWER: Not required for Phase 1.

QUESTION: Section 9 – Roles and Permissions Matrix (Annex 1.2). Are any additional user roles (e.g., Content Reviewer, Translator) required beyond those listed in Annex 1.2?

ANSWER: For Phase 1, only Admin role is the one required.

QUESTION: Section 10 – Monitoring & Evaluation Framework. Will the vendor develop dashboards for KPI tracking within the platform, or will data be exported to UNICEF’s external M&E tools?

ANSWER: The vendor should develop interactive dashboards accessible directly within the platform by MoER admin.

QUESTION: Section 11 – Maintenance & Support. Please clarify the expected duration and scope of post-deployment maintenance (one year only or renewable terms?).

ANSWER: 1 year with renewability option.

QUESTION: Section 12 – Deliverables & Payments. There is a minor typographical inconsistency in the payment schedule table (“30/%”). Please confirm the correct percentage allocation for Deliverable 5 – Training & Documentation.

ANSWER: Yes, the correct allocation is 30%.

QUESTION: Section 13 – Technical Evaluation Criteria. Please confirm if subcontracting for specific components (e.g., mobile app development or video streaming) is permitted.

ANSWER: Mobile app development is not required, the platform should be mobile responsive. The question related to video streaming is not clear, but content creation is not part of the

requirements. However, content populations should be ensured through embedded already available video resources.

QUESTION: Annex 1.1 – Glossary of Terms. Does the inclusion of AI in the glossary imply that AI-based content recommendation or metadata tagging features are expected in the scope?

ANSWER: Not specifically.

QUESTION: General Eligibility Criteria. Is a joint venture with an international EdTech partner permitted if the lead entity is a registered national company in Moldova?

ANSWER: Yes

QUESTION: Could you please confirm whether UNICEF plans to hold a pre-bid conference for bidders participating in this RFP?

ANSWER: No pre-bid conference is planned to be held for this RFP.

QUESTION: The qualifications for key personnel mention knowledge of Romanian, English, and/or Russian. Could you clarify whether this is a mandatory requirement for all proposed team members? Additionally, is Romanian language proficiency essential for the project's execution, or would English fluency be acceptable for the application development team, with a Romanian/English/Russian-speaking trainer engaged specifically for the final phase?

ANSWER: Yes, English fluency is acceptable for the development team if you ensure that training and documentation are delivered in Romanian (as required in the deliverables). A Romanian/English/Russian speaking trainer can be engaged for the final phase.

QUESTION: Is there any expectation regarding the geographic location or physical presence of the vendor's team? If so, kindly share the preferred location.

ANSWER: There is no mandatory requirement for the vendor's team to be physically present. Training sessions for MER and CTICE are expected to be delivered locally, either in person or online. Weekly updates and monthly reports will be shared remotely. However, it would be advantageous for the vendor to have the ability to coordinate with MER and UNICEF locally when needed.