CRDFGLOBAL

CLARIFICATIONS NO. 1 TO RFP-2026-CAS-CYBHIG-FK-001

Cyber Hygiene Platform – Central Asia

Dear prospective bidders,

Thank you for your interest in CRDF procurement initiatives.

Due to the significant number of clarification requests submitted by vendors throughout the procedure, please see below the questions and CRDF's answers.

To allow bidders sufficient time to finalize their proposals following the clarifications provided, CRDF hereby extends the procedure deadlines as follows:

Solicitation information	Details
RFP Reference	**RFP-2026-CAS-CYBHIG-FK-001**
Questions deadline	November 2, 2026; 17:00 Warsaw Time (CET)
CRDF clarifications issued	~~November 4, 2026; 17:00 Warsaw Time (CET)~~ November 9, 2026; 17:00 Warsaw Time (CET)
Proposal submission deadline	~~November 9, 2026; 17:00 Warsaw Time (CET)~~ **November 16, 2026; 17:00 Warsaw Time (CET)**
Questions and submission addresses	fkelmendi@crdfglobal.org; cc: procurement@crdfglobal.org
Contract type	Firm Fixed Price (FFP)
Implementation	14 weeks from the execution date; eight-week post-launch content defect-correction obligation

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Q	Question	CRDF response
1	Source content, instructional design, interactions and multimedia Will the nine storyboards include final text, narration, dialogue, assessment logic and visual/interaction specs, or must the contractor develop any of these? What instructional-design input is expected?	The Contractor will receive CRDF's approved controlled Source Content, including package-wide guidance, the course wrapper, nine production storyboards, approved assessment content and approved localization information. The Contractor must implement the learner-facing text, visuals and animations, interactions, English narration where specified, captions/subtitles/transcripts, feedback, assessments, retry/completion behavior, bookmarking, accessibility instructions, localization fields and developer notes. The Contractor may recommend implementation improvements relating to interactions, visual treatment, usability, accessibility and technical delivery, but may not redesign approved learning objectives, module structure, pathways, assessments or storyboards without CRDF's prior written approval. Proposed improvements should be documented during inception, prototype development and preparation of the media and interaction inventory. (SOW Sections 1 and 3; Tasks T4–T5)
2	Source content, interaction level and representative samples Can CRDF share a representative storyboard or indicative counts (screens, words, interactions, animation/video, narration minutes) and a sample of intended quality?	To support firm-fixed-price estimation, CRDF will share with all registered bidders, under the RFP confidentiality terms, one representative controlled storyboard. Bidders should price on the following planning baseline: a course-level wrapper of approximately 26 screens and 12–15 minutes; nine modules of approximately 30–35 minutes each; total learner seat time of approximately 4.5–5.5 hours; one module-level assessment per module with a recommended passing threshold of 80%; approximately 2700 learner-facing source words per module; and approximately 65 minutes of English

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		narration in total, limited to screens where narration is specified in the storyboards. The expected production standard is that of the shared storyboard: clear, accessible, interactive e-learning built from the storyboards, not bespoke film production. The Contractor confirms the treatment through the representative prototype, visual style guide and media and interaction inventory (D3), all subject to CRDF approval before full production. If the confirmed source volume differs from this baseline by more than ±15%, either party may request an adjustment through a written contract modification. (SOW Sections 9.3, 10, 15 and 17; Tasks T4–T5). Module 8 will be shared as the representative storyboard, as it is closest to the module average, and it will also serve as the D3 prototype and D4 test package.
3	Source content, interactions and multimedia Are custom animated explainers expected, or mainly simpler motion graphics and illustrations?	The Contractor must produce the visuals and animations required by the controlled storyboards. The RFP does not prescribe a single visual treatment or a fixed quantity of custom animated explainers. The representative prototype, media and interaction inventory and visual style guide are subject to CRDF approval before full production. (SOW Tasks T4–T5 and Section 9.3)
4	Country-specific content and localization Will CRDF provide and validate the country-specific “Localize Before Build” inputs, or must the contractor research and draft them?	CRDF will provide and confirm beneficiary requirements, country and audience profiles, and localization fields before the affected content is produced. The Contractor must maintain the controlled localization record, identify gaps, and ensure every “Localize Before Build” field is resolved, approved or formally retained as a controlled placeholder before production. The Contractor should flag legal and data-protection issues it identifies, while CRDF remains responsible for legal sign-off and platform privacy/data-protection compliance. (SOW Tasks T4 and T7; Sections 3, 8 and 14)
5	Country-specific content and localization Are the six editions cultural adaptations of one master, or is substantive country-specific content required?	The six language editions are localized implementations of the approved English master. Localization includes translation, cultural adaptation, terminology, audience and institutional references, examples/scenarios, privacy notices, organizational policies, incident-reporting routes and relevant CERT/CSIRT references. The Contractor may not alter approved learning objectives, structure, pathways, assessments, technical meaning or safety guidance without prior written approval. (SOW Sections 1 and 3; Task T7)
6	Linguistic providers and vendor selection May one regional provider cover several or all six languages?	Yes. A qualified regional provider may cover multiple or all six languages, provided each language uses a native translator and an independent second native-linguist reviewer, and the provider meets the RFP requirements. All subcontractors remain subject to CRDF's prior written approval. (SOW Tasks T2 and T7; Sections 9.7, 12 and 20)
7	Linguistic providers and vendor selection Does the three-quotation rule apply per language or per vendor category?	The RFP requires at least three comparable written quotations per vendor category. Task T2 identifies two categories: (a) English voice talent and any production vendor(s), and (b) linguistic service providers for each language. Quotations and scoring are documented in the Subcontractor Selection Report (D2) after award. Where one provider is proposed for several languages, its quotation should show coverage for each language. If fewer than three qualified providers can be identified for a category or language, the Contractor should document this in D2 and raise it with CRDF, which retains final approval of all subcontractors. (SOW Task T2, D2, Section 9.7 and Annex C)
8	Linguistic providers and vendor selection Should vendor selection occur after award under D2, and what	Yes. The competitive subcontractor selection is completed after award and documented in D2, due at T0+2 weeks. At proposal stage, bidders must provide the names or committed arrangements for linguistic resources and material subcontractors and demonstrate qualified coverage for all six languages, internally or through committed subcontractors. No

Q	Question	CRDF response
	evidence of linguistic capacity is needed at proposal stage?	subcontractor may be contracted without CRDF's written approval. (RFP Section 5; SOW Task T2, D2, Section 12 and Annex B A7)
9	SCORM architecture and CRDF-hosted LMS Please identify the LMS product/version and confirm the required SCORM standard.	The expected package standard is SCORM 2004 4th Edition, confirmed with CRDF under Task T3. Bidders must use an authoring toolchain that can also publish SCORM 1.2 from the same source files at no additional cost, as a fallback if the test package (D4) identifies a compatibility issue. Packages must not rely on SCORM 2004 Sequencing and Navigation rules for completion, progress or wrapper logic. Each module must report completion status, success status (passed/failed) and score, and use location and suspend data for in-module bookmarking; suspend data should not exceed 4,096 characters per module. CRDF will provide the LMS technical specification at project initiation and staging access no later than T0+2 weeks, so that D4 can be confirmed by T0+4 weeks. LMS product and version: to be confirmed at kick-off. (SOW Task T3; Sections 9.1 and 15)
10	SCORM architecture, course-level wrapper and LMS What is the expected SCORM architecture and what is the "course-level wrapper"?	The course-level wrapper is the common learner-facing layer: welcome and orientation, module map, assessment and completion guidance, and the final completion screen. It is not a technical integration layer and does not calculate scores. Each language edition consists of ten SCORM packages: one wrapper/orientation package and nine module packages, each a separate single-SCO package that can be versioned, replaced and reported independently. The module status display, the course completion rule (all nine modules passed) and the certificate are configured in the CRDF-hosted LMS, because a SCORM package cannot read the status of other packages. A single multi-SCO package may be proposed as an alternative only if it passes the D4 staging test and CRDF approves it in writing. (SOW Tasks T3 and T5; Sections 9.1–9.3)
11	SCORM architecture and CRDF-hosted LMS Does learner progress carry over when switching languages?	No. Each language edition is a separate set of SCORM packages, so in-module progress and bookmarks do not transfer between languages; a learner who changes language part-way through a module restarts that module in the new language. Learners select their language at enrollment. Where the CRDF LMS supports it, CRDF may configure completion so that a module passed in any language edition counts toward course completion. This is a CRDF platform setting; bidders should not price cross-language progress transfer. (SOW Sections 9.1–9.2; Task T3)
12	Accessibility and performance acceptance Are WCAG 2.2 AA and load-time acceptance assessed on contractor packages, separately from the CRDF LMS and hosting?	Yes. Acceptance applies to the Contractor-produced course packages as tested on the CRDF-hosted staging environment. CRDF retains responsibility for LMS hosting and operations, while the Contractor must demonstrate package-level WCAG 2.2 AA conformance and the specified load-performance targets on that environment. Load time is measured with an empty browser cache on a connection throttled to 3 Mbps, from module launch to the first usable screen, on the reference devices. The Contractor reports the initial download size of each module. Any delay caused by CRDF server response is recorded separately and does not count against the Contractor. (SOW Sections 3, 8, 9.4, 9.6, 10 and 13)
13	Accessibility and performance acceptance Is external accessibility certification required, or is an independent audit acceptable?	External accessibility certification is not required. The Contractor must complete and document a WCAG 2.2 AA accessibility audit of the wrapper and all modules, provide test evidence in the Accessibility and package-performance test report (D11), and have no open critical or major findings at acceptance. The SOW does not require the audit to be performed by an independent third party; the Contractor's QA Lead is responsible for accessibility QA. A qualified independent audit with test evidence is therefore acceptable, provided it meets these requirements and CRDF accepts D11.

Q	Question	CRDF response
		Accessibility testing begins at the prototype stage. (SOW Tasks T4 and T8; Deliverable D11; Sections 2, 9.6, 9.7 and 10)
14	Accessibility and performance acceptance How should in-country connectivity/device testing be arranged?	The Contractor is responsible for the test plan, test scripts, device and browser list, evidence template and analysis of results. In-country execution will be carried out by CRDF-nominated in-country reviewers and pilot participants on their own devices and local networks, following the Contractor's scripts. The Contractor may add its own in-country testers or remote real-device testing services at its own cost. Results obtained through VPNs or proxies are not accepted as country evidence. For each country, evidence must record the device, browser, network type, measured load time and pass/fail result, and confirm that no commonly blocked third-party service is required. Testing is performed on the CRDF-hosted staging environment against representative low-end Android devices and 3 Mbps conditions. (SOW Tasks T8–T9; Sections 7, 8, 9.6, 13 and 15)
15	Source availability, review periods and schedule Source in two weeks and ten-day reviews with the English master at week six: may batches proceed in parallel?	Yes. CRDF will release the complete controlled source package at kick-off, as it has already been approved. Following prototype approval, production may proceed in parallel batches (for example Modules 1–3, 4–6 and 7–9), with CRDF reviewing each batch as it is delivered, so that the English Master Build is assembled from already-reviewed batches by T0+6 weeks. Overlapping review work is permitted with CRDF approval. The Inception Report must show the batch plan, the ten-business-day CRDF review periods and five-business-day correction windows. (SOW Sections 6, 10 and 15)
16	Source availability, review periods and schedule Would milestone adjustments be considered if CRDF inputs or LMS access are delayed?	CRDF recognizes that its inputs, approvals and LMS access affect the schedule, and the Contractor should promptly notify CRDF in writing of any delay. CRDF will consider reasonable requests, but no adjustment is automatic: any change to contractual milestones, scope, extension or compensation requires prior written CRDF approval through an authorized contract modification before the affected work begins. (SOW Sections 6, 15 and 17)
17, 22, 23	Budget Is there an indicative budget ceiling or planning range for the base Firm Fixed Price? (asked three times)	The RFP does not state an indicative budget ceiling or planning range. Bidders must submit a complete base Firm Fixed Price in USD using the required common cost format and clearly state all pricing assumptions. (RFP Section 5; SOW Section 17 and Annex B.5)
18, 27	Tax treatment Please confirm tax assumptions for USD pricing. For a UK-registered supplier, should prices be quoted exclusive of VAT? Annex B.3 refers to taxes “as specified” but no specification was found.	Prices must be quoted in USD as a complete Firm Fixed Price covering all labor, subcontractors, production, localization, testing, deployment, handover and the eight-week defect-correction period. Prices shall be quoted exclusive of VAT. Bidders must identify separately any VAT or other taxes they consider applicable, with the legal basis. For evaluation, CRDF will compare all proposals on the same VAT-exclusive basis. The Contractor remains responsible for its own local taxes. (RFP Section 5; SOW Sections 16–17; Annex B.3)
19	Close-out Is the full period 24 weeks (14 + 8 + 2)?	Yes. The period of performance is 24 weeks from the contract effective date: implementation and production launch by T0+14 weeks; post-launch content defect correction to T0+22 weeks (M10); and close-out, with acceptance of the final portable content and handover package (D16) and the Final Report and Handover Pack (D17), by T0+24 weeks (M11). Where SOW Sections 5 and 6 show D17 and M11 at approximately T0+22 weeks, this is the submission point at the end of defect correction; review, acceptance and close-out are completed within the two-week close-out allowance. Detailed dates are confirmed in the approved Inception Report. (SOW cover page; Sections 5, 6 and 18)

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20	Close-out When is the final 10% retention payable?	The final 10% retention (P7) is released following CRDF acceptance of D16, the final portable content and handover package, and D17, the Final Report and Handover Pack, at milestone M11 after the defect-correction period. Payment terms are 45 days from receipt of a correct invoice following written acceptance. (SOW Sections 17–18)
21	Subcontractor experience Can a named, committed subcontractor's experience count toward A5 and T1?	Criterion A5 is the bidder's own administrative requirement and must be met by the prime bidder: at least three completed comparable multilingual e-learning projects. For technical criterion T1 (relevant portfolio and samples), the experience, completed projects and references of a material subcontractor named and committed in the proposal may be included and will be considered, provided the proposal states clearly which work was done by the subcontractor and what role it will perform under this contract. (RFP Sections 4–5; Annex B A5 and T1)
24	Source volume Approximate source word count per module and total narrated minutes?	Please see the response to Question 2, which provides the planning baseline: approximately 2700 learner-facing source words per module (on-screen text, assessments and transcripts) and approximately 65 minutes of English narration in total. Final quantities are confirmed in the media and interaction inventory (D3), with the stated tolerance band for adjustment. (SOW Sections 9.3, 15 and 17; Tasks T4 and T6)
25	Linguistic resources and Annex C Will CRDF accept linguists named at bid stage and then confirmed through the Annex C process in D2?	Yes. The proposal may identify named linguists or committed arrangements at bid stage. The formal competitive selection, including at least three comparable quotations per category, scoring matrices and CRDF approval, is completed after award and documented in D2 by T0+2 weeks. (RFP Section 5; SOW Task T2, D2, Section 12 and Annex C)
26	Cybersecurity specialist May the cybersecurity specialist be an individual sub-consultant rather than an employee?	Yes. The RFP requires access to a qualified cybersecurity specialist holding a recognized certification such as CISSP, CISM, CISA or equivalent. It does not require the specialist to be an employee. An individual sub-consultant may therefore be proposed, subject to being named/committed in the proposal and, where treated as a subcontractor, CRDF's prior written approval. (RFP Section 4; SOW Sections 9.7, 12 and 20)
28	Uzbek Cyrillic Will CRDF confirm whether a Cyrillic Uzbek edition is required, or should it be priced as an optional unit rate?	The default Uzbek edition is Latin script. A Cyrillic Uzbek edition is not a confirmed mandatory base requirement; Annex A states that CRDF will confirm whether it is required, and Annex B.5 lists it as optional unit pricing outside the base total unless explicitly included in the evaluation. Bidders should therefore provide the requested optional unit rate for a Cyrillic Uzbek edition. (SOW Annex A and Annex B.5)
29	LMS deployment across five countries LMS product/version, SCORM standard and constraints? One LMS instance or separate country instances?	The courses will be delivered from a single CRDF-managed LMS instance serving all five countries; no country-specific instances are planned. The package standard and technical constraints are as set out in the response to Question 9. Course packages must not collect, store or transmit personal data other than the standard SCORM runtime data exchanged with the CRDF LMS, and must not call external services that may be blocked or unreliable. Hosting location and data residency are CRDF's responsibility. Bidders should plan for deployment to the CRDF-hosted environment with country-level accessibility, connectivity and device testing as described in the response to Question 14. (SOW Sections 7, 9.1, 9.4–9.6, 13, 14 and 15)
30	Review periods If the contract starts in late November 2026, weeks 5–6 fall over the year-end holidays. Will review periods be adjusted?	Yes. CRDF will issue a review calendar at kick-off listing CRDF office closure days over the year-end period. CRDF review periods will not run on those days. Bidders may continue production through the holidays but should not schedule CRDF approvals on closure days. The approved Inception Report will reflect this calendar, and milestone dates will be set on that basis. (SOW Sections 6, 10 and 15)

Q	Question	CRDF response
31	Basis for learning hours Does 4.5–5.5 hours refer to estimated learner seat time including content, interactions and assessments?	Yes. The approximately 4.5–5.5 learning hours is the estimated learner seat time across the course wrapper and nine modules. It includes content, interactions and the first attempt at each module assessment, and excludes optional review and assessment retries. Actual completion time may vary by learner, language and accessibility needs. (SOW Sections 1, 9.3 and 15)
32	Knowledge Transfer English only or target languages? How many CRDF participants?	Knowledge Transfer is delivered in English, remotely: at least one live session of approximately 3 hours, recorded, for up to 10 CRDF technical and program staff, together with written documentation of the package structure and of the build and localization process. It covers updating localized text and subtitles, republishing packages from source, and uploading and replacing modules in the LMS. Delivery in the six course languages is not required. (SOW Task T12; Deliverable D14; Section 18)

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