

REQUEST FOR PROPOSAL

Cyber Hygiene Platform – Central Asia

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)
Proposal submission deadline	November 9, 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

1. Summary

CRDF Global invites qualified companies and consortia to submit proposals for the production and localization of an accessible multilingual online cyber hygiene course for CRDF-hosted delivery in Kazakhstan, Uzbekistan, Tajikistan, Kyrgyzstan and Turkmenistan. CRDF will provide approved course content and nine module storyboards; the selected Contractor will produce, localize, test, package and deploy the course content to CRDF's learning management system (LMS).

2. Scope

The assignment covers a course-level wrapper and nine approved modules, delivered as standards-based packages compatible with the CRDF-hosted LMS (expected SCORM 2004 4th Edition). The Contractor will provide English narration where specified and localized on-screen text, subtitles, captions, transcripts, assessments and feedback in Kazakh, Russian, Uzbek, Tajik, Kyrgyz and Turkmen. Requirements include WCAG 2.2 AA accessibility, mobile-first delivery, low-bandwidth performance, linguistic quality assurance, pilot support and editable source-file handover. CRDF retains responsibility for LMS hosting and operations. Attachment A (the Statement of Work, or SOW) contains the controlling detailed scope and acceptance standards.

3. Tasks and Deliverables

- Project initiation, work planning and CRDF-approved subcontractor selection.
- Production and conformity plan, representative prototype and LMS test-package confirmation.
- Approved English master course (wrapper and nine modules), English narration where specified, editable production assets and SCORM-compliant packages.
- Three localization waves: Russian/Kazakh (week 8); Uzbek/Kyrgyz (week 10); Tajik/Turkmen (week 12), with independent linguistic quality assurance.
- Accessibility and performance testing, CRDF-led pilot support and correction of identified content defects.
- Upload and launch on the CRDF-hosted production environment by week 14; knowledge transfer and agreed content handover.
- Eight-week post-launch content defect-correction obligation, with final records and handover in accordance with the SOW.

4. Contractor Requirements

- At least five years' experience delivering e-learning or learning-platform projects and three comparable completed multilingual projects.
- Demonstrated cybersecurity awareness or security-training capability, with access to a qualified cybersecurity specialist (e.g., CISSP, CISM, CISA or equivalent).
- Qualified resources or committed subcontractors for all six languages, including independent native-linguist review.
- SCORM/HTML5 development capability; accessible, mobile and low-bandwidth delivery; cybersecurity terminology management and quality assurance.
- At least two relevant and verifiable client references from the preceding five years; sufficient financial and operational capacity; and applicable eligibility and sanctions compliance.

5. Proposal Requirements

- Signed statement of interest, company profile and legal registration, with any applicable small or disadvantaged business designations.
- Technical proposal describing understanding and methodology, LMS/SCORM approach, localization process, accessibility and quality assurance, risk management, and a realistic 14-week implementation plan.
- Relevant project examples, at least two client references, CVs of key personnel, and the names or committed arrangements of linguistic resources and material subcontractors.
- Separate financial proposal in USD showing a total Firm Fixed Price, a common itemized cost breakdown separating Contractor labor and third-party costs, all relevant pricing assumptions, and optional unit rates as requested in the SOW.
- Statement of compliance with the SOW, including a separate description of any proposed exceptions or clarification requests.

6. Timetable, Clarifications and Submission

Activity	Deadline / Information
Deadline for RFP questions	November 2, 2026, at 17:00 CET (Warsaw time)
CRDF issues written clarifications	November 4, 2026, by 17:00 CET (Warsaw time)
Deadline for proposals	November 9, 2026, at 17:00 CET (Warsaw time)
Proposal submission	To: fkelmendi@crdfglobal.org ; cc: procurement@crdfglobal.org
Anticipated contract commencement	November 2026; subject to completion of the procurement process and contract execution

All clarification questions must be submitted in writing by the questions deadline of **November 2, 2026; 17:00 Warsaw Time (CET)** to:

fkelmendi@crdfglobal.org , with a cc to procurement@crdfglobal.org , and should reference **RFP-2026-CAS-CYBHIG-FK-001** in the subject line. CRDF intends to issue written responses by the date above. Substantive clarifications affecting proposal preparation will be communicated on an equal basis to prospective bidders.

Electronic proposals must be received by the designated submission addresses before the deadline. Submit the technical and financial proposals as clearly separated files, in PDF, Word or Excel format as applicable. Email subject: **RFP-2026-CAS-CYBHIG-FK-001 – Cyber Hygiene Platform – Central Asia – [Bidder Name]**. CRDF will use the same deadline for all bidders; late proposals may be rejected in accordance with applicable procurement requirements.

7. Contractor Selection Criteria and Evaluation Methodology

CRDF will use the three-stage best-value methodology set out in Annex B of Attachment A: (1) administrative compliance (Pass/Fail); (2) technical evaluation (maximum 70 points); and (3) financial evaluation (maximum 30 points). Only administratively compliant proposals advance to technical evaluation. Only bids scoring at least 49/70 overall and at least 3/5 individually on production/LMS methodology, localization capability, and accessibility/quality assurance advance to financial evaluation.

Technical criterion	Maximum points
Relevant portfolio	12
Production and LMS methodology	13
Localization capability	15
Accessibility and quality assurance	12
Work plan and delivery capacity	10
Personnel and references	8
TOTAL TECHNICAL	70

Technical criteria are scored from 0 to 5 and converted proportionally to their weighted maximum. Financial score = $30 \times (\text{lowest compliant evaluated price} \div \text{bidder's compliant evaluated price})$. Final score = technical score + financial score. The SOW provides the detailed evaluation rules and common financial proposal format.

8. Basis for Award

CRDF anticipates awarding one Firm Fixed Price agreement for the complete scope. The award recommendation will be based on the highest combined technical and financial score among eligible proposals, subject to verification of references, price reasonableness, available funding, and CRDF approvals. CRDF may request clarifications or negotiate where permitted under its applicable procurement requirements. Issuance of this RFP does not obligate CRDF to make an award.

9. Background on CRDF Global

CRDF Global is an independent nonprofit organization founded in 1995 in response to the collapse of the Soviet Union and the threat of large-scale proliferation of weapons technology from the region. With support authorized by the Nunn-Lugar Act of 1991 and the Freedom Support Act of 1992, as well as private foundation contributions, CRDF Global embarked on strengthening international scientific collaboration and fostering alternatives to weapons research.

CRDF Global's work has expanded to address evolving global challenges. Its capabilities include flexible logistical support, program design and management, and strategic capacity-building in higher education, CBRNE security and nonproliferation, border security, cybersecurity, global health, technology entrepreneurship and international professional exchanges. The present solicitation supports its cybersecurity and digital resilience work. Additional information is available at www.crdfglobal.org.

Vision: Our world, healthy, safe, and sustainable.

Mission: Safety, security, and sustainability through science, innovation, and collaboration.

Values: We do the right thing. We care about each other and the people we work with. We work together to deliver excellence.

CRDF Global provides equal opportunities to qualified individuals without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. CRDF Global is committed to an inclusive, respectful and collaborative working environment and to recognizing diverse experiences and perspectives.

10. Solicitation Terms and Conditions

Right to Select Suppliers. CRDF Global reserves the right to negotiate with and select all qualified suppliers at its own discretion and is not obligated to inform suppliers of the methods used in the selection process. CRDF Global reserves the right to dismiss any and/or all suppliers from the bid process and reject any and/or all proposals.

Obligation. This RFP does not bind nor obligate CRDF Global in any way. CRDF Global makes no representation, either expressed or implied, that it will accept or approve in whole or in part any proposal submitted in response to this RFP. CRDF Global may award, in whole or in part, the proposal at its sole discretion.

Notification. CRDF Global will notify bidders following completion of the evaluation process, as to whether or not bidders have been awarded the contract. The only information regarding the status of the evaluation of proposals that will be provided to any inquiring bidder shall be whether or not the inquiring bidder has been awarded the contract. CRDF Global may, at its sole discretion, inform any inquiring bidder of the reason(s) as to why it was not awarded the contract.

Binding Period. Following the due date of submission of this Proposal, the pricing included in this RFP shall be binding upon the supplier for the duration of the contract.

Hold Harmless. By submitting a response to the RFP, bidder agrees that CRDF Global has sole discretion to select any and/or all suppliers. During or following the conclusion of this process, bidders waive their rights to damages whatsoever attributable to the selection process, materials provided, supplier selection, or any communication associated with the RFP process and supplier selection.

Transfer to Final Contract. The terms and conditions of the RFP, including the specifications and the completed proposal, will become at CRDF Global's sole discretion, part of the final contract (the "Agreement") between CRDF Global and the selected bidder. If responses to the terms and conditions will materially impair a bidder's ability to respond to the RFP, bidder should notify CRDF Global in writing of the impairment. If bidder fails to object to any conditions incorporated herein, it shall mean that bidder agrees with, and will comply with the conditions set forth herein.

Exceptions. Any exceptions to the terms and conditions or any additions which bidder may wish to include in the RFP, should be made in writing and included in the form of an addendum to the applicable Section in the RFP.

CRDF Global Proprietary Information. Supplier agrees that all non-public information contained in this document and communicated verbally in reference to this RFP by CRDF Global shall be received for the sole discretion and purpose of enabling the supplier to submit an accurate response to this RFP. The information contained in this RFP and disclosed during the course of negotiations and communications are proprietary in nature and under no circumstances to be disclosed to a third party without prior written consent from CRDF Global.

Supplier Proprietary Information. Information contained in the response to this RFP will be considered proprietary in nature if marked "confidential" or "proprietary". Such marked documents will not be disclosed to third parties outside CRDF Global with the exception of retained consultants under contractual confidentiality agreements.

11. Attachments

Attachment A — Cyber Hygiene Platform – Central Asia: Final Statement of Work (including country/language requirements, the RFP proposal evaluation methodology, subcontractor selection criteria and common cost schedule).

In the event of a substantive inconsistency between the overview in this solicitation and the detailed technical requirements in Attachment A, bidders should request written clarification before the questions deadline. Written amendments formally issued by CRDF will govern any change to the solicitation.

STATEMENT OF WORK

Cyber Hygiene Platform for Central Asia

Production and localization of a multilingual cyber hygiene online course (nine approved modules) for CRDF-hosted delivery in Kazakhstan, Uzbekistan, Tajikistan, Kyrgyzstan and Turkmenistan

Client	CRDF Global (“CRDF”)
Project title	Cyber Hygiene Platform – Central Asia
Procurement Reference / RFP no.	To be assigned upon RFP issuance
Date	25 October 2026
Prepared by	CRDF Global
Contract type	14-week implementation and production deployment; eight (8) weeks of post-launch content defect correction
Period of performance	24 weeks from contract effective date (14-week deployment; 8-week defect correction; 2-week close-out)

1. Background

Digital services are expanding quickly across Central Asia, and with them the exposure of organizations and individuals to cyber threats. Most successful attacks - phishing, credential theft, social engineering and unsafe handling of data and devices - exploit human behavior rather than technical weaknesses. Basic cyber hygiene awareness is therefore one of the most cost-effective defenses available, yet quality awareness material is often not available in the local languages of the region.

The online course is intended for civil servants and other public-sector employees, private-sector and SME personnel, civil society organizations, students and other beneficiary groups approved by CRDF. The courses must remain accessible to learners with limited or no previous cybersecurity training in Kazakhstan, Uzbekistan, Tajikistan, Kyrgyzstan and Turkmenistan.

The learning content has already been developed and approved by CRDF and will be provided to the Contractor as a controlled production package (the "Source Content"), comprising: (a) package-wide build, accessibility, localization and QA guidance; (b) the course-level wrapper (orientation, assessment, progress and completion); (c) nine production storyboards (Modules 1–9); (d) approved assessment content and supporting materials; and (e) approved localization information, including country and audience profiles, as confirmed by CRDF.

The Contractor will implement the Source Content as a production-quality online learning experience, localize it for all five countries and deliver it as standards-based course packages for upload to the CRDF-hosted platform. CRDF owns and manages the platform hosting; the Contractor develops the content package, creates the visuals and uploads the final product to the CRDF-hosted environment. The Contractor acts as prime integrator and remains responsible for all approved subcontractors. The Contractor shall implement the controlled CRDF production package. The Contractor may recommend implementation improvements but shall not change approved learning objectives, module structure, learner pathways, assessment logic, technical meaning, safety guidance or reporting boundaries without CRDF's prior written approval.

To reduce cost, narration and audio are produced in English only. The six localized languages are served through localized on-screen text, subtitles, captions and transcripts rather than voice-over production in every language.

Technical terminology and abbreviations must be explained in plain language when first introduced. The Contractor shall not introduce unnecessary cybersecurity terminology that is not present in, or approved through, the controlled production package.

Client: CRDF is the contracting party and approves all deliverables.

Beneficiaries: the learners and participating organizations in the five countries.

2. Objective

The Contractor shall deliver an accessible, multilingual and production-ready online course (the course-level wrapper and Modules 1–9), uploaded to the CRDF-hosted platform and usable in all five countries. By the end of the contract:

- 100% of the Source Content is available on the Platform as interactive, audio-supported learning modules with English narration and with localized text, subtitles, captions and transcripts in all six Platform languages (Kazakh, Russian, Uzbek, Tajik, Kyrgyz and Turkmen), together with an approved English master;

- the course packages load and perform acceptably when delivered from the CRDF-hosted platform in each of the five countries, on desktop and mobile devices and on low-bandwidth connections;
- the course packages have passed an accessibility review (WCAG 2.2 AA) and package-level quality testing with no open critical or major findings; and
- CRDF owns and receives all content, source files and course packages at close-out, with no loss of data or content.

3. Scope of Work

In scope

- Selection and management of subcontractors (linguistic service providers, English voice talent and, where used, production vendors), subject to CRDF approval (Task 2, Annex C). The Contractor acts as prime integrator and remains responsible for all approved subcontractors.
- Packaging of the course as standards-based (SCORM) packages, and testing of the packages on the CRDF-hosted staging environment.
- Production of the course-level wrapper and Modules 1–9 from the controlled storyboards, including interactions, visuals, animations and, where specified, English narration. The Contractor implements and does not redesign the learning objectives, module structure, pathways, assessments or storyboards.
- Professional human English voice-over where narration is specified in the controlled storyboards; localized subtitles, captions and transcripts in the six Platform languages instead of voice-over in each language.
- Translation, cultural adaptation and linguistic quality assurance into Kazakh, Russian, Uzbek, Tajik, Kyrgyz and Turkmen.
- Support for the CRDF-run pilot and the launch; correction of content defects during the defect-correction period after uploading (Task 12).
- Documentation, knowledge transfer, and handover of the content packages, source files and localization records to CRDF.

Out of scope

- Authoring or redesign of curricula, learning objectives, module structure, pathways, assessments or storyboards beyond the Source Content (change requests are handled under Section 17)
- Recruitment of learners, outreach campaigns, and in-person training events (unless ordered as an option).
- Provision of end-user devices or connectivity.
- Legal advice. The Contractor will flag legal and data-protection issues, but CRDF remains responsible for legal sign-off.
- Hosting, operation, security, monitoring, backup, helpdesk and support of the LMS platform, which CRDF owns and manages, including user registration, administration, analytics, certificates and data-protection compliance of the platform.
- Platform design, selection, configuration and administrator training.
- Voice-over or other audio production in languages other than English.

4. Contractor Tasks / Activities

Task	Title	Activities
T1	Project initiation and planning	• Hold kick-off meeting with CRDF; confirm scope, stakeholders, assumptions and risks. • Produce detailed work plan, risk register, communication plan and quality plan (Inception Report).
T2	Subcontractor selection and onboarding	• Identify and select (a) the English voice talent and any production vendor(s) and (b) linguistic service providers for each language, using the criteria in Annex C. • Obtain at least three comparable quotations per category; apply the scoring matrix; collect conflict-of-interest and sanctions-screening declarations. • Submit a Subcontractor Selection Report; no subcontractor may be contracted without CRDF's written approval. • Onboard and manage approved subcontractors throughout the contract.
T3	Package standard and CRDF-hosted environment alignment	• The Contractor shall implement the single LMS package standard, or approved combination of standards, selected with CRDF for the CRDF-hosted platform (expected: SCORM 2004 4th Edition). • Obtain from CRDF the technical specification of the CRDF-hosted LMS and access to its staging environment. • Deploy a test package to the CRDF-hosted staging environment and confirm that launch, tracking, bookmarking and completion work as required (D4).
T4	Package review, production planning and prototype	• Review the Source Content and confirm receipt of the correct versions and assets. • Prepare a production and conformity plan for the course-level wrapper and Modules 1–9. • Record questions, localization gaps, technical constraints, accessibility issues and proposed deviations in a decision log. • Prepare the media and interaction inventory, visual style guide, terminology glossary and localization register. • Build a representative prototype for CRDF approval before full production. The representative prototype shall include, at minimum, the course wrapper, representative content screens, one scenario-based interaction, one knowledge check, one module assessment question with feedback, bookmarking and completion behavior, narration and caption controls where applicable, responsive mobile presentation, keyboard operation, visible focus, screen-reader behavior and representative text expansion in at least one Central Asian language. The prototype shall be the first formal technical and accessibility approval gate. Accessibility testing starts at this stage

Task	Title	Activities
T5	Wrapper and module production	• Build the course-level wrapper and all nine modules from the controlled storyboards, including learner text, approved narration, visuals, interactions, feedback, assessments, accessibility instructions and localization fields. - Contractor must implement: • learner-facing text; • visuals and animations; • interactions; • English narration where specified; • captions, subtitles and transcripts; • feedback and remediation; • module assessments; • retry and completion behavior; • bookmarking; • accessibility instructions; • localization fields; • screen-level developer notes; and • all “Localize Before Build” fields. • Each module must remain independently maintainable, testable, replaceable and reportable without requiring the complete course package to be rebuilt
T6	English audio and subtitles	• Produce approved English narration scripts and voice samples for CRDF approval, then record, edit and master with professional English voice talent, only where the storyboards specify narration. • Deliver synchronized English captions, localized subtitles in the six Platform languages (translated under T7) and complete transcripts. • For low-bandwidth access, provide a lightweight, text-first version. Compressed audio may be included. An audio-only version is not treated as equivalent unless it preserves the required activities, assessment and completion logic.

Task	Title	Activities
T7	Localization	• Translate and culturally adapt all learner-facing course content, including wrapper text, on-screen and media text, assessments and feedback, subtitles, captions and transcripts. • Apply a two-step process: translation by a native linguist, then independent review by a second native linguist. • Run in-context linguistic QA on the CRDF-hosted staging site and incorporate corrections from CRDF-nominated in-country reviewers. • Maintain a controlled localization record per country edition covering: approved terminology; audience and institutional references; language and script; examples and scenarios; privacy notices; organizational policies; platform help and support; incident-reporting routes; relevant CERT or CSIRT references; safeguarding and urgent-help routes where applicable; and country-specific legal or operational restrictions communicated by CRDF. Translation alone does not constitute completed localization. • Every "Localize Before Build" field must be resolved, approved or formally retained as a controlled placeholder before the affected learner-facing content is produced. No unresolved placeholder may appear in a release candidate. Maintain separate country and audience profiles (civil servants and other public-sector employees, private-sector and SME personnel, civil society organizations, students and other beneficiary groups approved by CRDF).
T8	Accessibility and quality assurance	• Complete a WCAG 2.2 AA (Web Content Accessibility Guidelines) accessibility audit of the wrapper and all modules, and package performance checks on low-bandwidth connections on the CRDF-hosted staging environment. Accessibility is tested from the prototype stage onward: keyboard access, visible focus, screen-reader behavior, captions, transcripts, contrast, zoom and reflow, mobile use and alternatives to pointer-based interactions.
T9	Pilot support	• Support the pilot, run by CRDF on the CRDF-hosted platform and covering all release languages, with participants nominated by CRDF to reflect different levels of digital experience, mobile and low-bandwidth use and, where feasible, accessibility needs. The final sample size and composition are agreed with the CRDF program team after beneficiary input. • Review pilot feedback relating to the course content; issue a Pilot Report on content findings and remediate them.

Task	Title	Activities
T10	Upload and launch	• Upload the final approved course packages to the CRDF-hosted production environment and support CRDF's coordinated launch after acceptance of all three localization waves (see Section 6). • Provide release notes and go-live confirmation for the production upload (D13).
T11	Content defect correction	• Correct content defects found during the 8 weeks after upload to production (defect-correction period), in line with the targets in Section 13.
T12	Knowledge transfer	• Deliver at least one recorded knowledge-transfer session for CRDF-nominated staff on maintaining the content packages, editing source files and updating localized text and subtitles. • Provide documentation of the package structure and of the build and localization process.
T13	Project management, reporting and close-out	• Manage schedule, scope, risk, quality and vendors; provide the reports in Section 11. • Execute close-out in accordance with Section 18.

5. Deliverables

Timing is indicated in weeks from contract signature (T0). Each deliverable is subject to the acceptance process in Section 10.

ID	Deliverable	Task	Format	Due
D1	Inception Report: work plan, risk register, communication and quality plans	T1	PDF / DOCX	T0+1w
D2	Subcontractor Selection Report (English voice talent and any production vendor; linguistic) with quotations and scoring matrices	T2	PDF / DOCX	T0+2w
D3	Production and conformity package: package review confirmation, production and conformity plan, decision log, media and interaction inventory, visual style guide, terminology glossary, localization register and approved representative prototype	T4	PDF / DOCX	T0+3w (prototype); LMS test approval by T0+4w

ID	Deliverable	Task	Format	Due
D4	Packaging and environment conformity confirmation: LMS package standard confirmed with CRDF; test package successfully deployed to the CRDF-hosted staging environment, with launch, tracking, bookmarking and completion verified.	T3	Test package + short note	T0+4w
D5	Approved English Master Build: Approved English master build of the course-level wrapper and Modules 1–9, implemented from the controlled storyboards and delivered in the LMS package standard approved under T3, together with editable authoring files, media sources, assessment records, captions, transcripts, licenses and technical test evidence.	T5	SCORM packages + editable authoring source files + media and technical documentation	T0+6w
D6	English narration scripts and voice samples approved before recording; recorded and mastered English audio for screens and media where narration is specified; synchronized English captions, localized subtitles and complete transcripts per language	T6	WAV masters, MP3 / AAC, SRT / VTT	Scripts/voice samples: T0+5w; English audio: T0+6w; localized subtitles: each wave
D7	Localized content – Wave 1 (Russian, Kazakh) with localization record	T7	Uploaded to CRDF-hosted staging	T0+8w
D8	Localized content – Wave 2 (Uzbek, Kyrgyz) with localization record	T7	Uploaded to CRDF-hosted staging	T0+10w
D9	Localized content – Wave 3 (Tajik, Turkmen) with localization record	T7	Uploaded to CRDF-hosted staging	T0+12w
D10	Linguistic QA report per language	T7	PDF / XLSX	With each localization wave
D11	Accessibility and package-performance test report	T8	PDF	T0+13w
D12	Pilot Report (content findings) with remediation log	T9	PDF / DOCX	T0+13w; CRDF sign-off before launch

ID	Deliverable	Task	Format	Due
D13	Final localized course packages uploaded to the CRDF-hosted production environment and live in all five countries, with release notes and go-live confirmation	T10	Packages on CRDF-hosted production	T0+14w
D14	Knowledge-transfer session on content maintenance, with recording	T12	Session + MP4	T0+14w
D15	Biweekly status reports and milestone reports	T13	PDF / e-mail	Biweekly during implementation and post-launch defect correction (through T0+22w)
D16	Portable content and handover package: LMS package exports of all modules in the standard approved under T3; editable authoring files; media sources; captions and transcripts; assessment records; localization records, glossaries and translation memories; licenses; and technical test evidence.	T13	ZIP	Deployment version T0+14w; final update following defect correction (expected T0+22w)
D17	Final Report, lessons learned and Handover Pack (licenses, documentation and return of access credentials)	T13	PDF + ZIP	After defect-correction period (expected T0+22w)

6. Period of Performance / Schedule

The implementation and production deployment period shall be fourteen (14) weeks from the contract effective date (T0). The Contractor shall also provide the eight (8)-week post-launch content defect-correction service required under Section 13. Completion of this service is expected at T0+22 weeks where launch occurs at T0+14 weeks. Final close-out and handover shall be completed upon conclusion of the defect-correction period. The Inception Report shall incorporate CRDF review periods and corrective-action periods. Changes to contractual milestones require prior written CRDF approval through an authorized modification.

Milestone	Description	Indicative timing
M1	Kick-off held; Inception Report (D1) submitted	T0+1w

Milestone	Description	Indicative timing
M2	Subcontractors selected and approved by CRDF (D2)	T0+2w
M3	Production and conformity plan and representative prototype approved (D3); packaging standard and CRDF-hosted staging confirmed (D4)	T0+4w (prototype at week 3; conformity test by week 4)
M4	Approved English master build of wrapper and Modules 1–9 (D5)	T0+6w
M5	Wave 1 localized and accepted on staging– Russian, Kazakh (D7)	T0+8w
M6	Wave 2 localized and accepted on staging– Uzbek, Kyrgyz (D8)	T0+10w
M7	Wave 3 localized and accepted on staging– Tajik, Turkmen (D9); accessibility and package-performance report accepted (D11)	T0+13w (Wave 3 at week 12; QA report at week 13)
M8	CRDF-run pilot completed; Pilot Report (content findings) accepted (D12)	T0+13–14w, before launch
M9	Final course packages uploaded to the CRDF-hosted production environment and launched in all five countries in all six languages (D13)	T0+14w
M10	Content defect-correction period complete (8 weeks after launch)	T0+22w
M11	Close-out: Final Report and handover accepted (D17)	Following defect correction (expected T0+22w)

Language waves permit progressive technical and linguistic review. CRDF may conduct interim user testing after each wave. The formal pilot shall cover all six languages and occur after completion of the language waves and before production deployment. CRDF may modify wave order through written approval without changing the agreed contractual completion date.

Waves are sequenced so that the widely understood language (Russian) and the largest market (Kazakhstan) are released first, which allows the pilot to start early and lessons to be applied to later languages. CRDF may request a different wave order at kick-off.

7. Location / Place of Performance

- Mode: remote, with the Contractor working from its own premises. In-person presence is not required except where CRDF requests it in writing.
- Meetings: kick-off and milestone reviews by video conference; an optional in-person kick-off if approved by CRDF.
- Pilot and knowledge transfer: the pilot is run by CRDF remotely with participants in the five countries and supported remotely by the Contractor; knowledge transfer is delivered remotely; in-person sessions only as an option approved by CRDF.

- Hosting location: the platform is hosted and managed by CRDF; data center location and data residency are CRDF's responsibility.
- Linguists and English voice talent: native speakers, working remotely or in local studios in the relevant country or region.

8. Roles and Responsibilities

Party	Responsibilities
Contractor	• Deliver all tasks and deliverables in Sections 4 and 5 to the standards in Sections 9 and 13. • Select, contract, manage and remain fully responsible for all vendors and subcontractors. • Provide key personnel, project management, quality assurance and reporting. • Protect all data and content; notify CRDF of suspected security and personal-data incidents as set out in Section 11. • Hand over all assets at close-out.
CRDF	• Provide the controlled Source Content and confirm beneficiary requirements, country and audience profiles and localization fields before the affected content is produced. • Provide the Source Content, branding guidelines and logos, and a single point of contact with authority to decide. Provide final CRDF decisions on the Kazakh script; whether Cyrillic Uzbek is required; public availability of the English master; and approved country and audience profiles. • Review and accept or reject deliverables within the time limits in Section 10. • Approve subcontractors and voice talent. • Nominate pilot participants and in-country linguistic reviewers. • Communicate with donor and beneficiary institutions; pay accepted invoices on time. • Own, host, secure, operate and support the LMS platform, including the staging and production environments, user management, analytics, certificates, helpdesk and data-protection compliance. • Provide the Contractor with the LMS technical specification and access to the CRDF-hosted staging and production environments needed to upload and test content. • Run the pilot and the launch of the course.
Beneficiary organizations / in-country partners	• Make staff available for the pilot and the linguistic review. • Promote the Platform to their staff and members. • Provide feedback on local relevance of examples and scenarios.

9. Technical / Functional Requirements

9.1 Course package and LMS compatibility

- Responsive course packages supporting the current and immediately preceding major versions of Chrome, Edge, Firefox and Safari at the time of release, together with current supported Android and iOS mobile browsers. Core learning and assessment functions must not require installation of a dedicated application or browser plug-in.
- Bookmarking, progress, assessment and completion behavior as specified in the controlled storyboards, reported to the CRDF-hosted LMS using the agreed package standard.
- Standards-based content in the single package standard agreed under T3 (expected: SCORM 2004 4th Edition) so that content can be moved to another LMS.

9.2 Languages

The course shall be provided with English narration and with localized text, subtitles, captions and transcripts in six languages. Annex A shows the language and default script for each country.

Requirements:

- Every learner-facing element of the course – wrapper, modules, on-screen text, captions, subtitles, transcripts, assessments and feedback – is localized. Audio narration is provided in English only.
- Language switching is a platform function managed by CRDF; the Contractor shall deliver each language edition in a consistent structure so that CRDF can offer language selection on the CRDF-hosted platform without loss of progress where the LMS supports it.
- Full Unicode (UTF-8) support with correct fonts and diacritics, for example Kazakh Ә Ғ Қ Ҳ Ө Ұ Ү Һ І; Kyrgyz Ҳ Ө Ү; Tajik Ғ Ӣ Қ Ӣ Ҳ Ҷ Ӣ; Turkmen Ä Ç Ž Ň Ö Ş Ü Ý; Uzbek Latin o' g'.
- Translation is performed by qualified native linguists with cybersecurity-terminology experience. Machine translation or generative-AI tools may be used only if disclosed in the proposal, and all output must be fully reviewed by a native linguist. No Source Content or learner data may be sent to AI services that retain or train on inputs without CRDF's written approval.
- AI-generated (synthetic) voices are not permitted unless CRDF approves them in writing; the default is professional human English voice talent, and no voice-over is produced in other languages.
- Each country edition has a controlled localization record (see T7); Translation alone does not constitute completed localization; see T7 for the "Localize Before Build" and placeholder rules.

9.3 Content and media standards

Item	Requirement
Interactives	HTML5 only (no Flash or plug-ins); keyboard-operable; text-expansion tolerant; all text editable in a localization file (no text baked into images).
Video / animation	MP4 (H.264), 1080p master with 720p and 480p adaptive renditions; closed captions in every language; scenes designed so on-screen text can be replaced per language.

Item	Requirement
Audio	48 kHz / 24-bit WAV masters; delivered as MP3 / AAC 128–192 kbps; loudness approx. –16 LUFS; no background noise or clipping; professional English-language voice talent with signed release forms. Professional human English narration only for screens and media where narration is specified in the controlled storyboards or subsequently approved by CRDF; scripts and voice samples approved before recording; synchronized English captions, localized subtitles and complete transcripts for all approved narration and video; synthetic voices only with CRDF's prior written approval.
Visuals	Culturally appropriate, inclusive imagery; no text in raster images; royalty-free or fully licensed assets with license evidence.
Module length	Each module follows the controlled storyboard estimate (generally approximately 30–35 minutes); the wrapper estimates total package time at approximately 4.5–5.5 hours. Material compression requires CRDF's written approval.
Assessment	Each of the nine modules shall contain its approved module-level assessment. The recommended passing threshold is 80 percent for each module, subject to final CRDF approval. Learners may retry an assessment in accordance with the approved course rules. Course completion and certification shall be based on successful completion of all nine required modules. No separate scored final examination, duplicate course score or unapproved course average shall be created unless CRDF authorizes a formal change to the controlled production package. The course wrapper may display: not started; in progress; completed; passed; or action required. This logic must be identical in the SOW, storyboards, wrapper, compliance matrix and functioning platform.
Offline / portable	Content must be exportable as standards-compliant packages and, where feasible, a lightweight download version for users with restricted or intermittent access. The primary low-bandwidth alternative shall be a lightweight, text-first course version with progressively loaded media; compressed audio may be provided as a supplementary option only.

9.4 Hosting model

- CRDF owns and manages the platform hosting, including the development, staging and production environments, security, backup, availability, content delivery and data residency.
- CRDF gives the Contractor access to the CRDF-hosted staging and production environments; the Contractor uploads to production only versions accepted by CRDF.
- The course packages must not depend on external services that are commonly blocked or unreliable in any of the five countries.

9.5 Security of content and packages

- Course packages contain no third-party tracking, externally hosted scripts or other external dependencies unless approved by CRDF, and are free of malware.
- The Contractor protects Source Content, working files and assets in access-controlled systems, with multi-factor authentication for all personnel and vendor accounts.

9.6 Accessibility, usability and performance

- Conformance with WCAG 2.2 Level AA, tested from the prototype stage onward.
- Mobile-first design; usable on low-end Android devices; testing includes representative low-end Android devices used in the region.
- Initial module load of no more than 5 seconds at the 95th percentile, and a median initial load of no more than 3 seconds, on a 3 Mbps connection, measured on the CRDF-hosted staging environment; media loaded progressively; the primary low-bandwidth alternative shall be a lightweight, text-first course version with progressively loaded media; compressed audio may be provided as a supplementary option; an audio-only version shall not be treated as equivalent to the online course unless it preserves the required activities, assessments, feedback and completion logic.
- Plain-language writing, with reading level appropriate to non-technical audiences. Technical terminology and abbreviations must be explained in plain language when first introduced. The Contractor shall not introduce unnecessary cybersecurity terminology that is not present in, or approved through, the controlled production package.

9.7 Staffing levels (minimum)

Role	Minimum requirement
Project Manager (key person)	Named in proposal; at least 50% of time during implementation; single point of contact for CRDF.
Learning Production Lead (key person)	At least 1 FTE-equivalent during T4–T5.
eLearning / SCORM Developer (key person)	Named in proposal; available through the defect-correction period.
Cybersecurity Specialist	Reviews content accuracy.
QA Lead	Responsible for functional, linguistic and accessibility QA.
Linguists	Two native linguists per language (translator and reviewer).
Voice talent and sound engineer	At least one approved English voice artist and sound engineer; second voice for dialogue scenarios.

Replacement of key personnel requires CRDF's prior written approval and a candidate of equal or higher qualification.

Acceptance: CRDF may accept, conditionally accept minor nonconformities subject to documented remediation, or reject with reasons. Silence is not acceptance. Payment requires written acceptance of the associated milestone. The implementation schedule must incorporate the ten-business-day

review period and five-business-day correction window; overlapping review work is permissible if approved by CRDF.

10. Acceptance Criteria

Process

- The Contractor submits each deliverable with a short cover note and a self-check against the criteria below.
- CRDF reviews within 10 business days and responds in writing: accepted, accepted with minor comments, or rejected with reasons. Silence is not acceptance; the Contractor may escalate under Section 11.
- The Contractor corrects rejected deliverables within 5 business days. A maximum of two review cycles applies before escalation.
- Acceptance of a deliverable is confirmed in writing by CRDF and is a condition of payment of the associated milestone.

Criteria

Deliverable type	Accepted when
Plans, reports and documents (D1, D2, D3, D11–D12, D15–D17)	• Complete, accurate and consistent with this SoW. • Written in clear English (or as specified). • Approved in writing by CRDF.
Environment uploads (D4, D13)	• All package requirements in 9.1 demonstrated in a CRDF walkthrough on the CRDF-hosted environment. • No open critical or major defects; minor defects ≤ [5] with an agreed fix date. • Package performance targets in Section 13 demonstrated.
Interactive and visual modules (D5)	• Match the controlled storyboard and package-wide guidance. • Contain no unresolved learner-facing placeholders. • Pass the target-LMS test, the agreed browser and device tests, and accessibility testing. • Pass localization and in-context QA. • Contain no open critical or major defect. • Meet security and performance requirements. • Contain no unauthorized content change, including to technical or safety meaning. • Include editable sources and required evidence. • Have been approved in writing by CRDF.
Audio (D6)	• Voice talent approved by CRDF; script followed exactly. • Technical specification in 9.3 met; transcripts and captions synchronized. • English narration only where specified; captions, subtitles and transcripts complete

Deliverable type	Accepted when
Localized content (D7–D10)	• 100% of the in-scope content translated, with no untranslated text or unresolved learner-facing placeholders (CRDF-approved controlled placeholders excepted). Localization record complete and approved. • Independent linguistic QA: no critical or major errors in the sample and an accuracy score of at least 98%. • Confirmed by CRDF-nominated in-country reviewer.

Defect severity. Critical: course content unavailable or failing to launch in the CRDF-hosted LMS, data loss or security breach. Major: a module or language is unusable or materially wrong. Minor: cosmetic or small linguistic issue with no effect on learning.

Release stages. Each build progresses through six release stages: (1) Developer Delivery-Ready Production Storyboard; (2) Development Build; (3) QA Candidate; (4) Localized Release Candidate; (5) Publication Candidate; (6) Approved Learner Release.

11. Reporting and Communication

Item	Frequency	Content / participants
Kick-off meeting	Once	CRDF, Contractor key personnel; confirm plan and governance.
Status call	Weekly during implementation (T0 to go-live); biweekly thereafter	Progress, risks, decisions needed. Short written minutes within 1 business day.
Biweekly status report	Every two weeks	Progress against milestones, issues, risks, upcoming vendor decisions, percentage complete per language.
Milestone review	At M3, M7, M9 and M11	Demonstration and formal review of deliverables.
Incident notification	Critical: within 1 hour of detection; all other suspected incidents: promptly and in any case within 24 hours	Suspected security or data incidents affecting Source Content or Contractor systems. Initial notification, material updates, and a final corrective-action report within [10] business days.
Final Report	At close-out	Results, lessons learned, recommendations.

Language of communication: English; Russian is acceptable for operational support.

Single points of contact: to be determined at a later stage

12. Contractor Qualifications / Experience

Mandatory

- At least 5 years' experience delivering e-learning or learning-platform projects, and at least 3 completed multilingual projects of comparable size.
- Demonstrated experience in cybersecurity awareness or security training content; access to a security specialist holding a recognized certification (e.g. CISSP, CISM, CISA or equivalent).
- Demonstrated ability to deliver content in Kazakh, Russian, Uzbek, Tajik, Kyrgyz and Turkmen, with named native linguists and English voice talent, or vendors with verifiable experience in these languages.
- Financial and operational capacity to deliver; no debarment or sanctions exposure.
- At least two relevant references from clients in the last five years.

Desirable

- Prior work with international donors or implementing organizations in Central Asia.
- Local presence or partners in one or more of the five countries.
- PMP, PRINCE2 or equivalent project-management certification for the Project Manager.

13. Performance Standards / Service Levels

Metric	Target	Measurement
Package performance	Initial module load ≤ 5 s at 95th percentile on 3 Mbps; median ≤ 3 s	Tests on the CRDF-hosted staging environment
Critical content defect (defect-correction period)	Response ≤ 4 business hours; fix ≤ 1 business day	Defect log
Major content defect (defect-correction period)	Response ≤ 1 business day; fix ≤ 5 business days	Defect log
Minor content defect (defect-correction period)	Response ≤ 2 business days; fix in next release	Defect log
Linguistic quality	Accuracy ≥ 98%; zero critical / major errors	Independent QA sample

14. Health, Safety, Security, or Compliance Requirements

- **Information security.** Controls aligned to ISO/IEC 27001 and the measures in 9.5, as applicable to the systems in which the Contractor holds Source Content and working files. The Contractor maintains a documented incident response procedure, background-checks personnel with

administrative access, and allows CRDF (or an appointed assessor) to audit compliance on reasonable notice.

- **Data protection.** CRDF hosts and operates the LMS and retains responsibility for learner-data residency and platform privacy notices. The Contractor shall not process learner personal data except as expressly authorized for necessary testing, deployment or support under CRDF written instructions. Course packages must not transmit learner data to unauthorized third parties.
- **CRDF requirements.** The Contractor and every vendor shall comply with CRDF flow-down clauses in the contract, including applicable sanctions and export-control laws, anti-corruption and anti-bribery law, anti-terrorism financing requirements and conflict-of-interest rules. Contractors and vendors are screened against applicable restricted-party lists before engagement; no payments may be made to excluded parties.
- **Safeguarding and content integrity.** Content must be politically neutral, respectful of local cultures and religions, non-discriminatory and free of stereotypes. Pilot participants give informed consent; voice talent and models sign release forms.
- **Licensing.** All software, fonts, images, music, voices and third-party materials are properly licensed for the intended use, in all five countries, for the full duration of the Platform's use; license evidence is delivered with the Handover Pack.
- **Health and safety.** The work is desk-based and remote. If CRDF requests in-person activity, the Contractor follows local health and safety rules and CRDF travel-security guidance.

15. Assumptions / Dependencies / Constraints

Assumptions and dependencies

- CRDF provides final, approved Source Content in (English / Russian) in editable form within 2 weeks of kick-off; the total volume does not exceed the course-level wrapper and Modules 1–9, approximately 4.5–5.5 hours in total. Material changes to volume or content after the storyboards are approved are handled as change requests.
- CRDF provides timely reviews (Section 10), nominates in-country linguistic reviewers and pilot participants.
- Final quantities of interactive elements depend on the controlled storyboards (D3).
- Learners have internet access; the Platform is not required to work fully offline, but a lightweight and downloadable fallback is provided where feasible.
- CRDF shall provide LMS technical specifications at project initiation and staging access no later than T0+2 weeks, subject to confirmation of platform availability. Production-environment access shall be granted before deployment under applicable security procedures. The Contractor shall promptly notify CRDF in writing of any access-related delay affecting approved milestones; any resulting change shall require CRDF written approval.
- Course branding follows CRDF guidelines supplied at kick-off.
- The Contractor coordinates directly with third-party vendors; CRDF does not contract them unless it elects to approve a direct contract.

Constraints and key risks

Risk	Mitigation required of Contractor
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Risk	Mitigation required of Contractor
Connectivity or blocking of services in some countries (notably restrictive access environments)	Test from every country before launch; avoid dependency on commonly blocked third-party services; provide lightweight and portable (SCORM / download) versions.
Linguistic quality in lower-resource languages (e.g. Turkmen, Tajik)	Two-step human translation and review; terminology glossary; in-country reviewer validation; no unreviewed machine output.
Availability and compatibility of the CRDF-hosted LMS (package standard, staging access)	Confirm the package standard and obtain staging access at kick-off; test early with the representative prototype and a test package (D3, D4).
Cross-border payments and vendor eligibility	Early vendor screening and payment-route confirmation; backup vendors identified for each language.
Schedule dependency on reviews	Review calendar agreed at kick-off; parallel language waves; escalation under Section 11.
Incomplete or unconfirmed country-specific localization inputs	Controlled localization record; no build of affected content until each field is resolved or approved

16. Travel / Logistics

- The work is remote. Travel by the Contractor **is not anticipated**.
- Where CRDF requests travel in writing, costs (transport, accommodation, per diem, visas, insurance) are reimbursed at actual cost, without mark-up, in line with CRDF's travel policy and subject to prior written approval.
- No physical shipment or customs clearance is required. Recording studios, if used, are arranged and paid for by the Contractor within the fixed price.

The proposed price shall include all labor, subcontractors, production, localization, audio, accessibility testing, quality assurance, deployment, documentation, handover and the eight-week defect-correction period. Itemized cost details are for evaluation and price reasonableness only and do not convert this Firm Fixed Price contract into a reimbursable contract.

- The Contractor is responsible for its own equipment, software licenses, insurance and local taxes.

17. Pricing / Contract Type

Contract type: Firm Fixed Price, milestone-based, for all tasks (T1–T13). Currency: (USD).

Payment terms: 45 days from receipt of a correct invoice following written acceptance.

The proposal shall separately identify third-party costs (including licenses, interactive production, English voice talent and translation) and Contractor labor, and state the assumptions underlying the total Firm Fixed Price. This breakdown is for price evaluation and reasonableness only and does not establish a reimbursable contract. The indicative milestone-based payment schedule is as follows:

Payment	Trigger	% of contract price
P1	D1 and D2 accepted (M1, M2)	10%
P2	D3 and D4 accepted (M3)	15%
P3	D5 and Wave 1 (D6, D7, D10) accepted (M4, M5)	20%
P4	Wave 2 accepted (M6)	15%
P5	Wave 3 and D11 accepted (M7)	15%
P6	D12, D13 and D14 accepted and content live on the CRDF-hosted platform (M8, M9)	15%
P7	Retention: released on acceptance of D16 and D17 (M11)	10%

No additional scope, extension or compensation is authorized without a written contract modification signed by CRDF's duly authorized contracting representative before the affected work starts.

Change requests: any change in scope requires a written modification approved by CRDF before work begins.

18. Close-out Requirements

- Final Report (D17) covering results, lessons learned and recommendations for sustainability.
- Handover Pack: licenses; documentation of the package structure and of the build and localization process; and return of all CRDF-provided access credentials to the CRDF-hosted environments, confirmed in writing.
- Content and handover package (D16): final LMS package exports in the standard approved under T3, editable authoring files, all media source files, captions and transcripts, assessment records, localization records, translation memories and glossaries, licenses, and technical test evidence.
- Knowledge-transfer sessions for CRDF, including a recorded walkthrough of content maintenance and localization updates.
- Secure deletion of all CRDF and learner data held by the Contractor and its vendors after handover is confirmed, with a written certificate of deletion.
- CRDF must receive sufficient perpetual rights and licenses to use, reproduce, adapt, maintain and distribute the deliverables for their intended purposes; the Contractor must disclose pre-existing or third-party materials and supply license evidence with editable source files and media masters.
- Final invoice, reconciliation of third-party costs and release of retention (P7) following CRDF acceptance of all close-out items.
- Lessons-learned session with CRDF.

19. Intellectual Property, Data Ownership and Confidentiality

- CRDF (or the donor, as stated in the contract) owns the Source Content and all deliverables, including localized content, media, audio recordings, source files and configuration. The Contractor retains rights to its pre-existing tools, which it licenses to CRDF on a perpetual, royalty-free basis for use with the Platform.
- All open-source components and their licenses are listed in the Handover Pack; licenses that would restrict CRDF's use of the deliverables are not permitted without CRDF's approval.
- Learner data and usage data are controlled by CRDF. The Contractor shall not collect, retain, disclose or process learner personal data except as expressly authorized in writing by CRDF for necessary testing, deployment or support, and then solely under CRDF documented instructions and applicable data-protection requirements.
- The Contractor and its vendors keep all non-public information confidential and sign confidentiality undertakings; obligations survive contract end.

20. Subcontracting and Vendor Management

- The Contractor remains fully responsible for the work of its vendors and subcontractors and flows down the requirements in this SoW, including Sections 14 and 19.
- All subcontractors, vendors and voice talent require CRDF's prior written approval. Vendor contracts must be assignable to CRDF and must not impose lock-in on content or data.
- The Contractor reviews vendor performance at least monthly and replaces under-performing vendors at its own cost and without extending the schedule.

Annex A – Country and Language Matrix

Country	Languages on Platform	Default script	Notes
Kazakhstan	Kazakh, Russian	Cyrillic	Kazakh language in Cyrillic only for this project. Data-localization requirements apply.
Uzbekistan	Uzbek, Russian	Latin (Uzbek)	CRDF to confirm whether a Cyrillic Uzbek version is also required. Data-localization requirements apply.
Tajikistan	Tajik, Russian	Cyrillic	Tajik uses additional Cyrillic letters (Ғ Ӣ Қ Ӯ Ӯ Ӯ); verify font coverage.
Kyrgyzstan	Kyrgyz, Russian	Cyrillic	Russian has official status; widely used in business and government.
Turkmenistan	Turkmen, Russian	Latin (Turkmen)	Highest connectivity risk; lightweight and portable delivery is a priority.

Total distinct Platform languages: six (Kazakh, Russian, Uzbek, Tajik, Kyrgyz, Turkmen). An approved English master is retained for review and localization control; public English access is optional (CRDF to confirm).

Annex B – CRDF RFP Proposal Evaluation and Award Methodology

B.1 Administrative Compliance — Pass/Fail

ID	Required evidence / condition	Result
A1	Submission received by deadline and designated channel	Pass/Fail
A2	Signed proposal, authorized representative, and required declarations	Pass/Fail
A3	Legal registration and eligibility to contract	Pass/Fail
A4	At least five years relevant e-learning experience	Pass/Fail
A5	At least three completed comparable multilingual e-learning projects of similar scope and nature (e-learning platforms with multiple languages)	Pass/Fail
A6	Two verifiable recent client references (within five years)	Pass/Fail
A7	Qualified linguistic coverage for all six required languages, internally or by committed subcontractors	Pass/Fail
A8	Acceptance of mandatory SCORM, editable-source, IP and handover requirements	Pass/Fail
A9	Complete technical proposal, staffing plan, timeline and separately identifiable financial proposal	Pass/Fail
A12	Evidence of adequate financial and operational capacity	Pass/Fail

Only administratively compliant proposals advance. CRDF may seek non-substantive clarifications on an equal and documented basis; no post-deadline material enhancement is permitted.

B.2 Technical Evaluation — 70 Points

Criterion	Evaluation evidence	Maximum
T1 Relevant portfolio	Comparable scenario-based/multilingual projects; cybersecurity awareness work; samples	12
T2 Production and LMS methodology	SCORM 2004, HTML5, assessments, bookmarking, modular maintenance, editable files	13
T3 Localization capability	Six languages, dual native-linguist workflow, cybersecurity terminology, country adaptation	15
T4 Accessibility and QA	WCAG 2.2 AA plan, devices/browsers, low bandwidth, test evidence and defect controls	12
T5 Work plan and capacity	Realistic 14-week delivery, staffing, language waves, risk/dependency management	10
T6 Personnel and references	Relevant key-person CVs, specialist coverage, verified client references	8
TOTAL		70

Evaluation scale for each criterion: 0 = no evidence; 1 = major deficiencies; 2 = partial compliance; 3 = meets requirements; 4 = strong and well evidenced; 5 = comprehensive and exceptionally well evidenced. Criterion points = (rating ÷ 5) × maximum points. Minimum total technical score: 49/70. In addition, bidders must receive at least 3/5 on each of T2, T3 and T4. At least two evaluators score independently, then document an agreed consensus score and rationale.

B.3 Financial Evaluation — 30 Points

Only technically qualified proposals are evaluated financially. Total evaluated price shall include the complete base Firm Fixed Price scope, all mandatory subcontractor and third-party costs, taxes as specified in the RFP, post-launch correction and handover. Optional unit rates shall be evaluated only if the solicitation publishes common evaluation quantities and method. Resolve currency conversions and tax treatment before issuance.

Financial points = $30 \times (\text{lowest compliant evaluated price} \div \text{bidder's compliant evaluated price})$. The lowest compliant evaluated price receives 30 points. Record any abnormal pricing concerns and resolve them through documented permissible clarification before recommending award.

B.4 Combined Evaluation and Award

Final points = Technical points (up to 70) + Financial points (up to 30). The eligible bidder receiving the highest final score shall be recommended for award, subject to responsibility review, verification of references, price reasonableness, available funding and CRDF approval. The evaluation committee shall document conflicts of interest, individual assessments, consensus scores, clarifications, and the award recommendation. CRDF may exercise the rights expressly reserved in the RFP and governing procurement rules.

B.5 Proposal Cost Schedule — Required Common Format

Cost component	Firm Fixed Price (USD)	Supporting assumptions
Project management and initiation		
English master production: wrapper + 9 modules		
English human narration and audio mastering		
Kazakh and Russian localization + QA		
Uzbek and Kyrgyz localization + QA		
Tajik and Turkmen localization + QA		
SCORM packaging and LMS testing		
Accessibility, performance, pilot and remediation		
Production deployment and knowledge transfer		
Eight-week defect correction and final handover		
TOTAL BASE FIXED PRICE		

Optional unit pricing (outside base total unless explicitly included in evaluation): additional language per 1,000 words; additional interactive module; additional English voice-over minute; and optional Uzbek Cyrillic edition if requested by CRDF.

FINAL INTERNAL CHECK BEFORE PUBLICATION: Confirm the week-2 LMS staging access commitment, required scripts and English-master publication option, technical evaluation thresholds, pricing tax treatment, source-content inventory and public document classification. These are internal decisions and should be removed from the published RFP.

Annex C – Subcontractor Selection Criteria

Selection method: at least three comparable written quotations per category; scoring by at least two Contractor staff, using the weights below; pass / fail gates applied first; full scoring matrix submitted to CRDF in D2; CRDF may attend vendor presentations and has final approval.

C.1 Interactive, visual and audio production vendor

Pass / fail gates: not subject to applicable sanctions or exclusion; demonstrated e-learning portfolio; written commitment to license, ownership and source-file handover terms in Section 19.

Criterion	What is assessed	Weight
E-learning and interactive portfolio	Comparable security awareness or scenario-based projects; quality, accessibility and mobile readiness	25%
Language and regional competence	English voice talent and native linguists for all six languages; understanding of local context and sensitivities	25%
Production quality	Studio quality, audio mastering to specification, animation and illustration standard, sample work	15%
Technical tooling and standards	output in the agreed LMS package standard, localization-friendly source files, version control	10%
Delivery capacity and schedule	Team size, availability for three language waves, track record of on-time delivery	10%
References	Three verifiable references	5%
Price	Total price and unit rates for additions	10%

Linguistic service providers are assessed on the same basis as the production vendor, with additional emphasis on cybersecurity-terminology experience and a paid translation test of about 300 words per language.