Role-specific e-Module Adaptation Services Q&As

22nd December 2020

1. **What does it mean by "DUNS Nr (mandatory for USG contracts)"?**
   A: A DUNS number is a nine-digit number that confirms your legal status. This number is free; it will take several business days to receive it by email through registration at https://fedgov.dnb.com/webform/. Please do not fill up the service agreement, as the agreement serves as a reference in this tender notice only.

2. **What kind of content changes are there in the Spanish and Portuguese version?**
   A: 10 storyboards will be updated with region-specific examples. Both Spanish and Portuguese version will have the same region-specific examples. We have some pictures that go with each of the examples. Kindly refer to Annex I, pg. iv, Activity Number 7 for details.

3. **Is there a link to the e-Modules in English?**
   A: You can visit this link (https://routespartnership.org/training-modules/role-specific-training) and click into each role to look at the respective e-Module. Each of the modules is 30-minute long.

4. **Who is the target audience for the Simplified Chinese version?**
   A: Our target audience are those residing in mandarin speaking countries, or those who find Simplified Chinese more learner-friendly, and it is not restricted to a specific country. This is also applicable to other languages.

5. **Will a project timeline be sufficient for the Contractor Statement of Delivery?**
   A: The Contractor Statement of Delivery will be evaluated based on the criteria stated in pg.3 and pg. 4 under 3.1 Evaluation and Selection.

6. **Does the Contractor need to provide translation services?**
   A: TRAFFIC will provide all necessary translated on-screen texts and script texts.

7. **What are the elements in the replacement of on-screen texts?**
   A: To enhance the learning experience, the e-Modules allow learners to download several supplement files and certification. There are also some graphics created in English. We need the Contractor to replace the translated text onto existing files. Note that raw files may or may not be available.

8. **Is there a reference to the current "installation guidance document"?**
   A: Our current guidance document is an internal document. This document mainly outlines the process of installing e-Module. This document will be shared with the selected Contractor.