




RFP 30809-VG	Q&A's - Development of E-learning modules on Spent Fuel Management (SFM) version 4																								
Question 1	Would it be possible for you to share one of the storyboards mentioned in it with our team?																								
Response	<table><tr><th>Slide number and title</th><th>Educational text</th><th>Commentary/narration</th><th>Illustrations</th><th>Notes</th></tr><tr><td colspan="5">Module 1 SFM Overview and Strategy</td></tr><tr><td colspan="5">Lecture SFM 1.1 General overview – options</td></tr><tr><td>Slide II-2 Nuclear fuel components</td><td><ul style="list-style-type: none">Nuclear fuel is composed of:<ul style="list-style-type: none">Ceramic pellets of UO₂ enriched in U²³⁵ about 10 mm in diameter and 10-15 mm height.The pellets are stacked in fuel rods made from Zircaloy that are about 4 m long.The fuel rods are assembled together in a fuel assembly can be handled as an entity.A 1000 MWe PWR core typically contains between 200 and 250 fuel assembliesApproximately 40 SF assemblies containing about 20 tonnes of uranium are discharged as SF every year.</td><td><p>The fuel material in a PWR is uranium dioxide, which has been compressed and sintered into small pellets. These ceramic fuel pellets are very stable. Before making pellets the uranium has been enriched in the fissile isotope uranium-235 to 3-5 %. The radioactivity of the pellets is so low that they can be handled by hand. Normally gloves are used to avoid making the pellets dirty prior to their insertion into fuel rods.</p><p>About 400 pellets are filled in 4 m long thin tubes of Zircaloy to make a fuel rod. Zircaloy is a very corrosion resistant and durable alloy that can be used in an operational nuclear reactor environment. The zircaloy tubes have an outer diameter of about 12 mm and are backfilled with inert gas, welded tight and slightly pressurized. The pellets are held in place by a spring.</p></td><td><p>Example of image to illustrate</p></td><td></td></tr></table>					Slide number and title	Educational text	Commentary/narration	Illustrations	Notes	Module 1 SFM Overview and Strategy					Lecture SFM 1.1 General overview – options					Slide II-2 Nuclear fuel components	<ul style="list-style-type: none">Nuclear fuel is composed of:<ul style="list-style-type: none">Ceramic pellets of UO₂ enriched in U²³⁵ about 10 mm in diameter and 10-15 mm height.The pellets are stacked in fuel rods made from Zircaloy that are about 4 m long.The fuel rods are assembled together in a fuel assembly can be handled as an entity.A 1000 MWe PWR core typically contains between 200 and 250 fuel assembliesApproximately 40 SF assemblies containing about 20 tonnes of uranium are discharged as SF every year.	<p>The fuel material in a PWR is uranium dioxide, which has been compressed and sintered into small pellets. These ceramic fuel pellets are very stable. Before making pellets the uranium has been enriched in the fissile isotope uranium-235 to 3-5 %. The radioactivity of the pellets is so low that they can be handled by hand. Normally gloves are used to avoid making the pellets dirty prior to their insertion into fuel rods.</p> <p>About 400 pellets are filled in 4 m long thin tubes of Zircaloy to make a fuel rod. Zircaloy is a very corrosion resistant and durable alloy that can be used in an operational nuclear reactor environment. The zircaloy tubes have an outer diameter of about 12 mm and are backfilled with inert gas, welded tight and slightly pressurized. The pellets are held in place by a spring.</p>	<p>Example of image to illustrate</p> 	
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During irradiation, processes such as neutron capture and β- and α- decay produce various concentrations of fission products and transuranic nuclides.</p><p>In general, the components in SF include fission products with half-life from a few days to millions of years; uranium, isotopes of the actinide elements (Np, Pu, Am and Cm), and activation products (C, Co, Ni).</p><p>The specific amounts of fission products and transuranic nuclides produced in a reactor depend on the mode of operation</p><p>Used fuel from light water reactors contains approximately (at average burnup 45MWd/kgU):</p><p>96% uranium (about 1% of which is U-235)</p><p>3% mostly stable fission products</p><p>0.9% plutonium</p><p>0.1% other long-lived fission products</p><p>0.1% minor actinides (americium, curium, neptunium).</p></td><td><p>Narration</p><p>During its stay in the operating reactor core, the nuclear fuel assembly changes its properties, in particular its chemical composition, its radionuclide inventory, its pellet structure, the mechanical properties (ex. ductility/brittleness) of the cladding and metallic structures of the Fuel Assembly itself.</p><p>Initially the fuel consists of UO₂ or UO₂+PuO₂. 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Question 2	Is it acceptable to submit a proposal with two profiles of Project Managers (a team), one of																								

	<p>them deputy of the other one as detailed below?</p> <ol style="list-style-type: none"> 1. A Project Manager of the Contractor with three (3) or more years of experience in leading comparable e-Learning development projects; and 2. A deputy Project Manager with technical knowledge on nuclear energy, sufficiently competent to develop and deliver the required e-Learning modules. <p>Will it be considered that the contractor meets the requirements:</p> <ul style="list-style-type: none"> • Provide evidence that the Project Manager and the key team have technical knowledge on nuclear energy and are sufficiently competent to develop and deliver the required e-Learning modules; and • The Project Manager of the Contractor shall have three (3) or more years of experience in leading comparable e-Learning development projects; “ <p>Mentioned in the RFP No 30809-VG chapter 6.5. Requirements for Contractor Capability from the Related Project Dossier Statement_of_work_E-learning_AGE_2017-08-21 VG.pdf? “</p>
Response	Yes, it is acceptable.
Question 3	<p>To clarify some questions we have regarding the requirement, would it be possible to arrange a telephone call with you and the stakeholders or SME/Project Manager or Technical Officer for the learning?</p> <p>Particularly for projects of this scale and importance, we have found it is extremely useful to speak directly with the client project team in advance of our proposal.</p>
Response	No, this will not be possible. It is not anticipated to arrange phone calls with the bidders. All questions need to be sent in writing to the responsible Procurement Officer at the latest 1 week before the closing date.
Question 4	<p>Lecture Storyboard: Would you be able to provide us one Lecture storyboard as sample during the bidding process - either the full content or a sample size? This will allow us to evaluate better the actual content to be designed and developed in terms of its structure, complexity, details and scope which in turn will help us provide a high-level design approach and strategies as part of our proposal.</p> <ul style="list-style-type: none"> • Project timelines: I would like to understand if the project schedule/timelines provided are open to negotiation; especially the timeline for Phase I.
Response	<p>Lecture storyboards examples are provided under question 1 above.</p> <p>The timeline schedule to receive the first draft of Phase I is two months after the contract signature. Then there will be a time for the IAEA to assess the product and to provide comments to the bidder to finalize the material (the final timeline is subject to negotiation). Then the final material will go through the internal IAEA approval process before proceeding with the subsequent phases of the project.</p>

Question 5	<ul style="list-style-type: none"> Being a custom solution provider, we continue to work with clients provided content, and work with Subject Matter Experts (SMEs) on a variety of content, including technical content in the area of Energy and Utilities. However, we have not worked on content specific to Nuclear Energy, although we would be able to work with SMEs and content provided by you to build effective eLearning. Please can you confirm that we would still be eligible to submit our bid/quote for this requirement, based on the above experience?
Response	Yes, it is enough knowledge to submit a quotation.
Question 6	<ul style="list-style-type: none"> Telephone Discussion: Lastly, I wanted to check if there is a possibility for a telephone discuss for queries and assumptions with your team during the bidding process if needed?
Response	No, it will not possible. Also see response to question 3 above.
Question 7	<ul style="list-style-type: none"> We understand that our scope of work includes development of eLearning modules on 14 lectures and localizing them into 4 languages (using translated storyboards shared by IAEA). Please confirm.
Response	<p>The scope of work includes the development of e-learning modules based on technical material provided by the IAEA in three Phases as follows:</p> <p>Phase I. - Development of 3 Lectures (indicated in the SoW).</p> <p>Phase II. - Development of the remaining 11 Lectures as indicated in Annex 1 (see SoW).</p> <p>Phase III. - Production of translated versions of all 14 Lectures listed in Annex 1 (see SoW) into four (4) different languages (Japanese, Russian, French and Spanish) on the basis of translated storyboards provided by the IAEA.</p> <p>Once Phase I has been completed and the Lectures included in this Phase have been accepted and approved by the IAEA, the IAEA will decide whether it will authorise the Contractor to proceed with Phase II. Once Phase II have been finalised and the Lectures included in this Phase have been accepted and approved by the IAEA, the IAEA will decide whether it will authorise the Contractor to proceed with Phase III.</p>
Question 8	<ul style="list-style-type: none"> Please confirm the scope of localization: <ul style="list-style-type: none"> On-Screen text (OST) + Localized Audio OST only Localized Audio only.
Response	The IAEA would like to have is the same pattern or layout that will be developed in English but in the different languages mentioned. So, what it should appear as text written in the screen or as voice in off (as narration) shall be in the appropriate language. The IAEA will provide the storyboards translated and the supplier shall change the English text and narrations into the appropriate language.

Question 9	<ul style="list-style-type: none"> Please confirm current duration of 14 lectures.
Response	Each lecture must last between 30 minutes and 55 minutes depends on the subject or matter (content) of each Lecture (No less than 30 minutes and no more than 55 minutes)
Question 10	<ul style="list-style-type: none"> As per our understanding 14 lectures are divided into 7 modules and tentative duration of each module is 45-55 minutes, thus making the total program duration of 7 hours approx. Please confirm id we're correct in our understanding.
Response	There are 14 lectures gathered into 7 modules. The duration of the lectures varies from 30 minutes up to 55 minutes/each, depending on the subject or matter (content) of each lecture
Question 11	<ul style="list-style-type: none"> On what basis, you calculate the duration of an eLearning (choose one of the option): <ul style="list-style-type: none"> No. of slides Audio Duration No. of words, etc.
Response	It is very difficult to choose one of these options because the duration of each lecture depends on the matter or subject (content). The subjects or matters of some lectures are very broad so it is necessary to have a lecture around 55 minutes, but sometime the subject or matter can be addressed in 30 minutes.
Question 12	<ul style="list-style-type: none"> We assume that IAEA will provide the SME support at the time of development. Please confirm.
Response	Yes, the IAEA will provide support on the technical matters of the e-Learning material. The hired company is not allowed to change any technical content without consultation and receiving approval of the IAEA.
Question 13	<ul style="list-style-type: none"> We assume that IAEA will provide the content specific images/graphics/diagrams for the development. Please confirm.
Response	The IAEA has a comprehensive database of images and videos free of copyright that can be used in the development of the e-Learning, but the hired company should also proposed some drawings or animations to make the lectures more appealing and more understandable by the stakeholders.
Question 14	<ul style="list-style-type: none"> Please confirm the LMS the IAEA is currently using.
Response	<p>Yes, the IAEA has Cyber Learning Platform for Network Education and Training (CLP4NET) has LMS. This CLP4NET is moodle base and SCORM compliant.</p> <p>https://www.iaea.org/nuclearenergy/nuclearknowledge/CLP/index.html</p> <p>As it is indicated in the link above, Cyber Learning Platform for Network Education and Training (CLP4NET) is an online platform that allows users to find educational resources easily and</p>

	contains a learning environment to support instructor-led courses and disseminate e-learning self-study resources to a wider audience. The use of the platform is provided as a cost-free service to all of the IAEA and its cooperation partners.
Question 15	In submitting our response to the RFP, do you require 2 separate envelopes for the Technical and Financial documents? Would you require electronic copies of the responses?
Response	Please submit your proposals, via e-mail to my e-mail address v.goethel@iaea.org . One e-mail should contain the commercial proposal and the other the technical proposal.
Question 16	Do you have a cost structure for the Financial response? Example, cost breakdown per Phase of per Module that will be inclusive of the development and the audio recordings and audio application to the modules for Phase 3.
Response	Reference is made to Phase 3 of the SoW. Furthermore, please provide a cost breakdown, where possible, and the total amount per phase.
Question 17	Our understanding is that the storyboards will be provided by IAEA and that no changes to it will be done by the contractor. This means that the narrations provided by IAEA will also not be changed. Kindly confirm our understanding.
Response	The material provided by the IAEA has been technically assessed and checked in English. The text can be changed only if some grammatical mistakes are detected.
Question 18	Does IAEA have a preferred authoring tool such as Storyline or Captivate?
Response	Yes, the preferred authoring tool is “Storyline”, since the IAEA owns the software. At the time to produce the SCORM, the company shall sure that the material can run in both Chrom and Internet Explorer (it is a SHALL).
Question 19	It is specified in the SOW that files used in the development of the e-Learning modules shall be backed up for update purposes. Will this include the source or raw files produced by the authoring tools?
Response	Yes, it includes the source files to allow the IAEA to update the e-learning material every time it is needed.

Question 20	With regards the eLearning requirement, we had an additional question around the scope - on page 7 of the document 'Statement_of_work_E-learning_AGE_2017-08-21 VG.pdf', it is said to "Include tutoring options where appropriate." We would appreciate if you could elaborate on this topic a little more so that we can have a clear understanding of what you mean by tutoring options.
Response	TUTORING OPTIONS means: to include simple and brief instructions, when needed, to help users to easily navigate through the e-learning material (e.g. if specific hardware is needed (speakers) or to get more information for the user of which button to press for a specific picture or button, etc.)
Question 21	Do we need to present at this stage any subcontractors that will be included within the project?
Response	If you already know the subcontractors, you may include them in your proposal. If not, please also see our IAEA General Conditions of Contract.
Question 22	<p>The costs of the project are dependent on the degree of interactivity. Can you please provide a sample of an eLearning course that has a similar degree of interactivity with the desired level of the lectures that are subject of the tender documentation?</p> <p>Alternatively, is it possible for us to present 3 prices corresponding to basic, medium and high degrees of interactivity?</p>
Response	Please only provide the best solution that your company deems appropriate.
Question 23	<p>Regarding the evaluation criteria "2. Previous experience with similar projects. Evaluation of already produced e-Learning materials in terms of: - Quality of the material - Presentation of technical content- Attractiveness for end-users" (evaluation criteria in RFP - Request for Proposal No 30809-VG document, page 2).</p> <p>Since we are directly required to only "Provide evidence of three successfully developed and delivered, of similar size or bigger, e-Learning modules to an external Customer(s). The Contractor shall provide the IAEA with references of the three relevant related projects" (Requirement in STATEMENT OF WORK document, page 8).</p> <p>How will the "Evaluation of already produced e-Learning materials in terms of: - Quality of the material - Presentation of technical content- Attractiveness for end-users" be assessed? Our understanding is that no sample/demo work should be attached to the offer – there is no direct requirement in the SOW document.</p> <p>Please confirm our understanding and if it is not the case due to the size of sample/demo work</p>

	please confirm that we can present http links for some of our already produced e-Learning materials.
Response	Yes, it is what we would like to have. We would like to get links to previously produced material in order to assess the capability of the company to produce our e-learning module.
Question 24	Are there assessment questions in the storyboard? If yes, can the number of questions be shared for costing purposes?
Response	Yes, there will be assessment questions and the number of them will be around 5-6 questions per lecture.
Question 25	We understand the storyboards have been written in line with e-learning standards and include 5-6 check your understanding questions per lecture. Please confirm.
Response	Yes, the number of questions for self-assessment will be around 5-6 per lecture.
Question 26	The scope of work is pure media production & functionality integration. During review rounds if textual updates are suggested, will the IAEA provide updated storyboards or does the vendor has to apportion this activity in the commercials?
Response	A textual update will be required. The IAEA will provide the revised storyboards. The technical content of the storyboards is entirely under the responsibility of the IAEA.
Question 27	We understand that audio in English and other localized languages needs to be of neutral accent. Please confirm.
Response	Yes, it is correct. The narrator has to have neutral accent in any of the languages recorded (English, French, Spanish, Russian, Japanese) for the better understanding of the e-learning material.
Question 28	Though it is mentioned in the scope document that modules should be accessible on Android Browser for Samsung Galaxy Tab and Asus Transformer Prime. iOS 6 or 7 Safari, can we ascertain the number of users viewing the modules on tablet & desktop/laptop. We want to understand the % of target audience using desktop/laptop.

Response	According to our statistics, the number of users accessing the IAEA's e-learning modules through Android, Axus, iOS, Safari, Internet Explorer, Chrome and Firefox are relevant enough. So the e-learning modules referred to in the SoW have to be designed to run in the mentioned browsers as it is specified.
Question 29	Is it possible to view one of the existing lectures mentioned in the tender documents that are to be modified?
Response	The lectures are not supposed to be modified but developed from the material provided as also outline in the SoW.
Question 30	Must the voice-over be identical to the texts in the example? To clarify: Does ALL text have to be voiced-over as in the column "commentary/narration"?
Response	In principle yes.
Question 31	Will questions for the assessment be provided by the IAEA or is it expected to develop questions based on the material?
Response	The questions will be developed by the IAEA.
Question 32	Can we change the provided structure in the block diagrams provided or do we have to follow this structure? (e.g. if we feel that the content is too much to be put into one step and will overwhelm the learner)
Response	In principle, the original structure should be respected, but we are very open to discuss the supplier's expert opinion and ideas.