




RFP 30809-VG	Q&A's - Development of E-learning modules on Spent Fuel Management (SFM) version 1																			
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 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"><li>Nuclear fuel is composed of:<ul style="list-style-type: none"><li>Ceramic pellets of UO<sub>2</sub> enriched in U<sup>235</sup> about 10 mm in diameter and 10-15 mm height.</li><li>The pellets are stacked in fuel rods made from Zircaloy that are about 4 m long.</li><li>The fuel rods are assembled together in a fuel assembly can be handled as an entity.</li><li>A 1000 MWe PWR core typically contains between 200 and 250 fuel assemblies</li><li>Approximately 40 SF assemblies containing about 20 tonnes of uranium are discharged as SF every year.</li></ul></li></ul></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"><li>Nuclear fuel is composed of:<ul style="list-style-type: none"><li>Ceramic pellets of UO<sub>2</sub> enriched in U<sup>235</sup> about 10 mm in diameter and 10-15 mm height.</li><li>The pellets are stacked in fuel rods made from Zircaloy that are about 4 m long.</li><li>The fuel rods are assembled together in a fuel assembly can be handled as an entity.</li><li>A 1000 MWe PWR core typically contains between 200 and 250 fuel assemblies</li><li>Approximately 40 SF assemblies containing about 20 tonnes of uranium are discharged as SF every year.</li></ul></li></ul>	<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) 3% mostly stable fission products 0.9% plutonium</p><p>0.1% other long-lived fission products 0.1% minor actinides (americium, curium, neptunium).</p></td><td><p><b>Narration</b></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 UO<sub>2</sub> or UO<sub>2</sub> +PuO<sub>2</sub>. 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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"> <li>1. A Project Manager of the Contractor with three (3) or more years of experience in leading comparable e-Learning development projects;</li> <li>and</li> <li>2. A deputy Project Manager with technical knowledge on nuclear energy, sufficiently competent to develop and deliver the required e-Learning modules.</li> </ol> <p>Will it be considered that the contractor meets the requirements:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• The Project Manager of the Contractor shall have three (3) or more years of experience in leading comparable e-Learning development projects; “</li> </ul> <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"> <li>• Project timelines: I would like to understand if the project schedule/timelines provided are open to negotiation; especially the timeline for Phase I.</li> </ul>
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"> <li>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?</li> </ul>
Response	Yes, it is enough knowledge to submit a quotation.
Question 6	<ul style="list-style-type: none"> <li>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?</li> </ul>
Response	No, it will not possible. Also see response to question 3 above.
Question 7	<ul style="list-style-type: none"> <li>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.</li> </ul>
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"> <li>Please confirm the scope of localization: <ul style="list-style-type: none"> <li>On-Screen text (OST) + Localized Audio</li> <li>OST only</li> <li>Localized Audio only.</li> </ul> </li> </ul>
Response	<p>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.</p>

Question 9	<ul style="list-style-type: none"> <li>Please confirm current duration of 14 lectures.</li> </ul>
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"> <li>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.</li> </ul>
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"> <li>On what basis, you calculate the duration of an eLearning (choose one of the option): <ul style="list-style-type: none"> <li>No. of slides</li> <li>Audio Duration</li> <li>No. of words, etc.</li> </ul> </li> </ul>
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"> <li>We assume that IAEA will provide the SME support at the time of development. Please confirm.</li> </ul>
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"> <li>We assume that IAEA will provide the content specific images/graphics/diagrams for the development. Please confirm.</li> </ul>
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"> <li>Please confirm the LMS the IAEA is currently using.</li> </ul>
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><a href="https://www.iaea.org/nuclearenergy/nuclearknowledge/CLP/index.html">https://www.iaea.org/nuclearenergy/nuclearknowledge/CLP/index.html</a></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.
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