Question 1
How many firms have expressed interested in submitting a proposal for this RFP? What are their geographical locations (Europe, North America, etc)?
Answer 1
The IAEA does not disclose this information.

Question 2
Do you have a budget range allocated for this project?
Answer 2
The IAEA does not disclose this information.

Question 3
My company is Head-officed in India (though I am UK Based). Does our head office location impact on this application in any way?
Answer 3
This would have no impact as long as you can meet the requirements to have key personnel available at specified times in Vienna.

Question 4
In what language would the RFP be?
Answer 4
The proposal shall be in English as specified in the Instructions to Bidders.

Question 5
In what language would the response to the RFP be?
Answer 5
Refer to answer 4.

Question 6
Does the IAEA act as the subject matter experts or whether *The Contractor* would be required to find our own experts.
Answer 6
The IAEA will provide appropriate SME's but the Contractor will be required to participate in the mentioned 'Kick-off' and 'Consultancy Meetings' (See Updated SoW, Section 2 Schedule) to broaden their own knowledge.

Question 7
Statement of Work (page 4) - You have indicated that you envisage the initial module being 1-2 hours in duration. *Can you please provide an indication as to how long you anticipate the remaining advanced modules being?*
Answer 7
The duration of the modules will depend on the scope and depth of the content finally agreed with the successful Bidder but, for indicative purposes, are likely to be in the range of 1-4 hours.

_____

Question 8
Statement of Work (page 8) - You require the e-learning modules to include full text search and correction. *Can you please provide further detail as to what you mean by this? Do you mean the ability for an approved individual to make text amends within the content or do you mean something else?*

Answer 8
The *'full text search'* relates to the capability to search graphics, animations etc., not just text files. The '*diagnostics and correction*' element relates more to 7.3 "Requirements for Assessment of Learning" for the programme to direct learners to the correct content when they answer a question in error.

Question 9
Statement of Work (page 8) - You require the e-learning modules to include Tutoring options where appropriate. *Can you please provide further detail as to what you mean by this?*

Answer 9
The IAEA expects the Bidders to make proposals as to how learners can be supported during the learning process.

Question 10
Statement of Work (page 10) - Can you please provide some direction with regards to your bandwidth constraints?

Answer 10 …
End User bandwidth can be assumed to be at least 256kbps..

Question 11
Statement of Work (page 10) - Can you please confirm that this piece of elearning will running on your own LMS and if so, what is the name of your LMS?

Answer 11
The IAEA is considering several options including a 'Moodle' based, and a 'MS SharePoint' based system, both of which the Agency has experience with. However, a final decision has yet to be taken and .Bidders need to make sure their proposals would be SCORM compliant as stated in the SoW (p10), which should address this issue.

Question 12
Contract - 11. Suspension - Implies you will pay for partially completed work on suspension but it is not clear. Can you please clarify?

Answer 12
Partially completed work until the suspension will be paid if completed in accordance with the Agreement.

Question 13
Contract - 15. Use of.... - Could we publicise our work with you **with your written permission?**

Answer 13
In principal, yes, but practically the IAEA only agrees to this for other UN organizations or similar nonprofit organizations.

_____

Question 14
Contract 8.5 - We have spoken with our insurance in respect to • a) Name the IAEA as additional insured; • b) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the IAEA; and • c) Provide that the IAEA shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage. And they have provided the following response *We would not look to add IAEA as joint insured on the policy, but of course if this causes a problem we can certainly ask insurers to note their interest in relation to a specific contract, not normal practice but worse case, but this should be something that would be agreeable.* Does this preclude us from participating in this process any further?
Answer 14
The IAEA will be open minded with regard to adding the IAEA as an additional insured on their insurance policy.

Question 15
Statement of Work (page 5) - Can you please provide the amount of days that you anticipate the key contractor team will need to be available for the consultancy meetings between 17-28 September in Vienna? We require this info to cost our proposal accurately.
Answer 15
The IAEA anticipates 12 working days as indicated in the SoW (p5), although the dates are to be confirmed.

Question 16
In Section B), Content of the Commercial Proposal, paragraph 11 states the requirement to "Demonstrate adequacy the financial soundness of your company", especially a) Adequacy of financial resources to perform the work under the contract. Similarly, item 1.) of the Qualification requirements refer to "Adequate financial resources to fulfill the Agreement as determined by the IAEA". What exactly are these requirements? What kind of information, specifically, is required from the bidder? What are the exact criteria to be met in order to qualify for the procurement?
Answer 16
As a minimum please provide audited profit and loss statements of the last 2 years. There are no exact criteria for this. The IAEA needs to ascertain that the selected bidder will be able to provide the required services for the length of the Agreement.

Question 17
Is it possible for the bidder to consist of a consortium?
Answer 17
As long as one company takes the lead to be the proposed contractor and other companies work as subcontractors, and this needs to be clearly identified in the Proposal.

_____

Question 18
Two key team roles are mentioned in the Statement of Work: a Project Manager and a Creative Director, but other than that no team roles are mentioned. Could you please specify any additional team roles that are desired in the composition of the key team?

Answer 18
The roles identified are the ones that shall be present in the proposal. The complete team shall be identified by the Bidders in the Proposal; other roles shall be added by the Bidders as deemed required for the work.

Question 19
Should the bidder itself provide with a SME (Subject Matter Expert) to decide on the content of the training material, or will this competence be provided by the IAEA?

Answer 19
Refer to Answer 6.

Question 20
In the section "Content of the commercial proposal" in the RFP document (point 11), several supporting documents are requested. Could you please specify which kind of documents is needed for point 11 c.*: "Company organization, experience, quality certifications, accounting and operational controls".*

Answer 20
Bidders should be able to determine what documents will demonstrate their capability to carry out their work. Accounting and operational controls can be supported with the latest annual report.

Question 21
What is the estimated e-learning run-time for the P2 deliverables?

Answer 21
Refer to answer No 7.

Question 22
Can you explain further what you mean by the statement, 'The E-learning Modules shall include full text search diagnostics and correction'?

Answer 22
Refer to answer No 8.

Question 23
Can we amend the items on the sample rate card to better reflect our development process and costs?

Answer 23
Yes, this can be amended.

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Question 24
You state, 'The animation video player shall be an integral part of the module, i.e. no additional plug-in player shall be required.' Can we confirm that we can use Flash to provide video?
Answer 24
Refer to Updated SoW section 7.2.

Question 25
Does IAEA have indications of how long the assessments should be for each Phase, or should the supplier make a recommendation? Should these be included in the scope indicated in the document (e.g. within the 1-2 hours for Phase 1), or will they be in addition to the core scope?
Answer 25
The assessments shall be part of the scope (e.g. within the 1-2 hours for Phase 1).

Question 26
In Section B), Content of the Commercial Proposal, paragraph 11 states the requirement to "Demonstrate adequacy the financial soundness of your company", especially a) Adequacy of financial resources to perform the work under the contract. Similarly, item 1.) of the Qualification requirements refer to "*Adequate financial resources to fulfill the Agreement as determined by the IAEA*". What exactly are these requirements? What kind of information, specifically, is required from the bidder? What are the exact criteria to be met in order to qualify for the procurement?
Answer 26
Refer to answer 16.

Question 27
What is the target audience's exposure to online training
Answer 27
This may vary from very limited to extensive (see requirements in 7.1. of SoW).

Question 28
How has training on the same subject been handled so far?
Answer 28
This is new training.

Question 29
Is the second level of training advanced in terms of subject matter or pedagogy? In other words, does IAEA intend for the advanced courses to employ more complex pedagogical strategies?
Answer 29
It is advanced in terms of subject matter.

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Question 30
In Section 1.2.1 on Outcomes of the Project, the RFP mentions *The content of this module will be defined using Systematic Approach to Training (SAT) based tools (Reference [2] listed in the Applicable Documents Section)*. Can you please explain how the vendor needs to use these documents?

Answer 30
Bidders shall explain how they propose to implement the SAT principles as part of the technical proposal (see Instructions for the Preparation of the Proposal, Section C, point 2).

Question 31
In Section 7.2 on Technical Requirements, the RFP mentions *The E-learning Modules shall include Tutoring options where appropriate*. Can you please elaborate? Do you mean that the courses should be adaptable both to a self-paced as well as facilitated learning mode?

Answer 31
Yes.

Question 32
In Section 7.4 on Requirements for the work, the RFP mentions *The Contractor shall train two to four (2-4) IAEA staff to be capable of maintaining, updating and modifying the E-learning Modules, after the first E-learning Module is handed over and accepted by the IAEA*. What sort of training do you envisage for this? Will live Webex sessions—substantiated by PDF tutorials—suffice?

Answer 32
Bidders shall propose the appropriate solution (based on their experience and expertise) to this requirement.

Question 33
Will learners be eligible for certification after they complete this training?

Answer 33
Not at this time, evidence of successful completion of a module(s) will be sufficient.

Question 34
Will the training be used as reference material for learners even after they have completed the online course?

Answer 34
Yes.

Question 35
What is the existing content dump in the form of (PowerPoint, Word, PDF, videos)?

Answer 35
Any and all of the above, depending on the module.

Question 36
Are there any bandwidth considerations for learners taking the course?

Answer 36
Refer to answer 10.

_____

Question 37

Are there any specific accessibility issues that we need to keep in mind in order to develop this training?

Answer 37

Refer to 7.8 Software and Hardware Requirements in the SoW.

Question 38

Who is the beneficiary of this project or the business unit at IAEA who will use the solution/services?

Answer 38

Not relevant for Proposal preparation.

Question 39

Are you open to consider few provisions or revisions in contract terms and conditions?

Answer 39

No.

The following Questions apply to the points of the compliance matrix.

Question 40

Ref: pt.16 – The E –learning modules shall include tutoring option- Please provide more details on the tutoring option and how it needs to be implemented.

Answer 40

Refer to answer 9.

Question 41

Ref: pt. 68 – Please provide more details on the expectations on the mobile platform

Answer 41

Refer to SoW section 7.8.

Question 42

Ref: pt. 4 – Please provide more details on " IAEA visual identity rules"

Answer 42

These details will be provided to the Contractor.

Question 43

Ref: pt. 6 – Please clarify " Independent Navigation across different modules"

Answer 43

Independent from the Learning Management System.

Question 44

Ref: pt. 11 – What will be the indicator of the training being halted

Answer 44

The Bidder shall provide a solution for this.

_____

Question 45
Ref: pt.49 – Please state the preferred version of SCORM compliance
Answer 45
2004 4th Edition or later.

Question 46
Ref: pt. 13 – Need clarifications on the global volume settings
Answer 46
It shall be synchronized.

Question 47
Ref: pt.12 – Please detail the scrub function
Answer 47
Not required - Refer to Updated Compliance Matrix.

End of questions on the Compliance Matrix.

Question 48
What will be the typical access methods/rules (Login rules and security requirements)
Answer 48
User registration system will be controlled by Learning Management System.

Question 49
Kindly provide more details on Hosting related requirements
Answer 49
Hosting will be provided by the IAEA.

Question 50
Is there any data migration related requirements? Is there any existing course content which needs to be migrated on new platform? if yes, What is the size of content ?
Answer 50
No.

Question 51
Who is the beneficiary of this project or the business unit at IAEA who will use the solution/services?
Answer 51
Not relevant for Proposal preparation.

Question 52
Are you open to consider few provisions or revisions in contract terms and conditions?
Answer 52
No.

- - - End of Round 1 Questions - - -

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