Q&A Learning & Training Materials and Content Development Services

1. Incumbents & Current Delivery

Question 1: Are there incumbent suppliers currently delivering services under Lots 1–3?

Answer 1: We cannot disclose this information.

2. Geographic & Time Zone Considerations

Question 2: Does InnoEnergy/IESI engage suppliers based in the United States or have any geographic restrictions on tenderers?

Answer 2: We cannot disclose this information.

Question 3: What are InnoEnergy's expectations regarding synchronous meetings with suppliers, especially across time zones?

Answer 3: We meet with our suppliers regularly, both for stand-up or update type meetings and as work progresses. Meetings typically will be held at times that fit within standard business hours CET (Central European Time).

3. Subject Matter Expertise (SME) Responsibilities

Question 4: Will InnoEnergy/IESI provide Subject Matter Experts (SMEs) for course development?

Answer 4: InnoEnergy is open to both strategies. Suppliers should detail how they handle both in their responses.

Question 5: To what extent are vendors expected to source SMEs or develop technical content independently?

Answer 5: Technical content will not be developed without SME assistance. Should vendors

have the ability to bring technical SMEs, per Answer 4 above, they should describe their method for doing this.

Question 6: Will SMEs review content for technical accuracy or is the vendor responsible for SME validation?

Answer 6: Technical content will always undergo SME review for accuracy. Vendors should indicate how they best work with SMEs, internal or otherwise, for this purpose.

Question 7: Should SME sourcing and SME time be treated as an optional service and billed separately in Annex 4?

Answer 7: Yes, if offered.

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4. Project Volume, Scope & Typical Sizes

Question 8: What is the anticipated annual project volume across Lots 1–3?

Answer 8: InnoEnergy's projects vary in size, scope, and mix of elements. We have large, multi-year projects as well as smaller, more limited engagements. If suppliers have a particular speciality in projects of a particular size, they should indicate this in their responses.

Question 9: What is the typical scope/size of a project (e.g., number of modules, learning hours, seat time)?

Answer 9: Projects vary in scope and complexity. We work with suppliers to ensure there is a match between project scope and supplier bandwidth.

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5. Timelines

Question 10: Does InnoEnergy have a typical or preferred development timeline for courses or modules?

Answer 10: Suppliers responding to the RFP should indicate their standard development times according to the lot description, including quality assurance and delivery preparation (e.g. if SCORM is used, making sure all features are behaving as expected prior to uploading to an LMS).

6. Source Content & Materials Provided

Question 11: Will InnoEnergy provide source content or raw materials for Lots 1 and 2?

Answer 11: InnoEnergy generally provides an outline of content to be covered. Content is developed by the vendor in conjunction with an SME.

In some cases, previous versions of course content may be provided as source materials. However, it is expected that the source materials would be updated by the vendor and changes confirmed with an SME.

Question 12: Are vendors expected to create content from scratch where source materials are not provided?

Answer 12: Yes

Question 13: Will InnoEnergy provide editable source files (e.g., Storyline, Rise, PSDs) for Lot 3 localisation projects?

Answer 13: Yes

Question 14: If editable source files are not available, should vendors assume a full rebuild from final SCORM packages?

Answer 14: Yes.

Question 15: Will a completed Course Fact Sheet be provided as part of the project input package?

Answer 15: We will generally provide a Course Work Brief overviewing the title, objectives, and topics for the course. We expect the vendor to complete the Course Fact Sheet as part of their deliverables. We will provide a template for the Fact Sheet.

7. LMS Platforms & Technical Ecosystem

Question 16: Which LMS platform(s) does InnoEnergy/IESI use for hosting SCORM content?

Answer 16: We use Content Controller to serve SCORM files to Cypherlearn.

Question 17: Are there preferred or required authoring tools (e.g., Articulate Storyline, Rise, Captivate, Camtasia)?

Answer 17: Rise is used for course development. Storyline for complex interactives. Articulate360 for reviewing these.

Video software is at the vendor's discretion, but we need a platform to be able to review videos online and mark them up / give feedback on the video timeline, e.g., Frame.io

Question 18: Is the handover of editable project source files required at the end of each project?

Answer 18: Yes.

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8. Localization & Translation Requirements

Question 19: Which languages are required for translation and localisation under Lot 3?

Answer 19: Translation will typically be from European standard English into other European languages, including, French, German, Spanish, Polish, Romanian, and others.

Question 20: What is the estimated total volume of content for translation (word count, video duration, number of graphics)?

Answer 20: This will vary with project scope.

Question 21: What are the source languages of existing content?

Answer 21: Typically, European standard English.

Question 22: Are glossaries, style guides, or translation memories available?

Answer 22: Yes, standard style guides and glossaries are available. Additional information may need to be created by InnoEnergy and the vendor for specialized vocabulary.

Question 23: Are regional language variants required (e.g., European vs. Latin American Spanish)?

Answer 23: We default to European language versions (e.g., English, Spanish)

Question 24: Is a sample of the existing content available to assess complexity and terminology?

Answer 24: Yes

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9. Multimedia Expectations

Question 25: What types of multimedia assets are expected from vendors (animations, video lectures, simulations)?

Answer 25: The ability to deliver high quality multimedia assets is of great interest. Suppliers should indicate their capacity in this regard and include assets in their work submission. Specifically, graphics (line art), animated graphics (e.g., exploding diagrams, steps of a process), motion graphics, videos, and simulations. We do not record "talking head" style lectures or use AI avatars, though we do use AI voiceovers.

Question 26: Are vendors responsible for producing and editing video content?

Answer 26: We do not regularly shoot on-site video, but vendors are expected to edit line art, stock images, and stock videos together into finished videos.

Question 27: Will InnoEnergy provide a media asset library, or should vendors source stock images and videos?

Answer 27: Vendors should source stock images and videos, and InnoEnergy can provide some specialty images. Source images should be included in source material (e.g., images within videos) at the end of the project.

Question 28: Will existing design templates be shared with vendors, or should vendors create new ones?

Answer 28: InnoEnergy will provide a style guide (colors, fonts, etc.) and Rise template. Videos are whitelabeled and have no intro, outro, or music. Vendors should expect to create templates beyond these resources, though we may occasionally be able to provide additional templates. We do have a set of build documents (blueprint, storyboard) which we are accustomed to using or can use the design documents provided by the vendor.

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10. AI Tools: Use, Disclosure & Restrictions

Question 29: Are there restrictions on the use of generative AI in content development?

Answer 29: Yes.

- No client information should be used to train any sort of AI. For example, material to be translated cannot be ingested by the tool to train the AI further.
- ALL AI-generated materials must be checked for accuracy by an SME. This includes translations. Expect to rewrite materials that are generated by AI for tone, brevity, redundancy, and phrasing.
- We avoid AI-generated images whenever possible. Our clients tell us that they distrust anything that "looks AI-generated" because they don't trust its accuracy. AI images erode the credibility of the entire course.
- Note that AI-generated quiz questions tend to require extensive editing by a trained instructional designer.

Question 30: If AI tools are permitted, which categories or specific tools are acceptable?

Answer 30: AI can be used to generate outlines, draft course text, and video scripts. Do not use AI-generated images. All AI writing must be edited by a human with an expert command of the target language.

Question 31: Is AI tool disclosure required purely for transparency/governance?

Answer 31: It is required for transparency and governance. It is also required to ensure IP protection for us, our stakeholders, and our clients. No client information should be used to train any sort of AI.

Question 32: What information must be disclosed when AI tools are used for content, outlines, or storyboards?

Answer 32: The name of the tool/tools should be recorded internally.

11. Accessibility Standards

Question 33: Which accessibility standards (e.g., WCAG 2.1 AA) must materials comply with?

Answer 33: WCAG 2.1 AA is the minimum standard

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12. Financial Offer & Pricing Structure

Question 34: Should SME-related costs be listed as optional line items in Annex 4?

Answer 34: Yes, if included in the offer.

Question 35: Does InnoEnergy have minimum insurance thresholds to achieve maximum scoring (e.g., €500k/€1M)?

Answer 35: 3 million EUR

Question 36: For Lot 2, can pricing be provided using different units (e.g., per minute, per hour, per microlearning unit)?

Answer 36: Yes

Question 37: Is Annex 4 the only financial offer required, or should a separate detailed financial proposal be included?

Answer 37: Please include a separate detailed financial proposal

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13. Tender Administration Questions

Question 38: Should Detailed Requirements (Annex 3) be submitted separately, or may the Tenderer Statement crossreference it?

Answer 38: The Detailed Requirements Annex should be submitted separately.

Question 39: Should the service agreement be redlined and submitted with the proposal, or only at a later stage?

Answer 39: The service agreement may be redlined and submitted with the proposal.

Question 40: Can the Tenderer Statement be submitted in PowerPoint format?

Answer 40: Yes.

Question 41: Can one Tenderer Statement cover all three lots?

Answer 41: Yes.

Question 42: For headcount requirements, do you need only the number of people per role, or also resumes/indicative profiles?

Answer 42: Headcount is the minimum requirement, but indicative profiles are encouraged.

Question 43: For references: will InnoEnergy contact the referees directly?

Answer 43: InnoEnergy may do this in the course of final decision making.

Question 44: Suppliers reported an inability to access the sample course ("Solar Careers Decoded..."). What is the correct access process?

Answer 44: There were internal difficulties with this course. We will make another course available for interested suppliers to review.