Request for proposals for the ENEN Plus Project
Learning Platform to manage virtual E&T events
and learning material repository

REQUEST FOR QUOTATION

Request for proposals for the development and implementation of an online Platform to host virtual Education & Training events (hybrid-conferences) including administrative and IT support and manage education and training materials and courses

The European Nuclear Education Network aisbl (ENEN) is launching a 'Request for Proposals' in order to implement an online learning and management Platform to host a virtual Education and Training (E&T) event of several days/lectures and also be capable of hosting and managing E&T materials in the long-term, in the frame of the Project "Attract, Retain and Develop New Nuclear Talents Beyond Academic Curricula — ENENplus'", that has received funding from the Euratom research and training programme 2016-2017 under grant agreement No. 755576, in which ENEN is involved.

In order to comply with the established need of such Learning Platform, this Bidding Process is established to welcome offering companies to send offers for the development and maintenance of the requested tool according to the following:

LEARNING PLATFORM TECHNICAL SPECIFICATIONS:

1. PURPOSE AND AIMS

The purpose of the requested Platform is to support certain actions within the ENENplus Project in the domain of E&T online delivery and long-term sustainability of E&T digital material already produced in the Project. The particular aims of the Platform are following:

    a. Host and fully manage a virtual E&T Events, including at least: managing the flow of participants, allocating pre-recorded lectures, management of the access to such lectures by the participants, enable instant communications between participants and between participants and experts (lecturers), and manage the implementation of live-streamed panel sessions.

    b. In particular for this call, in addition to the delivery of the Platform; administrative and IT support by the provider is required to drive the use platform during the celebration of a first E&T Event, that will have a length of two weeks. This will also include support in the planning phase prior to the course (to implement the schedule and sequence of modules and other requirements well in advance).

    c. Capacity to serve as a long-term repository of digital E&T material throughout time, where users that are granted registration credentials (by ENEN, as administrator) may have access to different sets of loaded educational materials and training modules.

Therefore, the Platform requested must be capable of storing and managing E&T materials in the long term, where ENEN would act as administrator and in particular, to fully host a first E&T Event of 2 weeks that would be entirely run with the administrative and IT support of the Provider. The specifications and agenda of this first E&T event will be provided by ENEN and a third party, who together co-organize the event, and the Provider will assure the smooth running of the Platform to set-up and administer it on our behalf for this first event.

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2. FEATURES

Users of the Platform should be able to navigate and access E&T materials and modules in an easy and engaging way. A clear and welcoming structure and format has to be implemented allowing information to be presented in written, through images and through videos as well as allowing the users to interact through specific communication channels.

The proposed software/platform should allow the previous features to be implemented and provide in general a design that is:

- Modern, attractive and responsive
- The whole Platform content must be in English.
- Special attention will be given to: safety, backup options and cookie management in compliance with the GDPR.
- SSL certificate or analogous will need to be provided as well, options will be discussed with ENEN.
- The Platform is expected to be responsive i.e. adaptable for reading on tablets and mobile devices.

Additionally, the following capabilities must be available:

- Clear tracking statistics on the Platform use and data recovery from E&T courses (such as quizzes or examination results)
- A simple editor interface or web content management system to allow the administrators (ENEN) to perform future (especially after the initial 2-week course celebration) content additions.
- The ability for the administrators (ENEN) to manage the registration of potential users of the Platform.

3. PLATFORM STRUCTURE AND NAVIGATION

The Platform should offer a combination of features expected from a modern Learning Management System (LMS) allowing also to host the aforementioned initial 2-week Event consisting both on synchronous and a-synchronous E&T actions. The sought structure would therefore need to address:

- ➢ A hierarchy of different "areas or zones" to which users, depending on their pre-defined access rights, can access. These include an entry (home) zone, and individual topic-specific sections where E&T materials would be allocated. Another example of such a structure of zones would be the area that would collect all the necessary features and materials for the 2-week course. Users are considered, at least, as students and lecturers/experts (as well as the back-end administrators – ENEN-).
- ➢ Communication channels such as forums
- ➢ News sections, for posts both created by the administrators and also linked from external sources such as social media
- ➢ Sequential training paths (and course catalogues)
- ➢ Course/Module management, including sequential conditionings for the user to be able to access them

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> ➢ Sections to track the evolution of actions and planning (both user and back-end/administrator sides).
> ➢ Navigation, both by users and administrators, should be reasonably simple and auto-indicative, allowing to fully exploit the E&T resources managed in the Platform.

The initial set-up to allocate a pre-defined identity (colours, logos, fundamental structure) must be considered as included in the service for the implementation of the Platform.

The following section further establish the functional requirements for the Platform.

4. FUNCTIONAL REQUIREMENTS

In order to assure an adequate user experience for the participants to the first 2-week course and future users that access the Platform, the tool has to be capable of:

- Handling several users simultaneously, in the order of magnitude of the hundreds at the same time (~500).
- Host multiple E&T material formats, such as: videos, PDF documents, E-learnings (SCORM), links to other resources (web pages), images, etc. Flexibility to integrate additional formats and learning tools would be considered advantageous.
- Enable users to subscribe to email notifications if they wish to, for example being informed each time a new news post is published or a new course is made available within his access-rights.
- Being easily editable and updated for the Administrators (ENEN). The bid shall propose the corresponding software that allows this operation to be handled in the long term mainly by ENEN with the maintenance support of the bidder. In this sense, maintenance is understood as reasonable modifications of the Platform in time, that are not expected to deeply modify the initial specifications mentioned here, but rather complement them throughout time. This point will be further developed in the next section.
- In particular for the mentioned first 2-week Event, it would be beneficial for the tool to include a system to collect and manage the applications of candidates willing to apply for the event.

5. IMPLEMENTATION , HOSTING AND MAINTENANCE REQUIREMENTS

The service provided will be offered in the scope of a Platform implementation, delivery and maintenance contract to be proposed to ENEN. This will include the initial transposal or implementation of these technical specifications into a functioning Platform, guided by the design criteria, structure and fundamental data provided by ENEN together with a maintenance support service and hosting that will last for the duration of the Project (until 30/09/2021), guaranteeing ENEN the right of subsequent time extensions. In this regard, maintenance is understood as reasonable modifications to the page structure, technical support in the creation of new spaces (areas/zones) if needed and fixing of detected operation bugs or errors. These additional maintenance interventions after the Platform is brought live shall be included in the fixed total offered price.

The final price should also include a back-up service of the whole Platform, to be provided (or reasonably guaranteed) to ENEN periodically and the work performed to implement the Platform from any staging version used during the development phase to the final hosting that

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will allow public/general access to this final version (and access to further areas upon registration management of users approved by ENEN) as well as any updates of the platform used or any updates of the components.

Furthermore to these technical specifications, the following points are required:

ADDITIONAL DETAILS

The owner and main Administrator of the Platform when it is ready to be released live will be ENEN, although the selected offering company shall continue to provide maintenance support. The expected date to have the Platform ready and set up to be launched is **1/08/2021**.

The initial raw content to display in the areas and structure will be provided by ENEN. The materials and schedule for the 2 week-course will be provided by a third party with the collaboration of ENEN. The selected offering company will provide the Platform according to the specifications and further points included in this document. Regular online meetings with ENEN personnel will be scheduled to assure the alignment of ENEN's specifications and expectations and the developments of the service provider.

The offer should provide a fixed total price for the complete service, which shall not exceed the value of the contract unless new requests from ENEN exceed the contracted/requested efforts. The corresponding payments scheme, once a service provider is selected, can be considered as a time distribution of the previous price in an initial payment upon delivery of the Platform and further payments for the remaining maintenance services. The offering company will initially propose the distribution of the amounts of these payments, derived from the total fixed price offered.

Finally, in relation to the exploitation rights of the Platform:

- ENEN employees will be provided full admin rights to the Platform and debriefed on how to perform simple actions (publish a new posts, minor changes to the structure, upload new E&T content, approve users and assign roles and rights, etc.)
- The provision of the administrative and IT support for the first E&T event (2 weeks), including previous planning in advance for its set-up can be estimated in one full month of a technical specialist of the platform.
- Before acceptance of the final product, ENEN employees will browse the Platform to check if it complies with what is requested (incomplete areas, missing important information, excessive untidy appearance can be cause of need to correct)
- The selected offering company will be authorized to include the product in their portfolio as a reference.
- The chosen company will have a contract with ENEN which covers the duration of the project for which the Platform has been required in order to assure the maintenance. The option of further extending the maintenance services beyond 30/09/2020 must be granted and the associated yearly costs thereon defined in the offer too.

This Platform will have to comply with the European Commission guidelines for Visual Identities, all necessary information and documentation can be found at this link:

https://ec.europa.eu/info/resources-partners/european-commission-visual-identity_en#documents

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FORMAL BID (or OFFER SUBMISSION) INSTRUCTIONS

Offering companies should send an offer including: **the technical description (including timings for the realization of each step), an economic proposal and a set of references of their previous works.** The price should include any updates of the platform used or any updates of the components.

The Offers have to be sent to ENEN in the following way:

- By email addressed to: secretariat@enen.eu (including "ENEN plus Online Platform offer to ENEN" in the Subject).
- Deadline for the reception of proposals/offers: **17/06/2021.**

After this deadline, ENEN will select the winning offer according to the 'best value for money' policy established in the Project, provided the technical specifications are reasonably guaranteed to be met. Should the offers not comply with the technical specifications outlined previously or propose a too high price (particularly if it is higher than the appointed internal budget), the tender process could initially resolve in no winner. In this case, further rounds of invitations could be considered.

Once an offer is selected, a contract will be drafted between the selected company and ENEN in order to start the services if required, or, alternatively, the offer could be formally accepted and signed by ENEN. ENEN reserves the right, in the latter case, to propose final modifications prior to signature.