

## ELearning Bidders Conference—Questions with Answers, 4/11/16

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1. Can foreign firms respond to the RFP?

Answer: Our funding source, US DOL, requires the use of American owned companies and firms.

2. Is there a separate opportunity to submit a proposal for video production?

Answer: No, the Center already has video services.

3. How will review cycles and change orders be handled? May we provide guidelines for the types and number of changes that can be made during review cycles to control scope?

Answer: Yes, please provide guidelines on the number of changes that can be made. Tell us about your review process in your proposal.

4. Should Project Management be included in the cost of each lesson or as a separate cost for the entire 40 lessons?

Answer: Please call out the Project Management cost as a separate line item.

5. Should Audio be folded in to the labor hours for each of the lesson level types or be a separate line item?

Answer: Audio should be listed as a separate line item.

6. How should we include the price for 10 new Level 2 interactions?

Answer: Most interactions will already have templates, but there will be new interactions that do not have a template. These will not be complex interactions, but they do need to be designed and built. For this requirement, it is recommended that vendors estimate one level 2 interaction and multiply that number by 10.

To create a new Level 2 interaction, it is expected that the vendor will:

- Design the look and feel of the screen
- Create the graphic(s) or add photo(s) from a photo library
- Code the screen interaction
- Ensure that the screen is compliant with Section 508 of the Rehabilitation Act

7. How should we price eLearning tests?

Answer: eLearning tests should be bid separately. All test questions are level 1-2 in complexity.

8. Are there required labor categories or should we use our own?

Answer: Each vendor should use its own labor categories.

9. Can you clarify “Roll-out Date”?

Answer: The roll-out date is the date that the Academy receives the final eLearning product, i.e. a product that is ready to go live.

10. Will the Academy provide the estimated duration for each lesson?

Answer: The estimated average duration for each lesson is 30-45 minutes. Some lessons may be shorter and some may be longer.

11. Does the Academy have an anticipated level of effort for the work described in the RFP?  
Answer: No, the Academy does not have an anticipated level of effort, i.e. the budget for this effort is not set at this time.
  
12. RFP section 13 (Estimated Project Timeline) states the first module delivery in June 2016. Is that a firm date? Is the lesson expected to go live in that timeframe?  
Answer: The RFP says that the first module delivery is in July 2016, and yes we do expect to meet that timeframe.
  
13. RFP section 7 (Project Scope and Preliminary Delivery Schedule) calls for 40 lessons to be delivered by 8/15/17. Section 13 (Estimated Project Timeline) references a 5/1/17 completion date for the specified production work. Please clarify.  
Answer: The 8/15/17 timeframe differs from the “Estimated Project Timeline” because some lessons may be added in the future. The 8/15/17 timeline refers to the completion date for all lessons, including unidentified future lessons. These future lessons are NOT part of the bid for this RFP. Use the current Section 13 Estimated Project Timeline for scheduling purposes. If added, the new lessons will require a separate estimate or a change order.
  
14. RFP section 14 (Proposal Response Requirements and Basis for Award of Contract) requires a draft project plan as part of proposal submission.
  - a. Should that plan follow the outline in Attachment C?  
Answer: No, the draft project plan should NOT follow the outline in Attachment C. Attachment C is for after the award. Attachment C includes a more robust level of detail than we expect for the RFP. Attachment C was provided as an example of the type of detail the Academy will expect in the formal project plan submitted by the successful vendor.
  
  - b. Is it to be included as an appendix outside the specified page limits, or is it to be part of the 15-page Technical Response (Proposal Section 3)?  
Answer: The draft project plan should be put in the appendix. It is not part of the 15 page Technical Response.
  
15. In reference to Reusable Interactivities, will there be templated samples of Level 1, 2, and 3 interactions provided to the vendor?  
Answer: Yes, the Academy has templated examples of all three levels of interaction, and they will be provided to the vendor.
  
16. How many instructors / instructional designers will we work with?  
Answer: There are currently five instructional designers and one lead instructional designer working with the Academy.
  
17. Are you looking for project management / status meetings to occur on a specific schedule?  
Answer: We would like the vendor to suggest how often project management/status meetings would occur. Each vendor should describe a recommended process.

18. What is meant by concept graphics as provided by the academy? Will these be fully developed or will we provide the illustrations?

Answer: For the most part, concept graphics will be fully developed by the Academy's graphic artist. Sometimes, there may be a need to add roll-over or click states to graphics used in interactions, or to resize some graphics. Concept graphics are more complex illustrations that represent a particular concept. Simple graphics, such as geometric shapes and photos will be delivered by the vendor.

19. Will you be posting a list of the bidders conference attendees?

Answer: Yes, the list of attendees of the Bidder's Conference will be posted.

20. Is your intent to only award to one firm, or would you divide the bid if necessary?

Answer: One contract will be awarded. Vendors are free to partner with another firm for this contract, but if you do so, please indicate that in the proposal.

21. Would you like travel expenses to be included in the proposal?

Answer: Yes. Please include travel expenses as a separate line item. This should be an estimate. You may be expected to travel as much as three times during the course of this project.

22. Is the Academy's staff interested in receiving online training in instructional design?

Answer: The Academy is not seeking internal training on instructional design at this time.

23. What Learning Management System are you using?

Answer: The Academy is using ShareKnowledge, a SharePoint based LMS system.

24. Does the Academy have Learning Management System (LMS) expertise available, i.e. does the Academy have the ability to get the produced lessons into the LMS?

Answer: Yes, the Academy has staff with LMS expertise.