

# Questions from UI Legislative Training RFP

## Updated 01/10/13

### AUDIENCE

**Q: How many people would be expected to take the training in a year?**

A: A typical class may have 45 to 50 attendees at any given time; there may be two or more sessions a year.

**Q: Who is the target audience of the e-learning? Average people? State and federal workers?**

A: The average audience would consist of state employees at various levels. They are mostly state UI Directors, and other positions in the state hierarchy who would review state legislation and comment on it. Unemployment tax chiefs might also be included.

**Q: Is there a compliance test that must be passed to a certain degree? What level of 508 compliance must this meet? A, AA, AAA?**

A: Level A, but the vendor may propose AA or AAA, we will not evaluate on the level, other than A.

### SOFTWARE PLATFORM

**Q: What tool do you currently use for virtual ILT?**

A: ITSC does not have a current tool.

**Q: What is the authoring environment your staff works with?**

A: Currently, none. We do not have an authoring environment.

**Q: Do you have a preferred software platform?**

A: No, there is a preference for as much open-source as possible, not a requirement, it is a preference.

**Q: When you specify that you're looking for an open source solution, is the focus on being free to use or do you mean it from the context of making source code available to outside sources (outside of NASWA, ITSC, DOL)?**

A: From the federal government on down, it's been our policy of looking at open source tools to make it shareable, to reduce cost, etc.

**Q: What software/application are the existing discussion forums mentioned built on?**

A: There are no existing discussion forums.

**Q: In the statement of work, you identify webinars and podcasts. Are those the only formats that are acceptable or are video based instruction acceptable as well?**

A: Those are just suggestions, so you are welcome to use other formats if they work better.

**Q: You are using WebEx here. Can it be used in the development of the program?**

A: Moving forward on the project, webex can be used to interact with staff from ITSC and OUI.

**Q: Can you please clarify the use of video conferencing and virtual classrooms in self-paced modules?**

A: There are a number of references to video conferencing and virtual classrooms, on such on Page 12 of the RFP states:

- Virtual Classroom Design: The virtual (synchronous) sessions specified in this learning solution are designed to foster the learning that has been done in other media (e-Learning or reading resources) by adding a true “virtual classroom” to the learning environment. As such, these sessions will allow subject matter experts from OUI to engage with learners to answer questions, check for clarity in learning and advance the learning through real world experiences they can share.

On Page 10:

- The solution provider must have the ability to review the UI Legislative Manual and extract segments that may serve as reading assignments prior to the learner’s participation in self-paced e-Learning and/or virtual classroom sessions. These segments must be provided as PDFs that may be accessed via e-mail or URL by registered participants.

The intent of the use of video conferencing and virtual classrooms is to reinforce the work that is done in a self-paced environment.

**Q: What learner devices does the solution need to support? Specifically, the RFP mentions on page 12 that “the anticipated design could use substantial flash” while some devices such as the Apple iPad do not support the use of Flash. Will the self-paced learning need to be usable from devices such as the Apple iPad?**

A: Not at this time.

**Q: Is access to mobile training (iPads, other tablets) important to this RFP?**

A: This solution does not have to work on an iPad. We are not requiring that as part of the response.

**Q: You mention Articulate Presenter, but not Storyline. Are you interested in potentially securing Storyline licenses?**

A: The Vendor should propose the best solution; ITSC does not advocate any specific solution.

**Q: Is it expected that, once developed by the vendor, OUI/ITSC staff will conduct all virtual webinar sessions, or does the vendor need to provide staff to conduct virtual webinar sessions?**

A: The Vendor does not need to provide staff.

**Q: On page 16, there is the comment “the price quoted shall be all-inclusive.” If software licenses are needed for OUI/ITSC personnel, is it acceptable to include maintenance/support for such licenses for the initial 12 months, and assume that renewal of such maintenance/support is outside of the scope and cost of this project?**

A: Yes

**Q: If OUI staff will want to create entire new modules from scratch, should the vendor include licensing and maintenance costs for the Authoring Tool as part of their proposal, and if so, how many authors will be needed?**

A: Vendor should indicate the cost of such licenses (1-2), but only include cost for the initial year. Note: open source authoring tools are preferred.

## LEARNING MANAGEMENT SYSTEM

**Q: Page 17 evaluation criteria for proposed staff states “demonstrated knowledge, skills, experience that staff proposed to accomplish the work” does this refer to UI or adult learning?**

A: We’re looking for a vendor with experience in developing E-learning systems and adult learning. Specific expertise in UI will be provided by ITSC and OUI.

**Q: Is there currently a test administered in the face-to-face training that can be adapted?**

A: There are some questions in the 2009 training manual at various points but it is just in certain places. More questions will be developed and refined with help from the OUI and ITSC staff. You can propose places in the training solution where you would recommend an assessment. The existing questions will be available to you in the additional resources files.

**Q: Would you say that didactic learning or interactive discovery learning is more preferred?**

A: The objective of the course is not memorization of facts and figures but to gain a better understanding of how the laws, regulations and legal decisions impact the structure and operations of the Federal state UI System and what resources can be utilized to continue to enhance this knowledge on an ongoing basis.

**Q: You mentioned the vendor providing an LMS management system that will schedule and track progress, what degree of progress do you need to track and do you want all materials to be tracked including printed self-paced materials, social media, and/or discussion forums?**

A: Track progress of individuals; depending on various components.

**Q: Will the Learning Management platform need to calculate and retain learner scores?**

A: Yes, but up to vendor to offer best solution.

**Q: Are any psychometric services required in the development and testing of the assessments?**

A: No

**Q: Will assessments be pre-defined, or will they be constructed “on-the-fly” from a pool of questions to provide multiple times through an assessment without repeating questions?**

A: From a pool of questions

**Q: Will learners be allowed to take assessments multiple times?**

A: Yes, competency must be demonstrated before the student moves on.

**Q: Will a learner need to achieve a certain score level to be considered to have completed the training?**

A: The tool should be configurable to be turned off or on and the scoring level set as a variable.

**Q: You mention the vendor providing an LMS that will "schedule and track progress." What degree of progress do you need to track? Completion or pass/fail? Do they want all materials in the blended approach tracked, including the printed, self-paced materials? What about social media and discussion forum participation tracking?**

A: We need to track completion and verify the designated competency has been achieved. The vendor should propose the best solution including printed and self-paced materials. We are open to

suggestions on how best to track discussion forums and social media but these will not be considered in the scoring of the proposal.

**Q: You mention existing Communities of Practice and Sharepoint sites that may be able to be utilized to implement training. Do these sites have progress-tracking functionality?**

A: No

**Q: Is the LMS hosting considered part of the budget scope listed in the RFP or is that separate?**

A: For the first year, the cost of developing and hosting the LMS should be included as part of the \$360,000. The part of hosting the whole e-learning system should be developed as an optional cost and would not be part of the \$360,000.

**Q: Page 9 of the RFP asks the vendor to “Provide the tools and guidance necessary to allow non-technical OUI staff to make changes to existing modules and add new modules as appropriate.” Does this mean that OUI staff need to be able to create entire new modules from scratch, or just add and make available new modules that might have been subsequently created by the vendor or others?**

A: Vendor should allow for both options; clearly identified in the proposal and priced separately.

## HOSTING REQUIREMENTS

**Q: You say the vendor needs to provide a hosting option with tracking ability, but later you say the training will be hosted on your sites. Would linking to a vendor-hosted LMS (w/pages branded to reduce any disorientation) from your sites fulfill the objectives?**

A: Yes but the cost for the initial time period should be included in the cost estimate.

**Q: On page 16, under Hosting Requirements, there is the comment “The Vendor should also be able to provide a vendor hosted environment supported by the vendors or a business partner.” Should costs for such a vendor-provided hosting environment be included in the Proposal, and if so, is it acceptable to provide costs for 12 months, and assume that renewal of such hosting is outside the scope and cost of this project?**

A: Yes

## GENERAL QUESTIONS

**Q: Who developed the suggested prototype and are they eligible to bid?**

A: The material was developed by a DOL vendor and they are not eligible to bid.

**Q: Is the firm that defined the Prototype Solution eligible for consideration as a vendor for this RFP?**

A: No

**Q: If we provide valuable suggestions, and we are not awarded the contract, how to we make sure those suggestions are not used?**

A: We do not share information or proposals among vendors. One of the things that the winning vendors should understand is that if awarded a contract, the program becomes the property of the USDOL for possible use in other projects.

**Q: Do the materials have to meet CLE credit requirements?**

A: No CLE credit requirements vary widely by state, any follow up for CLE credits will be handled by OUI.

**Q: Will NASWA/ITSC be responsible for approaching state CLE boards to seek accreditation, or must the vendor plan for the effort to seek accreditation in all states where it could potentially be available for distance learning programs?**

A: The Vendor is not responsible for approaching States.

**Q: It sounds like you want us to confirm that we would provide the Project Management Plan and timeline in the formats provided in the appendix, but it also sounded like you might want these deliverables as part of the proposal...can you please clarify?**

A: You should use/follow the Project Management Plan and Timeline format provided in the Appendices as a guide for meeting the requirements of the RFP.

**Q: Will a list of the firms participating in the Bidders teleconference be made available? Will a list of the firms indicating interest in submitting a proposal be made available?**

A: Yes

**Q: Among its obligations, on page 58 NASWA/ITSC requires the Contractor “to make positive efforts to utilize small businesses, minority-owned firms and women’s business enterprises in connection with the work performed hereunder, whenever possible.” By extension, will NASWA/ITSC make positive efforts to utilize small businesses, minority-owned firms and women’s business enterprises in connection with this RFP, and if so, how will the evaluation reflect the small business, minority-owned firm, and/or women’s business characteristics of vendors submitting proposals?**

A: While NASWA/ITSC supports the use of small business, the evaluation criteria will not consider this.

**Q: What other steps does ITSC anticipate in its evaluation after submission of proposals on February 8th? For example, will ITSC be looking for vendor demos or other prototype work?**

A: As part of the ITSC Proposal review process, some vendors may be invited to provide presentations or demonstrations of the prior work examples that they describe in their proposal.

**Q: When does ITSC anticipate that the selected vendor will be notified of their selection?**

A: March 2013

## E-Learning RFP Bidders Webinar Attendees

January 8, 2013 2:00PM ET

Name	Email	Company
Pete Lynch	plynch@cds2.com	CDS2
Ellen Hatleberg	ehatleberg@crec.net	Center for Regional Economic Competitiveness
Richard Finstein	rich@commpartners.com	CommPartners
Chris Kagy	ckagy@devis.com	Devis
Molly Emmings	memmings@fredcomm.com	Fredrickson Communications
Jill Stanton	jstanton@fredcomm.com	Fredrickson Communications
Bob Clark	bob@gcomsoft.com	GCOM Software Inc.
Abid Bargeer	abid@gcomsoft.com	GCOM Software Inc.
Jim Adelson	jadelson@illumina-interactive.com	Illumina Interactive
Lauren Focarazzo	lfocarazzo@impaqint.com	IMPAQ
Ashwin Jayaram	aj@insomniacdesign.com	Insomniac Design
Quentin Matthews	quentin@learnsmartnow.com	LearnSmart
Sergio Montañez	sergio_gts@hotmail.com	Platinum Advisors
Jerry Ramirez	jramirez@softekpr.com	Softek
William Brunson	brunson@judges.org	The National Judicial College
WorldLink	marc@worldlink-us.com	WorldLink, Inc.
Axel Meierhoefer	am@meierhoefer.net	XTant Learning