



Everyone Owns Integrity

eLearning Development RFP

Bidder's Webinar

April 11, 2016

Via Zoom

PROJECT STAFF

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WEBINAR AGENDA

- Welcome & Introductions
- Overview of Center and Integrity Academy
- Overview of RFP & Purpose of Webinar
- Questions Received to Date
- New Questions
- Next Steps

OVERVIEW OF CENTER & PROJECT

UI INTEGRITY CENTER OVERVIEW

Project team within NASWA focused on assisting state UI programs combat fraud, reduce improper payments and improve the integrity of their programs

NATIONAL INTEGRITY ACADEMY OVERVIEW

OBJECTIVE: Provide high quality, relevant integrity-related training programs and materials to state administrative agencies.

STRATEGY: Develop a series of stackable certificates that provide multiple career pathway options for state UI staff.

- **Blended Learning:** Instructor-led, self-paced, eLearning
- **Interactive:** Allow for sharing of promising practices & collaboration
- **Scalable:** Certificates are modularized
- **Current:** Courses are relevant to states

OVERVIEW OF RFP & PURPOSE OF WEBINAR

OVERVIEW OF RFP

- A Draft Project Plan
- A Draft Production Schedule
- Quality Assurance Plan
- A Staffing Plan
- List of Prior Clients & References
- Description of Prior Related Experience
- Cost Proposal

OVERVIEW OF RFP

- **40** total lessons which comprise: (See Section 8 Project Pricing)
 - 6 simple eLearning lessons containing Level-1 interactivities;
 - 19 medium-level eLearning lessons containing Level-1 and Level-2 interactivities;
 - 5 advanced-level eLearning lessons containing Level-1, Level-2, and Level-3 interactivities; and
 - 10 eLearning-based tests.
- Final published files, including HTML5 output and SCORM 2004, edition 4 zip files.
- Updated project specifications and style guide on Academy SharePoint portal.

OVERVIEW OF RFP

- Updated Accessibility document describing how all lessons comply with Section 508 Amendment to the Federal Rehabilitation Act of 1973.
- Final storyboards, updated to match published lessons.
- All published Articulate Storyline files, all Storyline source files, all unflattened media files (e.g. PhotoShop, .psd, files), all source audio files (if audio is used), all other source files used in the development of lesson files.

ERRATA & DEFINITIONS

- Page 11 states Level 1 interactivities should be seven (7)
 - Page 11 should be corrected to read a total of six (6) Level 1 interactivities
- Estimated timeline table (page 14) reads: total number of lessons is 31 and total number of assessments is 9
 - Page 14 should be corrected to reflect that the total number of lessons is 30 and the total number of assessments is 10
- eLearning based tests = assessments

SUBMISSION REQUIREMENTS

Section 14 of RFP: (includes scoring criteria)

- Cover sheet (Attachment A).
- A narrative description of the characteristics that set your company apart from the competition.
- A narrative description of development process including quality assurance methods and where they fit within your development process.
- A narrative description of key staff to be assigned to the project, including education, training, job experience, certifications, and areas of expertise.
- A firm fixed price for the lessons identified in this RFP.

SUBMISSION REQUIREMENTS

- An average per lesson rate of pay for services.
 - Include number of hours per labor category required for each unit of training.
- A draft project plan, including a draft project schedule.
 - Attachment C is included only as an example of the post-award schedule expected
- List of former clients and the sectors they represent.
- A description of up to three (3) past projects where 10 or more hours of courseware were developed and the timeframe in which it was delivered.
 - Include examples of online courseware you have created, using Articulate Storyline.
 - Provide links to the courseware or representative screen captures, if links are not available.

SUBMISSION REQUIREMENTS

- Three former client references (including names, titles, mailing address, email address, and phone numbers).
- Statement of agreement to conform to the Center's established standards and practices, including: style guides, accessibility requirements, templates, authoring tools and software.

OPTIONAL: (5 bonus points)

- Certification of status as MWBE

RFP TIMELINE

EVENT

KEY DATES

Issue RFP

3/25/2016

Bidders Webinar

4/11/2016

Proposal Due Date and Time

4/25/2016

5:00 PM ET

Notice of Intent to Award
(estimated)

5/6/2016

Execution of Contract
(estimated)

5/13/2016

PURPOSE OF WEBINAR

To provide potential vendors with an opportunity to ask questions and receive responses relative to the RFP.

Written summary of Q & A posted at: <http://itsc.org/Pages/VCO.aspx>

QUESTIONS RECEIVED TO DATE

1. Can foreign firms respond to the RFP?
2. Is there a separate opportunity to submit a proposal for video production?
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?
4. Should Project Management be included in the cost of each lesson or as a separate cost for the entire 40 lessons?
5. Should Audio be folded in to the labor hours for each of the lesson level types or be a separate line item?
6. How should we include the price for 10 new Level 2 interactions?
7. How should we price eLearning tests?
8. Are there required labor categories or should we use our own?

9. Can you clarify “Roll Out Date”?
10. Will the Academy provide the estimated duration for each of the 31 lessons?
11. Does the Academy have an anticipated level of effort for the work described in the RFP?
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?
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.
14. RFP section 14 (Proposal Response Requirements and Basis for Award of Contract) requires a draft project plan as part of proposal submission. Should that plan follow the outline in Attachment C? 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)?
15. In reference to Resusable Interactivities, will there be templated samples of Level 1, 2, and 3 interactions provided to the vendor?

ADDITIONAL QUESTIONS?

WEBINAR FOLLOW-UP

Written summary of Questions & Answers will be posted at:
<http://itsc.org/Pages/VCO.aspx>

On

Friday, April 15, 2016