ADDENDUM 1

DATE: January 10, 2017
PROJECT: Course Development
RFP NO: 744-R1710 Course Development
OWNER: The University of Texas Health Science Center at Houston
TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated, December 12, 2016, with amendments and additions noted below.

1. Questions & Answers

QUESTION 1
Why are you looking for vendors now?

ANSWER 1
We do not have the internal capacity to create all of the courses required for our grants in the time frame desired.

QUESTION 2
Who is currently doing content development and/or course build for CLI?
   a. Is it internally generated or out-sourced to vendors?
   b. If outsourced, how many vendors?
   c. Who are the vendors?

ANSWER 2
   a. Both
   b. This information is not available during the solicitation period.
   c. This information is not available during the solicitation period.

QUESTION 3
How many courses have been content developed and course build in the last 12 months?
   a. by vendors?
   b. By internal resources?

ANSWER 3
Over 30 courses have been developed in the last year using a mix of internal resources and external vendors.

QUESTION 4
How many courses have been “course build only” in the last 12 months?
a. by vendors?
b. By internal resources?

**ANSWER 4**
Approximately 26 courses were builds only

**QUESTION 5**
What is the typical budget for the content developed and build courses?
a. What is the typical budget for course build only courses?

**ANSWER 5**
Depends on the course, content involved, and funding allocation for that course. In any case, the University does not disclose budgetary information.

**QUESTION 6**
Where does the funding for the courses come from?
a. What part of the respective projects would be funded by grant monies?
b. What part would be funded by other sources? What are the other sources?

**ANSWER 6**
Course creation/development through this RFP are grant funded.

**QUESTION 7**
How will you know whether this project is successful?

**ANSWER 7**
Courses are developed within specifications provided by CLI. Information provided in the courses is accessible to learners. Learners are able to get through course materials (functionally) without error. Course satisfaction ratings are high and post-course assessments show learners are gaining knowledge.

**QUESTION 8**
How will you know whether each training/courses are successful?

**ANSWER 8**
Courses are developed within specifications provided by CLI. Information provided in the courses is accessible to learners. Learners are able to get through course materials (functionally) without error. Course satisfaction ratings are high and post-course assessments show learners are gaining knowledge.

**QUESTION 9**
How will course length be determined?
ANSWER 9
Course length for a learner is determined by how long it takes an average learner to go through the course and the activities – we, (CLI), estimate this during the build and confirm post build using field testers. Course length for a developer is determined by the est. number of screens needed. We will work with the vendor if these methods are not sufficient.

QUESTION 10
Who is the audience for this training?
   a. How do you know them?
   b. Do you have any surveys or evaluations from similar/previous training so we can see user impressions?
   c. Do users like/dislike training? How do you know?

ANSWER 10
Teachers/parents/caregivers of children birth to age 5.
   a. CLI works with a variety of caregivers through many projects across the state of Texas
   b. Yes, although the courses in the RFP will have a different look and feel.
   c. Based on feedback/ satisfaction questionnaires, users are very happy with the training provided through our system.

QUESTION 11
Will the courses be accredited for professional development (see, for example, https://cliengage.org/public/tools/online-professional-development-courses/, under “CIRCLE CDA Training Program”)?
   a. If they are, who would be accrediting the courses?
   b. What requirements might the accreditation process place on course development? (Course hours/pre- and post-tests/review by specialists?)

ANSWER 11
Learners taking any course developed through this RFP will receive a clock-hour certificate and/or a CPE certificate. CLI has built in the requirements for these certificates into the development process and is responsible for ensuring the requirements are met. Learners may use the course credits obtained through our courses to apply for a national credential such as the CDA.

QUESTION 12
What will the learner evaluation strategy for the courses be? Review, as in the sample course? Post-tests?

ANSWER 12
We often build in review questions within the course and will have both pre- and post-tests to evaluate learning.
QUESTION 13
What would be the desired completion date(s) for the courses listed in the Portfolio section (5.4.8)?

a. WBS 1.0 – up to 11 elearning courses – what is the desired completion date for WBS 1.0?
b. WBS 2.0 – up to 5 elearning courses – what is the desired completion date for WBS 2.0?
c. WBS 3.0 – develop and build elearning courses on a variety of early childhood topics – desired completion date for WBS 3.0?

ANSWER 13
a. These will be released on a rolling schedule but all courses should be completed by July 15, 2017
b. These will be released on a rolling schedule but all courses should be completed by August 15, 2017
c. Depends on the course. We will work with the vendor once requirements are finalized.

QUESTION 14
Do you need the courses to be delivered on a mobile device?

a. Which platforms – iOS, Android?
   i. which versions?
b. Tablets only or include smart phones?
   i. which hardware platforms?

ANSWER 14
Courses will be made available through our Moodle LMS. We expect that courses are responsive to screen size and can be displayed on a mobile device (tablet/smart phone) using IOS or android operating systems.

QUESTION 15
Which web browsers we should test for? Which versions of each browser?

ANSWER 15
Chrome, Internet Explorer, Firefox, and Safari

QUESTION 16
Which level of WCAG 2.0 Accessibility? A, AA, AAA?

a. Who determines compliance with this standard – vendor or CLi?
   1. If CLi, is the testing rubric available to the vendor?
b. For course build only, will provided materials already meet this standard or will the vendor be required to remediate the provided materials to that standard? (For example, will PDF handouts be tagged? will interactions either be designed to be accessible via the keyboard, or will alternatives be provided? will videos be captioned (either open or closed)? will transcripts be provided for voice-over narration? will proper tab order be indicated?)
**ANSWER 16**

UT requires AA. CLI has software to test for compliance but also expects vendor to approach the development and build with these compliance standards in mind. CLI will work with vendor to ensure materials are handled correctly or remediated as needed.

**QUESTION 17**

Do you have a preferred project management methodology?

**ANSWER 17**

Yes, we use the PMI (Project Management Institute) standard.

**QUESTION 18**

What is CLI’s process for User Acceptance Testing?

a. Will UAT be required for Course Build courses as well?

b. What is the typical group size for UAT?

c. How soon after the course is delivered by vendor is UAT done?

d. Who incorporates feedback from UAT – CLI or vendor?

i. Is this part of the 30-day maintenance?

**ANSWER 18**

CLI will UAT test all courses once complete to ensure the course and reporting are functioning in our LMS. We typically have 3-4 users test within 5 business days of upload. Depending on the errors, CLI or the vendor would be required to remediate. The 30 days of maintenance begins after UAT is complete/remediated and final approved course file is delivered to CLI.

**QUESTION 19**

Does CLI have a style guide for elearning/training/PPT development/marketing that should be followed?

**ANSWER 19**

We have a general style guide for all courses, and typically develop a more detailed guide for each project.

**QUESTION 20**

Will a Storyline template be provided? Or will that be developed by the contractor?

a. If it is provided, will it be accessible to the WCAG 2.0 level desired by CLI? (For example, colors verified for contrast, &c.)

**ANSWER 20**

This depends on the project. Templates given to vendor will have been scanned for accessibility prior.
QUESTION 21
Section 5.4.1 states that modules will be hosted in Moodle LMS; 5.4.3 suggests that courses will be published in CLI Engage. Are these one and the same, or differing hosting solutions?
   a. If the same, what version of Moodle?

ANSWER 21
Users go through the CLI Engage platform to access our Moodle. We are currently using Moodle 3.1.

QUESTION 22
For LMS, how will course success/completion be tracked? (Quiz grade, number of slides viewed, reaching last slide, &c.?)

ANSWER 22
Depends on the project but typically learners need to view all course pages and complete all course activities in order to receive credit.

QUESTION 23
For Content Development/Build courses, is it acceptable for the vendor to contract out SME work?
   a. Would it be possible to use CLI SMEs, and our IDs and Development people?

ANSWER 23
Contracting SME’s is acceptable.
   a. No, UT policy prevents this. Also, for course development projects it has been determined that CLI does not have the capacity to provide content, and that is what we are hiring the vendor to provide.

QUESTION 24
For Content Development/Build courses, what level of referencing and source citation is expected? Will reference manuals (such as Essentials for Working with Young Children (from sample course)) be provided?

ANSWER 24
Yes referencing is expected. We use Chicago within the course and APA in the reference list.

QUESTION 25
For Content Development/Build courses, what materials will be available for the course development team to draw upon?

ANSWER 25
This is would be project specific but in general CLI would provide articles and researchers/institution names as potential references. We may also provide an outline and list of questions we would like answered.
QUESTION 26
For Content Development/Build courses, will all images and videos be provided, or will the contractor be expected to purchase (or take) images and purchase (or produce) videos?

ANSWER 26
CLI would provide all video, audio (VO) and image assets. For Content Development/Build courses -the vendor may suggest videos or images to add, but CLI will produce them.

QUESTION 27
What constitutes a “delivered” course?

ANSWER 27
Final version of the course as a SCORM 1.2 file and the final version of the Articulate Storyline file.

QUESTION 28
Since CLI will have the Articulate Storyline source code for the delivered course, what does 30 days of maintenance entail?  Content corrections (something that was overlooked during CLI’s review), technical corrections (as in someone cannot view it on a particular web browser/version) or something else?

a. When does the 30-day maintenance window start?

ANSWER 28
Maintenance could include minor content edits (misspellings, formatting, etc.) and/or technical/functionality corrections.

a. The 30 day window will begin once the final version has been approved and delivered to CLI.

QUESTION 29
Have any Addenda been distributed to vendors?

ANSWER 29
This addenda is the first; all addenda will be posted on the Bid Opportunities webpage at https://www.uth.edu/buy/bid-list.htm

QUESTION 30
The RFP document mentions a Pre-Proposal Conference (ref. Section 2.6); however there is no Section 2.6 in the document. Was/Is there a Pre-Proposal Conference?  I realize this may have already occurred, but would like the participation information if it has not.

ANSWER 30
No, there was not a Pre-Proposal Conference conducted.
QUESTION 31
The RFP document also references the following sections that seem to be missing in the document: Appendix Two: Sample Agreement and Appendix Three: HUB Subcontracting Plan, as well as Exhibit A: Governance & Approval Process. Could you please forward these sections to me for review and to complete (as applicable)?

ANSWER 31
Please visit our Bid Opportunities webpage for these documents; locate the correct bid and click on the blue + sign; other documents appear in a drop down list.

QUESTION 32
The RFP states a requirement for an “original” signature. We use the Sertifi Electronic Signature system of our Deputy General Counsel to execute all binding agreements across our enterprise. A unique Document ID for this signature will be found at the bottom of the digitally signed page. Please advise if this approach will be sufficient to meet the RFP requirement.

ANSWER 32
Yes.

QUESTION 33
Section 5.4.8 WBS 1.0 Course Build Only – states that all content will be provided by CLI.
   a. Does this include media such as stock photos and audio narration files or will the vendor be required to supply those?
   b. Will CLI be supplying the Storyline2 template?

ANSWER 33
   a. CLI will provide all assets—video, audio files, photos or images. Video links will be provided.
   b. Depending the project, we might. If the vendor is creating a portion of the courses for a program (ex. 4 of the 11 Prek guidelines courses), CLI will provide the template. If vendor is creating the entire program (ex. All 5 of the infant/toddler early learning guidelines courses), CLI expects the vendor to create the template.

QUESTION 34
What is the difference between a project portfolio project and a course? This is specifically in reference to the different pricing requirements requested.

ANSWER 34
The portfolio project is the entire set of courses for that WBS vs. 1 course.

QUESTION 35
What is required for the maintenance of the courses in the required 30 period?
ANSWER 35
Maintenance includes minor content edits (ex. misspellings, formatting, etc.) and/or technical/functionality corrections (ex. button does not work). The 30 day window will begin once the final version has been approved and delivered to CLI.

QUESTION 36
Are the video clips provided for the course build projects (1.0 and 2.0) in addition to the 3.0 course development and build projects?

ANSWER 36
CLI will produce all videos needed for any project unless specifically addressed in the detailed requirements for that project.

QUESTION 37
Part of the requirements for the course builds includes voiceover. Are the scripts for the voiceovers provided as part of the content?

ANSWER 37
For Course builds, CLI will provide all VO narration text and the audio files.

QUESTION 38
In Section 5.4.6 it mentions that courses should be designed with the “intent of self-instructional learning.” Do you expect there to be any role for a professor or mentor as students proceed through the material?

ANSWER 38
Yes, the course should be able to be self-paced with no facilitator needed, BUT we often have these same courses being delivered by a facilitator (through various models) who provides support to the learners. CLI often provides a facilitator guide to these facilitators to give them ideas about what activities/discussion to have at various points in the training.

QUESTION 39
Can you please provide a copy of Exhibit A?

ANSWER 39
Please visit our Bid Opportunities webpage for these documents; locate the correct bid and click on the blue + sign; other documents appear in a drop down list.

QUESTION 40
Can you please identify how many eLearning courses will need content development and course build under Section 5.4.8, WBS 3.0 (similar specifics to items WBS 1.0 and 2.0)?
ANSWER 40
We do not have specific requirements for this WBS yet but included it as we know we will have courses in the near future needing content and course development.

QUESTION 41
Is there an estimated or preferred start date for the project to get started? What is the expected date for all deliverables to Go Live?

ANSWER 41
We would like to start as soon as we can get a contract in place (Late Feb/early March). Courses for WBS 1 and 2 should go live this summer. See question 13

QUESTION 42
Is it intended for the courses to go live all at a particular date, or will they go live as they are completed?

ANSWER 42
As they are completed.

QUESTION 43
On page 12 in section 5.4.2, the RFP mentions video clips will be provided to the contractor. Can you please provide further information about the format of the video files? Will these videos be editable?

ANSWER 43
Our videos are housed in JW player. A link to each video will be provided to the vendor. Videos are not editable by the vendor.

QUESTION 44
Will the contractor have access to test course files (including the final SCORM 1.2 files) in the CLI Engage Moodle LMS?

ANSWER 44
The vendor will not be able to access our LMS as an administrator but will have access as a learner to test the courses. CLI can provide reports and screen shots if the vendor needs to see admin-level information during testing.

QUESTION 45
What overall level of interactivity is CLI looking for in each course the contractor develops?

ANSWER 45
It depends on the course set, but in general, CLI prefers to provide an engaging learning experience for our learners.
QUESTION 46
Will there be any need for translation of course materials into languages other than English? If so, should we include a translation cost in our price estimate?

ANSWER 46
It is possible. If you are able to provide a separate line item for course translation, please do so.

QUESTION 47
Will there be any need for ongoing edits, support, or maintenance of the course past the 30-day post-delivery period?

ANSWER 47
No. CLI will have the final articulate files from the vendor. CLI will fix anything discovered after the 30 day period.

END OF ADDENDUM 1