

## ADDENDUM 4

DATE: February 25, 2015  
PROJECT: BEECH Professional Development eLearning Course Redesign  
RFP NO: 744-R1511  
OWNER: University of Texas Health Science Center  
Houston, Texas  
TO: Prospective Bidders

### I. The following are revisions to the general information provided in the RFP posted January 22, 2015:

#### 3.5 Submittal Checklist

- 3.5.8 Proposer will include in its Proposal a letter of intent from a surety company indicating the Contractor's ability to obtain a performance bond for the entire cost of the Project throughout the duration of the Project, excluding the service Warranty and Maintenance Periods. The surety company must be authorized to do business in the State of Texas and acceptable to University in all respects.

### Section 5 - SPECIFICATIONS AND ADDITIONAL QUESTIONS

#### 5.1 General

##### Performance Bond

Contractor will provide University with a Performance Bond for the **Initial Term** of the Agreement, excluding the Warranty and Maintenance Periods. The amount of the Performance Bond will be equal to and shall not exceed the **Contract Amount** listed in Exhibit C of the Agreement. The performance bond will be issued by a surety company authorized to do business in the State of Texas and acceptable to University in all respects. The performance bond will be made payable to University and conditioned upon the prompt and faithful performance of the Work and all of Contractor's other duties and obligations under the Agreement.

##### Warranty

Contractor shall offer the University a software performance warranty ("**Warranty**") for the Work, Work Material, and Deliverables described in this RFP. Through such Warranty, Contractor will, at its own cost, correct all material defects in the Work as soon as practical after Contractor becomes aware of the defects. If Contractor fails to correct material defects in the Work within a reasonable time, then University may correct the defective Work at Contractor's expense. This remedy is in addition to, and not in substitution for, any other remedy for defective Work that University may have at law or in equity.

The Warranty shall be in accordance with the following:

- A. The Warranty is valid for a period of ninety (90) days after UTHealth's acceptance of the software ("**Warranty Period**").
- B. Contractor shall ensure the software to be substantially free from programming errors and will conform to the specifications, functions, descriptions, standards, and criteria set forth in RFP and forthcoming Agreement (including the acceptance testing criteria), its exhibits and attachments, the Proposal, and any other system software specifications.
- C. A failure of software/code that renders a piece of equipment unusable even temporarily requiring rebooting or restarting shall be considered a failure just as if it were a hardware failure with the same UTHealth remedies.
- D. Warranty shall be performed in a good and workmanlike manner, consistent with industry standards and will be performed by adequately trained and experienced personnel.
- E. In terms of any equipment or third party software purchased by UTHealth from the Contractor, (a) such items shall be ordered new from Contractor's supplier(s) and will include the manufacturer's standard end warranty, which shall be assignable to UTHealth; and (b) Contractor shall pass through to UTHealth all equipment and applicable third party software manufacturers' assignable end warranties that shall apply to University. In the event that the equipment and applicable third party software warranty is not assignable, Contractor shall deliver advance notice prior to purchase of said equipment by University. If the equipment and third party software warranty is not assignable, UTHealth may elect not to purchase the equipment and third party software from Contractor.
- F. Contractor shall ensure that all software licensed hereunder does not contain any disabling code (defined as a computer code designed to interfere with the normal operation of the software or UTHealth's hardware or software) or any program routine, device, or other undisclosed feature, including but not limited to a time bomb, virus, software lock, drop-dead device, malicious logic, worm, Trojan horse, or trap door that is designed to delete, disable, deactivate, interfere with, or otherwise harm the software or UTHealth's hardware or software—except for software limitations on the number of permitted concurrent versions where applicable—in the applications, architectural software, or custom programming as delivered as of the delivery date of such items, which would, without UTHealth's intervention, alter, destroy, or inhibit the system or UTHealth's use of the data or the system within the scope of any applicable license(s) under this agreement, nor is it Contractor's intention that any subsequently delivered updates and releases contain any such disabling code or key lock or provide transactions through any interfaces with the intent to inhibit use of other systems.
- G. During the Warranty Period, Contractor shall provide and install any software upgrades for the Moodle LMS that would cause the redesigned pages to stop working according to the original specification.

### System Maintenance

Contractor shall offer the University an optional System Maintenance for the Work, Work Material, and Deliverables described in this RFP. The University has the option to accept or reject the System Maintenance at its discretion.

The System Maintenance shall be in accordance with the following:

- A. Proposers shall propose an optional twelve (12) month system support and period which would commence on the next day following the last day of the Warranty Period (“**Maintenance Period**”). The Service Maintenance shall be renewable, in writing, on an annual basis. Proposers shall include costs covering one (1) year after end of warranty—see **Pricing and Delivery Schedule (Revised 02/25/2015)** included in this Addendum 4.
- B. During the Maintenance Period, Contractor shall provide extended system maintenance, additional support, and enhancements in connection with all pages/software. Specifically, Contractor shall supply UTHealth with any and all updates, enhancements, improvements, or modifications to the pages/software at no additional charge to UTHealth beyond what is proposed in the extended maintenance support offering (“**System Maintenance**”).
  - Extended maintenance labor costs for pages/software
  - Extended maintenance upgrades for the Moodle LMS
  - Repair services for broken pages due to upgrades to the Moodle LMS
- C. Payments during and for said support and maintenance period shall be due and payable on a monthly/quarterly basis. If purchasing such a plan in advance would provide for a discounted cost, the cost of an advance purchase option shall also be proposed. All costs associated with the time and support efforts required as the result of any non- functioning pages or system features shall be provided at no additional expense. Such cost items shall include but not be limited to the following: troubleshooting, programming, installation, or re-installation.
- D. Contractor shall correct or replace the equipment or provide the services necessary to remedy any programming error, malfunction, or other problems in connection with the hardware, software, firmware, documentation, etc.
- E. Support Personnel must be trained and certified on the installed systems.
- F. Contractor shall in good faith support and resolve problems with connectivity to the equipment in accordance with the maintenance and support provisions of this document. If Contractor determines the problem lies with other manufacturers’ equipment, then the Contractor shall work cooperatively with UTHealth and any other subcontractors to identify and resolve the problem.
- G. Contractor must provide UTHealth with new versions of new code and page updates, upon request and when made generally available.
- H. Contractor must provide a complete description of its routine and preventive maintenance schedule.
- I. Preventive maintenance shall be scheduled as frequently as is recommended by the authors of the system’s various components. UTHealth will schedule preventive maintenance with the Contractor and any subcontractors involved. In no case will preventive maintenance be scheduled to put any aspect of the system offline without the UTHealth’s prior approval.
- J. Contractor must provide support on all software and/or page components 24 hours per day, seven (7) days a week and as such shall have multiple layers of backup personnel trained to provide this level of service.
- K. Contractor must provide one toll-free telephone number to call for all software maintenance/support problems.
- L. If any additional software is needed specifically for maintaining or monitoring the system, this/these software(s) will be identified in detail, with cost estimates.
- M. UTHealth will have, without penalty or any cost or charge, the right to cancel/terminate maintenance or change maintenance time periods on the equipment by giving the Contractor thirty (30) days written notice prior to such

change. UTHealth will be refunded any maintenance fees for periods that have not been completed.

- N. The Contractor shall be offered the opportunity to cure the situation that has caused UTHealth to move to the cancellation of Extended Maintenance.
- O. If the Extended Maintenance Plan is cancelled, the Contractor shall turn over any and all source code as purchased by Owner in the provisioning of this service.

## **Section 6 - PRICING AND DELIVERY SCHEDULE**

Proposer should include the **PRICING AND DELIVERY SCHEDULE (REVISED 02/25/2015)** in its Proposal (see the last pages of this Addendum); prior versions of the schedule should be discarded.

### **II. The following are revisions to the general information provided in the RFP posted January 22, 2015:**

1. Are there any issues with Contractor teams that include foreign nationals or foreign organizations?

**Answer:** UTHealth has no issue with Contractor teams that include foreign nationals or foreign organizations for this project.

2. Will UTHealth supply the current course's final content for the Contractor to enhance or for the Contractor to redo the courses?

**Answer:** Yes, UTHealth will supply this content to the awarded Contractor.

3. Through the RFP, UTHealth requests the Contractor to improve the registration process for the BEECH site. Please answer the following:
  - a. Does that include redeveloping the current site?
  - b. Is there e-commerce part involved?

**Answer:**

- a. If this question refers to the site only, then yes, the Contractor will be redeveloping the current site.
- b. There is no e-commerce component for this project.

4. Per the current registration process, it appears that anyone can register online and get access to the course. Please answer the following:
  - a. Is this correct?
  - b. How does UTHealth want this to be changed?
  - c. Please provide more specific information in terms of desired registration process.

**Answer:**

- a. Yes.
- b. UTHealth would like to integrate the redesigned BEECH professional development modules into the Moodle LMS which is a part of our CLI Engage Learning Platform. UTHealth will work with its developers and the Contractor to integrate the redesigned site with the registration process.

c. Google Authentication is used for authentication into UTHealth's platform. User management is tied to an access control that automatically carries over the user's information into the Moodle database.

5. Will UTHealth provide all the videos to be replaced in the new course?

**Answer:** Yes, UTHealth will provide all the videos to be used in the new course.

6. Does the Contractor have to include professional audio as well? If so, is it for entire course or selected portions per the Contractor's recommendation?

**Answer:** No, the Contractor will not have to include professional audio. UTHealth will provide all of the digital assets that need to be posted to the site.

7. Is Moodle LMS already setup or does the Contractor have to set-up/customize Moodle, and then integrate courses into it?

**Answer:** The Moodle LMS is already set up. However, there may be some need to set-up/customize Moodle in order to integrate courses into it. This all depends on the course redesign.

8. Is it correct that the Contractor is expected to upgrade the current courses, site and moodle customization + course integration?

**Answer:** The Moodle LMS is already set up. However, there may be some need to set-up/customize Moodle in order to integrate courses into it. This all depends on the course redesign.

9. Will the Contractor be required to obtain a performance bond?

**Answer:** Yes, the Proposer's proposal shall include a letter of intent, and the awarded Contractor is required to obtain a performance bond—see below per Section I, Subsection 3.5.8 and 5.1 of this Addendum 4.

10. Will the Contractor be given administrative access to the Moodle LMS on the testing server?

**Answer:** If necessary and at UTHealth's discretion, the Contractor will be granted Administrative access to the Moodle LMS testing server.

11. Has the Moodle LMS been heavily customized? If yes, is there good documentation available detailing the customizations and can it be shared with the Contractor?

**Answer:** UTHealth's Moodle instance has been customized but not "heavily". UTHealth will be able to assist the Contractor with any documentation or questions it may have during the development process.

12. What is the total seat time for the course? In other words, how long is expected to take the learner to work through all sessions and modules?

**Answer:** Each session is supposed to take an estimated 45 minutes to complete, and there are twenty (20) sessions and four (4) modules. Thus, the total time to complete all four (4) modules) is an estimated fifteen (15) hours.

13. What level of interactivity is expected for the updated course? Will it be similar to the current version of the course?

**Answer:** This bid is more for a redesign, so intensive interactivity within a course is not something for consideration at this point in time.

14. What software (e.g. Storyline, Presenter, etc.) is used to develop the BEECH eLearning modules?

**Answer:** The software is the Contractor's choice as long as the package can export a SCORM 1.2 module to be loaded into the Moodle LMS.

15. Is UTHealth open to the possibility of rebuilding the courses using course authoring software, such as Articulate Storyline or Adobe Captivate? If yes, are the source files available?

**Answer:** Yes, the software is the Contractor's choice as long as the package can export a SCORM 1.2 module to be loaded into the Moodle LMS.

16. Will there be new content added to the course? If yes, will UTHealth provide access to subject matter experts for developing it?

**Answer:** No, there will not be any new content added to the course.

17. Will video files be provided to the Contractor as RAW footage or in a compressed format?

**Answer:** The video files will most likely be in a compressed format.

18. Will any of the videos provided to the Contractor need to be dubbed or subtitled to be used on the Spanish site?

**Answer:** No; everything for the Spanish site is already in Spanish.

19. What type of usability testing and user acceptance testing is UTHealth looking for?

**Answer:** The University will have UTHealth users (internal) and users of the system (external) will review the content for usability and features testing.

20. Will UTHealth provide the Contractor all the source files/materials including graphics etc. for the eLearning modules?

**Answer:** Since this project is a redesign, UTHealth will not provide anything outside of the content offered within the current courses. Any added graphics or enhancements is the responsibility of the awarded Contractor.

21. In the Pre-Proposal Conference, there was discussion of a warranty. Is this a requirement of this RFP? If yes, what is the expected warranty period?

**Answer:** Yes, the Contractor shall provide a software performance warranty and such warranty must be included in Proposer's base price—reference Section 5.1, Section 6.1 and the Pricing and Delivery Schedule (Revised 02/25/2015) of this Addendum 4.

22. Does the Contractor need to provide voice narration or other audio? If yes,...

- a. What is the total running time expected?
- b. How many voices are expected and is there any requirement for male and/or female voices?
- c. What dialect of Spanish is UTHealth looking for?
- d. Are there any Spanish accents that are preferred or need to be avoided?

**Answer:** No; all voice narration and other audio will be provided by UTHealth.

23. Regarding existing content, how many images provided by UTHealth will be hand drawn? If a specific number cannot be stated, approximately how many new images will be provided and approximately what percentage of those will be provided as sketches?

**Answer:** UTHealth has an in-house artist that it will work with. UTHealth cannot quantify the amount of new images and sketches at this time.

24. Regarding existing content, the RFP appears to state that the BEECH site exists in both English and Spanish. However, the site referenced in the RFP contains only a single module with two (2) sessions. Is the referenced site intended to provide Proposers with the overall design only?

**Answer:** Yes, the referenced site is to provide Proposers an idea of what the current site design is like, not to provide every bit of text and graphic content.

25. Regarding Question 24, is the session structure of each deliverable module represented by the linked BEECH Site intended to be the structure of the finished course?

**Answer:** Yes.

26. Regarding Question 24, does content exist for the Review and Reflect and Practice sessions?

**Answer:** Yes.

27. Regarding quizzes, do the questions for all Quizzes (e.g., Test Your Knowledge) exist?

**Answer:** Yes.

28. Regarding quizzes, are the questions in the form of a Moodle Question Bank?

**Answer:** Yes.

29. Regarding registration/enrollment, do learners register themselves or will some designated UTHealth role be performing this activity?

**Answer:** The user will self-enroll and an UTHealth employee will provide assistance with this process as needed.

30. Regarding registration/enrollment, what is the expectation for integration with a Payment Processor? (e.g., to require payment prior to registration or as part of registration)

**Answer:** There is no payment processor or payment required.

31. Regarding registration/enrollment, are there other registration constraints (e.g. residence verification, admin review) prior to allowing a Learner into the course?

**Answer:** The user will need to provide a valid Texas address.

32. Regarding registration/enrollment, are there unstated requirements for the following:

- a. Enrollment Management
- b. Suspend Enrollment
- c. Reactivate enrollment

**Answer:**

- a. No.
- b. No.
- c. No.

33. Can you sign up for E-Verify after being selected as a vendor and not before?

**Answer:** UTHealth requests the awarded Contractor to acknowledge acceptance of and compliance with the e-verification requirements via the executed Agreement prior to the start of Work.

34. When UTHealth refers to “sites”, is it referring to a single moodle instance with multiple pages, or does UTHealth have several moodle instances?

**Answer:** UTHealth is referring to a single Moodle instance with multiple pages (courses).

35. Will UTHealth consider converting some of the video content to interactive eLearning screens instead of creating new video clips?

**Answer:** UTHealth will consider this but not to the detriment of the overarching goal of a site redesign.

36. Regarding the video updates, will the Contractor have access to a library of stock images, video clips, or potentially individuals at UTHealth for the production of videos?

**Answer:** The video clips are instrumental to the course content, and UTHealth will let the awarded Contractor know where the clips will need to be used. All of the images UTHealth has will be made available to the Contractor. If there are artistic license choices the Contractor would like to make concerning the redesign, the responsibility for those images would rest with Contractor.

37. What kind of demographic information is UTHealth seeking to capture?

**Answer:** The main data points UTHealth desires are as follows and may change during the course of the redesign:

- Name
- Address (location of business)
- Employment type (Home-Based Child Care Provider, Teacher, etc.),
- Age
- Registered or licensed to provide childcare

38. In reference to Question No. 35, how does UTHealth see it being updated before each module?

**Answer:** This is based on the awarded Contractor's recommendation and further discussions between UTHealth and the Contractor.

39. In reference to Question 35, would UTHealth like to force the user to update the information before launching any modules?

**Answer:** UTHealth will have users re-enroll in the system if they want to take the redesigned modules over again. This will not be expected of new users.

40. What is an estimated seat time for each of the modules?

**Answer:** The estimated seat time is 3 hours 45 minutes.

41. Regarding Moodle, the RFP requires the results to be hosted within a Moodle 2.7 system. If Security or Accessibility scans indicate issues with Moodle Core code, does UTHealth require the Contractor to modify Moodle core code to correct those issues?

**Answer:** The new version required is 2.8, not 2.7. The Contractor will need to remediate any code it has written that does not pass UTHealth Security or Accessibility scans.

42. Regarding Accessibility Requirements, the accessibility requirements of the RFP require conformance with Web Content Accessibility Guidelines (WCAG). There are both WCAG 1.0 and WCAG 2.0. Within each of those, there are levels of conformance. For example WCAG 2.0 has levels A, AA, and AAA. To which guidelines (WCAG 1,0 or WVAG 2.0) and to what conformance levels must the system conform?

**Answer:** WCAG 2.0 AA

43. Will the system be required to support Single Sign On?

**Answer:** Yes, this feature is already built and integrated into the system.

44. If so what protocol is desired? (SAML, Active Directory, etc.)

**Answer:** SAML & AD; this feature is already built and integrated into the system.

45. Is Registration data required to reside inside Moodle, external to Moodle? (i.e., Will the registration application be required to integrate with your Security Appliance?)

**Answer:** It is externally but part of the user information is passed from an external source into Moodle.

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**SECTION 6**

**PRICING AND DELIVERY SCHEDULE (REVISED 02/25/2015)**

**Proposal of:** \_\_\_\_\_  
(Proposer Company Name)

**To:** The University of Texas Health Science Center at Houston

**Ref.:** Services related to the BEECH Professional Development eLearning Course Redesign

**RFP No.:** 744-R1511

Ladies and Gentlemen:

Having carefully examined all the specifications and requirements of this RFP and any attachments thereto, the undersigned proposes to furnish services for the BEECH Professional Development eLearning Course Redesign required pursuant to the above-referenced Request for Proposal upon the terms quoted below.

**6.1.1 Base Pricing for Services Offered**

A. Design Phase	\$ _____
B. Review Phase	\$ _____
C. Test/Implementation Phase	\$ _____
D. Training	\$ _____
E. Warranty (reference Section I, Subsection 5.1 of this Addendum 4)	_____ INCLUDED
<b>Total Cost</b>	<b>\$ _____</b>

**6.1.2 Optional Pricing**

System Maintenance (reference Section I, Subsection 5.1 of this Addendum 4)

A. Year 1	\$ _____
B. Year 2	\$ _____
C. Year 3	\$ _____
D. Year 4	\$ _____

**6.2 Delivery Schedule of Events and Time Periods**

\_\_\_\_\_ Calendar Days requested to complete project upon receipt of purchase order

**6.3 University’s Payment Terms**

University’s standard payment terms for services are “Net 30 days.” Proposer agrees that University will be entitled to withhold \_\_\_\_\_ percent (\_\_\_\_\_% ) of the total payment due under the Agreement until after University’s acceptance of the final work product. Indicate below the prompt payment discount that Proposer will provide to University:

Prompt Payment Discount: \_\_\_\_\_% \_\_\_\_\_days/net 30 days.

Respectfully submitted,

**Proposer:** \_\_\_\_\_

**By:** \_\_\_\_\_  
(Authorized Signature for Proposer)

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**END OF ADDENDUM 4**