

ITCA RFP WIC 17-01  
Responses to Bidder Questions

- 1. For deliverable number 2, are monthly meetings required to be in person, web-based and/or by phone? If there is no specific requirement, what is ITCA's preference?**

The meetings can be held over the phone with web-based calls as needed.

- 2. How much previously established content will be provided for each module and how much new content will the contractor need to create?**

Most of the learning modules have some content that already exists in our current training modules. Our current paper knowledge modules are available at [www.itcaonline.com/?page\\_id=4256](http://www.itcaonline.com/?page_id=4256). The content will need to be significantly revised to reflect current practices and policies, to create a better flow and learning experience and modernized to be client centered, positive and interesting and include audiovisuals. Two modules will need the majority of the content created, as a current module does not exist.

- 3. How many modules are going to incorporate STARS and to what extent will STARS be incorporated?**

ITCA estimates that approximately seven of the modules will incorporate STARS (ITCA's WIC computer system).

- 4. How many screen shots will be incorporated?**

Most modules will only require a few screen shots. One will require approximately ten and another will require screen shots throughout the module.

- 5. Will ITCA or the contractor be responsible for creating the screen shots?**

ITCA will provide the contractor with access to STARS and training on how to use STARS. The contractor will be responsible for creating the screen shots.

- 6. What is the estimated length of the STARS recordings?**

The recordings will be approximately 15-120 seconds in length, depending on the subject.

- 7. Will STARS recordings require interactivity for the learner?**

No

- 8. Will the STARS recordings have their own knowledge checks? If so, will the knowledge check be embedded in the recording or be in the LMS via Moodle?**

The STARS recording may have a knowledge check that would be embedded in the LMS.

- 9. Will scenario-based competency checks be used for learner use in a training database? If so, will ITCA or the contractor create the scenario based competency checks?**

Scenario-based competency checks will be included in the learning modules. The contractor will be responsible for creating the competency checks.

- 10. Are there training elements (e.g., webinars, conferences) other than the specific training modules identified, that ITCA will want to formally integrate into the LMS during the contractual timeframe?**

Yes, however, this is not part of this RFP but it may be something that is done in the future.

- 11. The 2<sup>nd</sup> paragraph on page 22 of the RFP states that “ITCA will pay for each deliverable upon completion of all tasks in the deliverable with the exception of Deliverable 3 which will be divided into equal monthly payments over the term of the contract.” Should this refer to deliverable 4 and not deliverable 3?**

Yes. Deliverable 4 will be divided into equal monthly payments as outlined in the Proposal Bid Sheet.

- 12. The RFP states that “the bidder shall produce a minimum of twenty video clips of 1-5 minutes in length.” Can ITCA provide an preferred average duration for the length of each video clip?**

An average duration is 2 minutes.

- 13. Should the bidder submit pricing based on the maximum length of the video clips listed in the RFP? i.e., 20 video clips X 5 minutes in length = 100 minutes**

The bidder should provide total pricing for the video clips and it should be clear in the response how many total minutes of video is included.

- 14. How many videos will be filmed at one time (i.e., how many days of onsite filming are anticipated by ITCA?) Will footage for all the modules be filmed during one day of onsite filming?**

ITCA estimates that two days of filming will be needed to obtain all needed footage.

- 15. Is ITCA amenable to working with professional actors and scripted dialogue for the video filming? If scripted, who will have primary responsibility for creating the script, ITCA or the contractor?**

Yes, ITCA is amenable to working with actors and scripted dialogue. The contractor would have the primary responsibility for creating the script and recruiting and paying for actors.

- 16. Does ITCA prefer to showcase ITCA staff members in the video clips? If so, can ITCA make available for filming staff members who have been trained in and have experience with participant-centered skills and service delivery?**

Actors or trained staff members may be used in the video clips.

- 17. What is the expectation of the contractor, if any to train staff in preparation for the video filming?**

There is no expectation of the contractor to train staff for the videos.

- 18. In the event that clinic/site space is limited, is ITCA willing to simulate a lab or desk/office environment in a larger space for the purposes of filming?**

Yes.

- 19. In the event of a protest, will any portion(s) of the bidder's proposal be shared with the protesting company and or the public? If so, what portion(s)?**

Per Section 2.6, all proposals become the property of ITCA and may be released to the public. The entire proposal may be released except sections that are marked as proprietary or confidential.

- 20. The RFP specifies that responders must have experience using the Moodle platform. How will the selected vendor be asked to use Moodle? Will the selected vendor be asked to:**

- a. Configure and enhance features, plug-ins and functionality of the system itself? No
- b. Administer (upload and manage) module components directly in your Moodle platform? Yes, uploading all content for learning modules.
- c. Perform any user administration tasks? If so, what types of tasks? No

- 21. What version of Moodle is currently in use? What plug-ins and functions are installed?**

The current Moodle version is 3.0.8. The plug-ins include: Activity Module, Admin Tools, Authentication, Availability Restrictions, Blocks, Caching, Calendar Types, Course

Formats, Enrollments, Filters, Licenses, Local Plugins, Logging, Message Outputs, Question Behaviors, Question Types, Reports, Repositories, Text Editors and Web Services.

**22. Do you anticipate needing any SCORM-conformant eLearning courses (authored in an elearning program such as Storyline or Articulate)?**

No.

**23. Can you give us an idea of what the volume of content might be for each of the modules (estimated number of documents, page count, number of videos, etc.)? Or anticipated seat time for the learner per module?**

It is estimated that each module will have from one to three videos with a document length of 25 – 60 pages. See Exhibit G for a copy of a current learning module.

**24. The RFP specifies the minimum number of videos is 20. What is the maximum number you anticipate needing? Alternatively, how many days of videography do you think will be required?**

ITCA anticipates a maximum of 30 videos. Two days of videography would be required.

**25. What resolution/quality of video is needed?**

Video quality should be adequate to clearly show the learner the required competency.

**26. Will onscreen and audio talent be provided by the state? If so, are these individuals experienced or professional actors/voiceover talent?**

Talent could be a combination of professional actors/voice over that is procured by the contractor or staff, WIC clients and community members that are non-professional actors.

**27. What types of actor incentives are appropriate or suggested?**

Incentives for non-professional actors that are not staff are generally gift cards valued at \$15-\$25.

**28. Who is the training audience? What are your goals for this training?**

The audience is paraprofessional and professional WIC staff members. The goals of the trainings are for the staff to learn about the subject matter and be able to demonstrate skills and knowledge after completing the training.

- 29. Does any of the training include training in software or systems? If so, what percentage? And if so, are any simulations/demonstrations of system functionality required?**

The training would require recordings of the use of the WIC computer system, STARS, and screen shots. The training of STARS would be a small percentage of the training, 5-10%, with the exception of one module, which would be 60-80%.

- 30. Is any instructor-led or virtual instructor-led training being considered, or is the intent for all training to be self-paced? If some instructor-led training is to be included, does the organization have trainers or should that be included in our response?**

The training will be self-paced.

- 31. If virtual instructor-led training is an option, does the organization have web conferencing services to support this, or would it need to be provided by the selected vendor?**

All training will be self-paced with no virtual instructors.

- 32. Are the videos of a predetermined length?**

Videos are estimated to be one to five minutes in length depending on what is needed to demonstrate the desired skill.

- 33. Are the videos to be examples or demonstrations of the aligned process in a clinic?**

Videos are demonstrations of skills and processes that support the written content.

- 34. Are the videos an overview of the process at each stage?**

The videos may show an entire skill or process or one or more parts of a skill or process.

- 35. Is there a preferred authoring tool for course publication?**

No.

- 36. Was the example course constructed within Moodle or imported from an outside authoring tool?**

The example course was constructed within Moodle.

- 37. If imported, in what format was the example course file imported?**

See above.

**38. Does the contractor/vendor delivering the training modules work with a ITCA Moodle administrator to upload and test course materials?**

The contractor will be expected to upload and complete preliminary quality assurance testing of the material. ITCA or its designees will complete user testing and provide recommended changes or fixes.

**39. Will the contractor/vendor have administrator access to the current LMS (shown in the demonstration)?**

Yes, the contractor will have administrator access to the current LMS.

**40. Is there any Moodle administration required as part of this RFP?**

No. A contract is currently in place with a vendor to administer Moodle.

**41. Is the delivery of a SCORM 1.2 compliant module an acceptable delivery method?**

No.

**42. Who administers I-TREC Moodle currently?**

The contractor that built the I-TREC site currently administers it.