

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

CFCC-2018-02-CD-RFP-E-LEARNING MODULES

March 27, 2018

1. Does the Judicial Council already have Moodle or Blackboard LMS (mentioned in the RFP) or will it expect the contractor to provide a learning management system in addition to the e-learning courses?

ANSWER: Contractor is not expected to provide a learning management system in addition to the e-learning courses. If a learning management system will be required to host the content delivered to the Judicial Council, the contractor should specify in the proposal what software, licenses or LMS will be required for hosting content.

2. What is meant by “open source” in sections 2.1(c) and 2.4: “Provide the e-content to CFCC in a format that is open source, “? (Note: Adobe Captivate is not open source. It is a product by Adobe. We are assuming that you would like us to provide the content in an output that is platform independent, such as SCORM or xAPI.

ANSWER: The RFP suggests that content be provided in an output that is platform independent. Section 2.4 also states that the proposed work can make use of non-proprietary development environments such as Adobe Captivate.

3. Will we be creating videos, or will they be provided?

ANSWER: Section 2.2 lists a number of potential modules. All of the content for those would be developed in collaboration with Judicial Council staff. Production of the content is the responsibility of the vendor.

4. Will we be creating any graphics or will they all be provided?

ANSWER: Section 2.2 lists a number of potential modules. All of the content for those would be developed in collaboration with Judicial Council staff. Production of the content is the responsibility of the vendor.

5. Will we be creating an LMS, or will the courses be uploaded to an existing LMS?

ANSWER: Contractor is not expected to provide a learning management system in addition to the e-learning courses. If a learning management system will be

required to host the content delivered to the Judicial Council, the contractor should specify in the proposal what software, licenses or LMS will be required for hosting content.

6. If a new LMS needs to be setup to host the e-Learning modules, would we have to plan for its hosting? If external hosting is to be considered, do you have any specific requirements such as using GovCloud?

ANSWER: No

7. How many total and concurrent users be using the platform?

ANSWER: This is outside the scope of the RFP.

8. Will we be creating discussion boards in the LMS (see section 2.7.1.5)? Can you elaborate a bit on what's expected of the discussion boards feature?

ANSWER: It is the responder's responsibility to describe what the training modules they propose will involve.

9. Will we need to create the job aids or are these already created (see section 2.7.1.5)?

ANSWER: Section 2.7.1.1 notes that Judicial Council staff will provide the training materials currently used for the topic. Other content will need to be developed in collaboration with staff.

10. Are you open to using Articulate Storyline for developing the courses (as opposed to Adobe Captivate)? Articulate Storyline is much easier to use compared to Adobe Captivate thus allowing Judicial Council staff to easily get trained to handle the modules for maintenance and to use them as templates while creating newer modules.

ANSWER: Responders are not restricted to any particular software.

11. What target budget (or budget range) has been established for this project?

ANSWER: This is noted in the RFP.

12. Do you need the project to comply with Section 508 (accessibility)? Which level (A, AA, or AAA)? (if applicable)

ANSWER: Yes, the project must comply with Section 508 and Web Content Accessibility Guidelines 2.0, Level AA.

13. Is it possible to review the source files that will be used to create the courses prior to completing the proposal?

ANSWER: No

14. How much Subject Matter Expert time will be available from the Judicial Council?

ANSWER: The Judicial Council intends to provide subject matter expert time to the project. It has not set an amount.

15. Will there be a need for Instructional Design time? If yes, how much ID time will have to be planned?

ANSWER: Whether or not to budget for this is the decision of the responder.

16. Our team works with groups throughout the world through collaborative web meetings and tools. Yet we recognize that in-person work can also be important to facilitate group project work. Would you prefer our budget include scope for some in-person meetings, or would you prioritize cost-savings (and rely on 100% remote meetings)?

ANSWER: Whether or not to include this is the decision of the responder.

17. Will there be a need for allowing users to save their session to resume later?

ANSWER: Whether or not to include this is the decision of the responder.

18. Will there be a need to track the users' progress in the system through the e-Learning modules?

ANSWER: Whether or not to include this is the decision of the responder.

19. Can you think of any special features that you'd like the underlying system (LMS) to provide to the users of the e-Learning modules? (E.g., Notes feature that allows users to take notes or email feature that lets users to email their notes along with specific screens from the modules for further use.)

ANSWER: This is outside the scope of the RFP

20. Will there be a certificate at the end that users can save and print?

ANSWER: Whether or not to include this is the decision of the responder.

21. Will there be any social media integration so that users can share with their friends about the e-Learning modules and that they're taking them?

ANSWER: This is outside the scope of the RFP

22. Are you looking for US based instructional design or can India based ID work as well?

ANSWER: The Judicial Council will consider every responsive bid as outlined in Section 8. Please refer to Section 8.1g (iii) regarding the required certification for foreign companies doing business in CA.

23. Are you expecting travelling onsite for holding design & technical meetings?

ANSWER: See Section 2.7.1

24. Are you willing to pay for all travels required for different stages of the project? Do you have a budget assigned for it? Can that include as part of our bid?

ANSWER: See Section 8.2

25. Are you also looking for a platform on which these e-content courses be delivered? Are you currently using any platform?

ANSWER: Contractor is not expected to provide a learning management system in addition to the e-learning courses. If a learning management system will be required to host the content delivered to the Judicial Council, the contractor should specify in the proposal what software, licenses or LMS will be required for hosting content.

26. Can we use Articulate Storyline for development of courses?

ANSWER: Responders are not restricted to any particular software.

27. Are you envisioning onsite visit for training CFCC to develop & deploy courses?

ANSWER: See Section 2.7.1

28. Would you share the list of personas to be used for user testing?

ANSWER: This is outside the scope of the RFP.

END OF QUESTIONS AND ANSWERS