

Request for Offers (RFO) Addendum

RFO Number: RFO0132

Addendum Number: 1

Date of Addendum: 5/27/2016

Original Due Date, Time: 6/3/2016, 3:30 PM CDT

Revised Date, Time (if changing): N/A

Title: eLearning Development and Instructional Design Staff Augmentation

SCOPE OF ADDENDUM

The following are changes to the RFO:

Page 4, "Mandatory Qualifications", is amended as follows:

Mandatory Qualifications (To be initially scored as pass/fail. Thereafter, proposals where both resources meet the Mandatory Qualifications for their respective roles will be scored based in part on the extent to which the resources exceed the minimums. See RFO Evaluation Process, below.)

- Vendor must be approved in the Training Tool Development SITE category.
- ~~Individual proposed as the eLearning developer/programmer must have at least two years of experience in eLearning development using Adobe Creative Cloud/Captivate as development tools.~~
- Individual proposed as the eLearning developer/programmer must have at least two years of experience developing eLearning assets using Adobe Creative Cloud development tools AND at least two years of experience developing eLearning assets using Adobe Captivate as a development tool. This experience may be concurrent/overlapping.
- Individual proposed as the instructional designer/writer must have at least two years of experience in instructional design.

(Questions and Answers start on next page.)

QUESTIONS AND ANSWERS

General

1. Can candidates work remotely?

Our expectation is that candidates will be available in our office to be integrated into the team. There may be more flexibility after an initial period to develop those team relationships but there is an expectation that they will regularly be available to be on-site.

2. Will you please give a sense of the mixture of content types, e.g. software simulation, interpersonal skills, and policy & procedures?

We expect each of these content types will be incorporated in the project. Service delivery skills will be the primary focus.

3. What are your hopes/expectations regarding the big-picture partnership with your vendor of choice? Please provide a brief description and/or characteristics of your ideal experience with regard to this contract.

Our expectation is the vendor will provide quality staff, be responsive to requests, and effectively work with us to address issues as they arise.

Schedule and work process

4. You were originally hoping to have the eLearning Developer and Instructional Designer begin on or around April 1, 2016. With a compressed schedule, what has changed about your resource planning and/or scope of work?

The initial projects have not changed; this contract is providing staff augmentation. The complete scope of work is unknown at this point and the candidate will be a part of the process to determine the work plan.

5. What were the determining factors in deciding on contractors equivalent to 1.5 FTEs? It sounds like the specific projects aren't decided on yet, so we're curious about what's most important to you in supporting DSD's strategic plan.

Based on our experience with similar projects where deliverables were not defined, we expect this level of staffing from the vendor will sufficiently augment our existing staffing to provide additional capacity. We estimate 1.5 FTE will address our needs in the first year, with the option to extend in future years as the scope of the work is better defined.

6. Please elaborate on your expectation to have access to an instructional designer as needed, including:

a. About how many months would you expect the early stages to last, during which the instructional designer would be full-time?

We expect the first 4-5 months of the project will be full-time work as the deliverables and tasks are scoped out and the design and development process begins.

b. And how would you characterize their later involvement, e.g., steady part-time versus intermittently?

After the initial full-time work phase is complete, there will likely be a period of steady part-time work (10-15 hours per week) for a month, followed by intermittent work as content changes due to policy changes, stakeholder feedback, or change in scope.

c. If intermittently, will the project schedules be fairly stable so the instructional designer can plan other work around his or her commitments to your project?

The instructional designer will be able to make commitments to other projects. We anticipate intermittent requests for feedback from the instructional designer requiring less than 3 hours per week. We will work with the selected vendor on a reasonable response time as we understand the person would not be available on demand.

7. On Page 3, under Responsibilities you state: "Vendor will also be asked to provide input...." By vendor, do you mean the contracted resources, the vendor company, or both? How would you characterize your need for having access to other skill sets from the vendor as needed?

In this case, we intend for the contracted staff to be part of our team and provide input to the overall project planning process.

Skills

8. Please elaborate about the project management experience you'd like the eLearning developer to have. What tasks would you like them to do that use PM skills?

We expect the developer to be able to map out a design and development timeline, complete with general milestones and deliverables. The developer should be able to monitor and report to the team on the status of the deliverables and timelines. We are looking for general project management skills, not a certified project manager.

9. Do you have an instructional designer already on the team?

Yes.

10. Who currently writes narration and develops storyboards?

Those tasks are currently accomplished by our eLearning Developer and other training staff who work in collaboration with the business areas to develop this content.

11. Can you please clarify the required skill for the eLearning developer—for instance, is the requirement two years of eLearning Development experience with each of Adobe Creative Cloud and Adobe Captivate? Or would two years of one or the other meet the requirement?

The eLearning developer must have 2 years of experience with both Adobe Creative Cloud and Adobe Captivate, but the experience may be concurrent/overlapping – please see the amended Mandatory Qualifications above for the specific requirements. We want flexibility to develop online training to meet the needs of the project to be both accessible and authentic.

12. If the instructional designer also meets the eLearning developer requirements, could it be an option for both contractors to work FT for a shorter duration than planned, rather than having the instructional designer work half-time on average?

No. This is a staff augmentation request and we are looking for additional capacity for at least one year. However, if the eLearning Developer has instructional design skills, we would consider eliminating the need for intermittent access to the instructional designer after the initial design and development phase.

Overall management plan

13. How would you like us to demonstrate how resources will be assigned and how we'll accomplish the major tasks and deliverables in the RFO given that the specific projects haven't been identified yet?

The main deliverable is providing skilled professionals to supplement our current team capacity. In the event that there are performance issues or unforeseen circumstances that impact the individuals' ability to meet the project needs, it would be expected that the vendor would work with us to identify a number of potential candidates to replace that person(s). The acceptance of any such resource substitution would be at the sole discretion of the State and would be subject to SITE Program rules.

This addendum shall become part of the RFO and should be returned with, or acknowledged in, the response to the RFO.

RESPONDER NAME:

SIGNATURE:

TITLE:

DATE: