JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

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

March 28, 2018

Business need:

What business challenge/change triggered the need for this training? Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.

1. What are the high-level goals/objectives of the training program? Answer: See section 2.1
2. What will performers be able to do or do differently upon completion of the learning intervention? Answer: See section 2.1-2.5

Target audience:

1. The RFP mentions that the web-based education will be for "court users and court professionals" and "E-content is expected to meet the needs of the different users who access CFCC websites and tools." Do these users and professionals include self-represented litigants, victims of domestic violence, victims of crime, families involved in child custody and child support matters, families and children involved in the child welfare or the juvenile justice systems? Answer: See section 2.1-2.5
Please let us know the targeted primary and second audience groups (if any) for each course and what their learning requirements (needs) are. Answer: See section 2.1-2.5
2. It would be great if you could share their demographics with us (experience, education level, age, geographic location). Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.
3. What are the prerequisite knowledge/skills/attitudes for the audience? The purpose of these answers is to clarify specifics in the text of the RFP. Answer: We cannot assist you with this question.
4. What information sources do they depend on? The purpose of these answers is to clarify specifics in the text of the RFP. Answer: We cannot assist you with this question.
5. What challenges do they currently face in performing required tasks? The purpose of these answers is to clarify specifics in the text of the RFP. Answer: We cannot assist you with this question.
6. Does the audience group have any experience with e-learning? How comfortable are they likely to be in accessing these courses? Are there any considerations we should keep in mind as we design the courses? Answer: Not determined
1. If there is any existing training, what are the gaps/problems in the training? Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.
2. If there is an existing training, how has it been done in the past and can you share any existing content that may be available at this time? Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.

1. Per our understanding from the RFP, 6 e-content courses (90 min each) are to be created. Are you open to Virtual ILTs (conducted by JCC facilitators) or would you like to stick to only WBT? Answer: The Judicial Council will review any responsive proposal.

2. Do you require a scored assessment?   Answer: Please review Sections 2.1 – 2.7.

Design:

1. Do you have a particular vision for the training in terms of the creative approach? Illustrated? Photo-based? 3D avatars etc. Answer: The question is not within the scope of the RFP.

2. Are there any govt regulations and requirements that these courses would need to follow and are not mentioned in the RFP? For example, would the courses need to be WCAG compliant? Answer: Yes, the project must comply with Section 508 and Web Content Accessibility Guidelines 2.0, Level AA.

3. Can you share any branding or style guidelines you would like us to follow? Answer: These will be shared during the development process.

4. Will you provide your media library access? Answer: Please see section 2.3.

5. Does content need to be reviewed by Compliance? Do they typically review just content in storyboard format or also the finished product? Can their review be done in a parallel with other reviews, or does it need to be

Development:

1. The RFP talks about using Open Source tools for development. Storyline is not an Open Source tool. Are you open to purchasing Storyline licenses and using it when you need to update the courses in the future? If not, do you have any other tool licenses? Do you have any specific open source tools in mind? Answer: Responders are not restricted to any particular software.

2. Can we use Adapt framework (open source) to develop the course? Answer: Responders are not restricted to

Localization:

1. The RFP mentions "...courses will require Spanish and other language versions." Would all the courses need to be localized? In how many languages would you require each course to be translated in? We will be happy to provide a separate quote for translation(s).   Answer: Please review section 2.7.

2. Would the courses need audio? If these need to be localized, the audio integration and media development would need to be planned accordingly. Answer: Please review section 2.7.

3. If you are thinking of having audio as a component, do learners have access to headphones or speakers?

Deployment:

1. The RFP mentions "CFCC strongly suggests that the proposed work make use of open-source content-creation and content-delivery tools, and/or non-proprietary development environments such as Adobe Captivate and content management systems such as Moodle or Blackboard. CFCC also suggests that e-content be in a Sharable Content Object Reference Model ("SCORM") format."

2. Which deployment tool/LMS/LCMS do you currently use? How do you typically deliver courses to your learners? How will each of the target audiences access the courses? Do you have any preference? Will you provide the sandbox environment of your current LMS access for testing?Can you share any technical specifications you may have for your 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.

3. Could you please provide a list of target devices, such as iPad, PC etc? Answer: No

4. Will the package be a SCORM 1.2 or SCORM 2004 compliance? Answer: Please review section 2.4.

5. Will all the courses be deployed as separate SCOs? Answer: Please see answer to question 2 in this section.

6. Will these courses be available for the audience to take based their desire/interest? Essentially, will these

1. The RFP refers to the Vendor providing training on the CFCC team so they can make updates to courses subsequently. Will JCC handle changes to Translated courses as well (if needed)? Answer: Yes

2. While we can train your team on design, development, and deployment, it would be better if we know their current knowledge and skills, so we can decide how many sessions would be required for each audience group and what exactly needs to be covered. (not a question)

Evaluation:

1. With reference to Kirkpatrick's four levels of evaluation model, till what level would you like to evaluate the learning intervention? Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.

2. How will you evaluate the success of the training program? How will you evaluate the success of Vendor's performance? Answer: Please refer to Attachment 1, Acceptance and Sign Off Form of the Non IT Standard Servicces Agreement.

3. The RFP mentions, "E-content is expected to be interactive and engaging, using a variety of short modules including learning assessments, video and animation, branching processes for learners, excellent navigation

Project Management and Invoicing:

1. In the steps outlined, 5 courses' related tasks will be initiated after the Final Delivery of the first 90-minute module. Will the development of all 5 courses begin in parallel? Answer: Contractor can propose timeline for this section.

2. Can you tell us about the project team on your side? Will you assign a project manager? Answer: The Project Manager(s) and the contact information will be identified on the executed contract.

3. Is JCC/CFCC flexible with invoicing and milestone dates and percentages? Answer: The purpose of these answers is to clarify specifics in the text of the RFP. We cannot assist you with this question.

4. Who else will need to review or sign-off on this training (stakeholders, executives, etc.)? Have you thought about how they should be brought into the process, or is that something you'd like to discuss with us? The purpose of these answers is to clarify specifics in the text of the RFP. Answer: We cannot assist you with this question.

5. Have you identified subject matter experts? Who are they, and what are their "day jobs"? Will this project be a priority for them, or is there any risk that it could be delayed if they get busy with other things? Answer: The

END OF QUESTIONS AND ANSWERS