

Iowa Department of Justice – Crime Victim Assistance Division
Online Victim Training Academy
RFP No. 2017-12
January 11, 2018

Response to questions, requests for clarifications, and suggested changes:

Q1: Referencing Section 1.3 p. 2., “Iowa has received permission from the Texas Dept. of Criminal Justice to utilize any/all of the module content.” Is CVAD intending that the referenced content (including videos) be directly used in the Iowa VTA (transferred directly into the Iowa VTA with minimal customization of text) or for contractor to utilize as a course development guide?

A1: It is the preference of CVAD to utilize the referenced Texas-based content primarily as a course development guide, with recognition that some content may be replicated with minimal customization where appropriate.

Q2: Will there be a subject matter expert in the Iowa Attorney General office who will provide content to our content creators, or alternatively, is there a subject matter expert who will review the contractor created material prior to implementation?

A2: The content creators should expect to work in collaboration with subject matter experts at the Crime Victim Assistance Division. CVAD will not provide all content, but will provide templates (See RFP Section 1.3), ongoing feedback, resources, and will review the contractor created material prior to implementation.

Q3: Reference Section 3.2.2.7 (p. 16) “The number of lawyers, technology, and other support staff in each of the Contractor’s offices.” Please clarify the intended role and relevance for the number of lawyers in the contractor’s office (i.e. subject matter expert, contract review)

A3: The purpose of this question is solely to identify how many individuals will be committed to working on this project and what the title and role of each will be, as well as to assess the overall capacity of the Contractor.

Q4: Reference Section 4.3 (p.21) “CVAD will store the VTA on its servers.” Typically, the first year involves some fine tuning of the system for each new client including working with the client on authoring courses and technical elements of the LMS functionality.

- a. Will it be possible for our developers to access the VTA on government servers?
- b. Would the CVAD consider allowing the vendor to host for the first year and transition the system to your servers after one year.

A4: a. Yes.

b. Yes, this could be considered; all associated costs and transition plans associated should be included in the proposal.

Q5. How many users do you anticipate taking the course in years 1, 3 and 5?

A5. The VTA would be open to a wide variety of service providers across the state of Iowa, and is the first academy of its type to be developed by CVAD. While this makes it difficult to anticipate a precise

number of users over time, the contractor should plan to create a VTA that can accommodate at least 200 users.

Q6: What is the approximate intended length of time (measure of hours) for a course participant to complete the 4 course modules?

A6: There is not an intended length of time for completion, but each module must satisfy RFP Section 4.2.e. Individual modules should not exceed one hour of learning time for an average user. If necessary or desired, each or any of the 4 primary modules may be split into smaller learning modules to comprehensively address the topic.

Q7: Is the intent of the CVAD to have the VTA open to user for a defined length of time (i.e. 30 days) to achieve successful completion?

A7: The VTA should be self-paced; a defined length of time for completion is not a primary concern at this time.

Q8: Is there a preference (extra points, tie breaker) for Iowa based vendors?

A8: Evaluation criteria per RFP Section 5 does not include location.

Q9. Section 4.3, page 21. Storage of CVAD data on a CVAD server CVAD will store the VTA on its servers. Proposal must comply with this requirement. Please clarify the data that must be stored? Reporting, eLearning course file, etc...

A9: All data associated with the VTA must be stored. This includes all developed materials, reports, media, eLearning course files, and any other data associated with the VTA.

Q10: Section 4.2 c), page 20. How each of the four core modules (“Crime Victim Rights in Iowa,” “The Role of a Victim Service Professional,” Ethics,” and “Safety Planning”) will be created on the proposed LMS. Is the LMS meant to be a Content Management System as well? Do you want to be able to create your own courses on the LMS?

A10: The Contractor will be expected to provide all services identified in Section 1.3 of the RFP, to include (but not limited to) identification and development or use of a web-based system where all modules are accessible via a learning dashboard. This system may be a Content Management System. It should allow for additional modules to be created by Contractor (if funds allow) or CVAD staff or contractors in the future.

Q11: Section 4.2 d) Page 20. D. How each of the four training modules will include: Are the mandatory modules expected to be already developed? And if not, will you be providing an SME?

A11: The mandatory modules are not developed. The content creators should expect to work in collaboration with subject matter experts at the Crime Victim Assistance Division. CVAD will not provide all content, but will provide templates (See RFP Section 1.3), ongoing feedback, resources, and will review the contractor created material prior to implementation.

Q12: Should the responder’s technical proposal include an “initial statement of work” (Schedule a, p.71) and “Project Plan” (Schedule B, p. 72)

Q12: No, these documents must be completed by the Contractor as part of the work agreement once a

contractor has been selected. However, please note that to complete the proposal application, the contractor is still responsible for comprehensively answering each of the outlined items in Section 4- Specifications and Technical Requirements.

Q13: How will the Victim Training Academy be distinct from the four learning modules? What services will we be expected to provide to create the VTA further than course development services?

A13: The Victim Training Academy will be a web-based training academy that will include the four learning modules at a minimum. The primary VTA will consist of the four learning modules. Additional modules may be created to enhance the academy by the Contractor if funds allow, or by CVAD staff or contractors in the future. The Contractor will be expected to provide all services identified in Section 1.3 of the RFP, to include (but not limited to) identification and development or use of a web-based system where all modules are accessible via a learning dashboard, and accommodation of user tracking, evaluative measures, and reporting features.

Q14. How much more information will we need besides the Texas online trainings to complete the Iowa-specific aspects of the training modules? Will we have a point of contact that will serve as the SME for this project?

A14: The Contractor should expect to work in collaboration with subject matter experts at the Crime Victim Assistance Division. CVAD will not provide all content, but will provide templates (See RFP Section 1.3), ongoing feedback, resources, and will review the contractor created material prior to implementation. CVAD will provide related topical information as it is desired/requested by Contractor to effectively develop curriculum.

Q15: Is the Crime Victim Assistance Division interested in developing more detailed content than the content in the Texas online training? How much more detailed should the modules be?

A15: Modules need not be more detailed than the content in the Texas online training; however, content should be recreated to be Iowa-specific, and should incorporate dynamic learning tools and accommodate adult learning techniques as identified in RFP section 1.3.

Q16: How many users/learners does the Iowa CVAD anticipate will use the VTA?

A16: The VTA would be open to a wide variety of service providers across the state of Iowa, and is the first academy of its type to be developed by CVAD. While this makes it difficult to anticipate a precise number of users over time, the contractor should plan to create a VTA that can accommodate at least 200 users.

Q17: Will the Iowa CVAD require us to provide the LMS to be hosted and administered on their servers on site or is the CVAD open to a cloud-based or software-as-service solution?

A17: Per RFP Section 4.3, CVAD will store the VTA on its servers. Contractor may provide alternative options to this requirement with explanation of good cause for the alternative option and all costs associated.

Q18: What components are required for the learning dashboard feature of the VTA?

A18: The dashboard must at minimum allow for users to choose which modules to complete, track their individual course progress, and access their individual course records.

Q19: In section 4.4.3, the RFP indicates that the cost proposal should include the “plan for building the VTA”. Do you want the project plan to be included with the cost proposal, or do you want specific pricing for individual deliverables here?

A19: The RFP is not specific and the contractor can choose either format.

Q20: Will you make a subject matter expert available to the contractor to instruct on content, answer questions, etc.?

A20: Yes.

Q21: Would it be possible to estimate the number of learners who will take this training annually?

A21: The VTA would be open to a wide variety of service providers across the state of Iowa, and is the first academy of its type to be developed by CVAD. While this makes it difficult to anticipate a precise number of users over time, the contractor should plan to create a VTA that can accommodate at least 200 users.

Q22: What is the desired duration (seat time) for each of course listed in this RFP?

A22: There is not an intended length of time for completion, but each module must satisfy RFP Section 4.2.e. Individual modules should not exceed one hour of learning time for an average user. If necessary or desired, each or any of the 4 primary modules may be split into smaller learning modules to comprehensively address the topic.

Q23: Does CVAD have a subject matter expert who will consult on the development of the course material?

A23: Yes.

Q24: Does CVAD have its own source material for the desired courses? If so would you be willing to share access to the source material prior to the submittal of our bid? This would allow us to provide more accurate pricing based on estimated design and development hours needed to replicate the material for Iowa.

A24: The VTA will be designed by Contractor, utilizing modules for Texas Victim Assistance Training as templates. These modules may be viewed at <https://www.tdcj.state.tx.us/php/prod/tvatonline/>. Iowa-specific materials will be developed by Contractor, with feedback and subject matter assistance from CVAD.

Q25. If CVAD is unable to provide access to source material, can you please provide a detailed description of the format and requirements for the desired courses? i.e., would CVAD like a course made up of presentation slides, or narrated video elements, etc.? Without access to source material, it is difficult for us to determine what will be the most effective training style for your needs.

A25: See Texas Victim Assistance Training module at <https://www.tdcj.state.tx.us/php/prod/tvatonline/>. VTA training modules must use these modules as templates, and satisfy all requirements in RFP Section

1.3. RFP Section 1.3 provides a comprehensive outline of topics that must be addressed as well as learning tools that must be incorporated. It is expected that the Contractor will utilize a high degree of creativity and rely on previous content development experience to create material.

Q26: How many users will be registered on the Learning Management System?

A26: The VTA would be open to a wide variety of service providers across the state of Iowa, and is the first academy of its type to be developed by CVAD. While this makes it difficult to anticipate a precise number of users over time, the contractor should plan to create a VTA that can accommodate at least 200 users.

Q27: In reference to section 3.2.3, item .3, page 16: Because our firm is privately owned, we prefer not to share the requested information (such as contract values and contract information, without prior consent of the customer) during the public RFP process. Would it be acceptable to provide a list of 3-5 past customers with accompanying “product spotlights” detailing how our firm was able to successfully meet their training needs?

A27: Proposals must include all information requested to be considered complete. Per RFP Section 2.20, CVAD may treat all information submitted by a Contractor as public records unless the Contractor properly requests that specific parts of the Proposal be treated as confidential when it submits its Proposal. A Contractor must include any request for confidential treatment of specific information in the transmittal letter that must accompany a Contractor’s Proposal. Please refer to RFP Section 2.20 for further information and instructions.

Q28: In reference to Attachment 2, Authorization to Release Information Letter, page 30: As a privately held company, our firm prefers not to authorize the release of sensitive information during the public RFP process. Would it be acceptable to refrain from signing this Authorization Letter and provide a limited release if we are selected as the chosen provider? We would also be happy to coordinate a meeting between CVAD and our legal team to discuss areas of interest or concern, if necessary.

A28: Attachment 2 must be signed and submitted as part of a complete proposal. Please note that information CVAD may seek would be in regard only to performance and ability to successfully fulfill the contract for which the application is submitted, unless there is demonstrated reason for CVAD to be otherwise concerned. Please see RFP Section 2.20 regarding requests for confidential treatment.