QUESTION & ANSWER
NEW ATTORNEY MCLE E-LEARNING SERVICES RFP
AUGUST 28, 2017

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Notice to all bidders – Attachment D: Accessibility Compliance Matrix has now been posted with the RFP materials. This attachment specifies the level of Section 508 and WCAG 2.0 compliance that the State Bar seeks. Please complete this attachment and submit it with your proposal.

Available at: http://www.calbar.ca.gov/About-Us/Jobs-Opportunities/Business-Opportunities

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1. **The RFP briefly mentions this in section I. The full 508 policy can be extensive. What are the minimal requirements that are acceptable by the State Bar of California? Most clients say that as long as we provide a transcript for any audio, that's enough and others may require more. Can you clarify your specific 508 needs?**

   The State Bar is seeking WCAG 2.0 compliance. For specific requirements, please complete Attachment D: Accessibility Compliance Matrix and deliver it with your proposal.

2. **Can you provide any insight surrounding the due date of January 31st, 2018?**

   That date is from a resolution by the State Bar's Board of Trustees that determined to have the MCLE product available to newly-licensed attorneys on February 1, 2018.

3. **What is the possibility of a phased development approach that would enable us to target multiple milestones with associated minimum viable products at each point?**

   It is likely that that will be a necessity to a certain degree as the majority of content for a module may be finished by November or December (example only, not an actual estimate) but the final 10% may not be ready until January; in which case it would behoove your design and development teams to work on the existing content. The State Bar is very interested in the collaborative aspect, and in any worksheets and outlines that you might provide us so that we can tailor the content around them for faster design and development work. Pieces of the modules can be finalized in steps rather than all at once to enable this kind of phased development, and we'd like to see a lot of detail in your explanation of approach so that we can understand your plan.

4. Can you clarify which mobile devices (Tablets, iPads, iPhones, Androids etc.) are required?

To the extent that mobile browser codebases are different for different devices, but accept the same players, we are targeting both Android and iOS devices running the last three major releases of the top three mobile browsers for each; where Safari would not typically be run on Android. We interpret this requirement as targeting browser compatibility over device compatibility, but if we should be phrasing this differently then please let me know.

5. Is audio desired for all courses?

It is likely that audio will be required somewhere in each module at a high level, but not for each individual component. For instance, 15 out of 30 storyboard slides may have audio components in a module. (Not an actual estimate.)

6. Can you confirm the project start date?

The project from the State Bar's side has already begun and curriculum development is ongoing and nearly finalized, content development will then follow. The project from the vendor's side will begin almost immediately upon contract signing and will be concurrent with the content creation.

7. Can you confirm the project implementation date?

Final implementation should be no later than 1/31/18, inclusive of QA time and hosting provider / LMS hand off.

8. Is there flexibility with the dates?

At this time 1/31/18 is a hard deadline, and we acknowledge that this is a tight timeline and will very likely involve overtime hours.

9. Are there business objectives driving these dates and if so what are they?

That date is from a resolution by the State Bar's Board of Trustees that determined to have the MCLE product available to newly-licensed attorneys on February 1, 2018.

10. **How many users would access the LMS in a year?**

Approximately 6,000 unique users, as this is targeted only at newly-licensed attorneys. Availability to all licensed attorneys (~200,000) is not planned, but any information on the flexibility and extensibility of your LMS platform would be useful.

11. **How many concurrent users do you expect to access it?**

For the purposes of this product, all approximate 6,000 in the case of mass sign up and first use.

12. **We noted the requirement to capture info where attorneys are spending each time each module ~ Does the current LMS provide for this capturing of this information?**

The current LMS provider is capable of hosting SCORM content but is not currently doing so. Due to the nature of SCORM this is highly preferred so that we can assess content difficulty or overload for text areas. If this is a limitation of your proposed platform, proposed product, or SCORM itself then please let me know.

13. **Would we be responsible for content creation as well or we'll receive the complete content from the State Bar?**

The State Bar will be responsible for content creation and will retain its own subject matter experts, however heavy process collaboration is desired and the ideal vendor will be able to provide structure, direction and project management services to supplement the State Bar's.

14. **It is mentioned that the vendor has to refer to the existing content. Please share the current volume of the content that exists that the vendor will have to review while developing the course.**

The curriculum that the content will be created around is nearly finalized. Currently, there is some content but the majority of it will be in development between now and the end of the calendar year; concurrently with the vendor's work and project management. Actual content will be shared with the selected vendor.

15. **Can we get access to some sample content so we're able to derive more perspective for suggesting design methodologies?**

The RFP references two attachments which are working curriculum outlines. Actual content samples will be shared with the selected vendor.

16.   **Is the total duration of 10 hours for the eLearning program finalized or can change once the subject matter content if finalized? Please confirm.**

The total of 10 hours is finalized, and will not increase in length.

17.   **What will be the level of interactivity of these courses?**

The level of interactivity is open to each vendor's suggestion and should be based on the e-learning product described in the RFP. Best practices for engagement, multiple media types, interactive areas etc. are all desired.

18.   **Is there any functional/compliance/technical constraint, for this learning program?**

The product should be in a SCORM (or similar) format and capable of reporting test data. Otherwise, the e-learning product should be ADA compliant; the Bar is currently WCAG 2.0 compliant.

19.   **Are you looking for timed interactivities to be built within the solution?**

The State Bar is open to suggestions about types of interactivity, but the overall goal of the education is completion and understanding of content, not just a timed test.