



## NOTICE

### ADDENDUM 1 – QUESTIONS & ANSWERS AS WELL AS INTERVIEW AND PRESENTATION SCHEDULE UPDATE

FLORIDA VIRTUAL SCHOOL

March 1, 2022  
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RFP01-2202936B01-LSMSUP-XXXXXX; Learning Management Systems Deployment, Migration and Support Services is hereby amended by the following change(s):

1.

In this RFP are you looking for Support Services that include accelerated tutoring for students who have learning loss? Thank you

A. No

2.

Should Content requirements item 7 on page 11 be moved into the Assessment requirements before item 16 on page 12?

A. Please answer at the location within the current RFP document.

3.

Meet or Exceed Required Skills section - In item 23, d) & e) are duplicates. Both are 'Adobe Reader - Intermediate'. Is one of them supposed to be different skillset or this just an accidental duplicate?

A. This is a duplication by mistake.

4.

The bottom row of the pricing chart for each lot, has 'Total Not to Exceed Fees'. Given the quantities of each role is not provided, Should the assumption be to calculate with 1 person for each role or should the Extended Price for this row be left blank

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A. Calculate with the assumption of 1 person per role at 40 hours

5.

Are you seeking proposals from contract special education related services agencies (speech, OT, mental health, school psychs) with this RFP?

A. No, we are seeking what is specified within the scope of services of this RFP.

6.

The RFP states "The shortlisted respondents shall complete a work exercise prior to the scheduled interview meeting." - when will the work exercise details be provided?

A. This exercise will be provided to the shortlisted proposers when they are notified of being shortlisted.

7.

The RFP states "Cybersecurity Compliance: Demonstrate use of proper input validation using common security libraries". - The section talks about security measures in terms coding forms where user inputs will be taken, however, this does not seem to be part of the scope. Can you let us know your feedback on the same in terms of what should be included s response in this section?

A. We are asking you provide details of your securities libraries such as ESAPI from OWASP to prevent common attacks. Please provide the details of the libraries used to prevent the attacks.

8.

The RFP states "Migration teams move the courses into the master learning management systems (i.e. Buzz, Canvas, Schoology, Blackboard, Brightspace, Moodle, and other similar), perform quality assurance processes, and ensure they are ready for delivery to client instances of those LMSs. We expect at least three or more dedicated personnel resources for this lot." - Each lot notes the number of resources required to execute tasks pertaining to that lot. Can there be an overlap of these resources or should separate resources be dedicated for each lot?

Also since quality assurance is also part of scope of work, can we assume these 3 resources include 2 developers and 1 QA?

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- A. They are separate resources.
- B. Part B question is unclear. This can be resolved when awarded.

9.

The RFP states "This work is done by exporting courses from FLVS repositories, removing Florida specific information from HTML pages and assessment questions, and ensuring that all activities are functional across all FLVS-certified learning management platforms (LMS)." – Can we assume that these courses already follow the Accessibility requirements like "Americans with Disabilities Act (ADA) in accordance with federal, state, and local disability rights legislation in accordance with WCAG 2.1 and 508 Accessibility Standards." and that we do not have to specifically make any updates in this regard?

- A. Yes

10.

Also, we assume that the same coding standards that are followed in the existing courses have to be followed in the new ones to be created as part of Lot 2 – can you please confirm?

- A. Confirmed

11.

The RFP states "work is done by exporting courses from FLVS repositories," - what will be the format of the courses exported from FLVS repositories?

Also will the question bank and course content be separately available?

What will be the format in which the 2 (question bank and course content) be available?

- A. FLVS maintains repositories for each LMS we deliver courses to. An example would be that if we are delivering to a Canvas client, we'd export/backup a course from the Canvas repository, which creates a Canvas course package to deliver to the client.
- B. Question banks and links to course content are contained within the same course package.
- C. The format will be dependent on which LMS repository an export is being created from.

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12.

The RFP states "Respondent resources upload assessments to LMS – assignments and exams." - will there be a single instance of every LMS type in the list where this upload should be done or will there be multiple instances of each LMS?

- A. Standard course migrations will have at least 2 instances in each LMS. One standard copy of the course and one unlocked version of the course.

13.

The RFP states "Salesforce - Beginner" in the resource skill sets section. - can you please elaborate what tasks the developers will need to perform in Salesforce as part of Lot 2 activities?

- A. Navigate in Salesforce to an open provision task, use Chatter tag features to communicate with FLVS staff for questions and communication pertaining to provision.

14.

The RFP states "client tickets are always classified first and then assigned a priority level." - who will be responsible for this ticket classification and prioritization?

- A. The vendor(s) awarded this RFP will be responsible.

15.

The RFP states "Chromebook, iPad, and lightweight device use - Intermediate" – can we assume that these are the devices that will be required as part of checking the tickets filed on these devices? If so, will these devices be provided by FLVS or should vendor source the same?

- A. Correct. FLVS will not be providing devices.

16.

We assume FLVS will provide all Accessible content that just needs to be implemented like instruction text, alt text, CC text, transcript etc. Please confirm.

- A. Correct

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17.

Section 508 follows WCAG for web content, so should we consider mapping against WCAG compliance and that would suffice all accessibility requirements? Please confirm.

A. Confirmed.

18.

Do FLVS need a VPAT in accordance with WCAG 2.1 AA & Section 508? Please confirm.

A. No, we have a VPAT.

19.

What all platforms should we consider for accessibility testing? Windows+NVDA+Chrome/Mac OS+Safari+VoiceOver/iOS+Safari+VoiceOver/Android+Chrome+TalkBack, etc. Please confirm.

A. <https://www.flvs.net/student-resources/system-requirements>

20.

Should we consider till (Only) iPad or do we need to extend it to the iPhone for accessibility testing? Please confirm.

A. iPhone testing is not in scope.

21.

Do we need to test accessibility compliance or just follow the FLVS checklist & guideline to ensure proper implementation and testing will be done by FLVS or any third party? Please confirm.

A. Follow the FLVS checklist & guideline to ensure proper implementation and testing will be done by FLVS



22.

By work exercise, are we referring to a Proof of Concept (POC)/prototype here? If yes, what tasks will this involve?

A. If this is referring to the exercise that will be provided to short listed suppliers. Detailed instructions will be provided at the time of shortlisting.

23.

We assume FLVS will inform the details about this POC once a respondent is shortlisted and will also provide sufficient time to complete and present this POC in the interview. Please confirm.

A. Yes

24.

Please let us know if alternative text needs to be written for the course content. Should these be alternative text or long descriptions?

A. No, alt text and text versions will not need to be written.

25.

We believe there will be a process of Associate onboarding and some sort of training before starting the actual work. (Will there be?)

A. Yes

26.

Can we add more skills in the Hourly Rates table for all the three lots if required and provide rates for the same with the same quantity?

A. There is an alternative pricing section. You can add the information there.



27.

We assume that QA will only be a functional review of course and not a content or ID review. Please confirm.

A. Lot 2: functional review of course only

28.

Lot 1: We understand that FLV wants to migrate existing courses to various LMSs. We want to know the source Platform/LMS from where courses need to be migrated.

A. Educator is FLVS' LMS and source of the courses.

29.

Lot 1: Tools marked in yellow boxes, will there be a planned training for these tools? (FLVS Procurement – I think this is referring to our Migration Process Map on page 18)

A. Yes, training will be provided.

30.

Lot 1: Does the LOT-1 Migration course require any customization or changes in content, except de-branding and removing FLV specific content?

A. No

31.

Lot 1: Will FLV provide a clear process guide for changes to be done on these courses?

A. Yes

32.

Lot 1: We assume that for specific changes/updates to be made, FLV will provide us with the content and the guidelines. Please confirm.

A. Correct.

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33.

Lot 1: The Workflow diagram reflects that assessments are leveraged in Canvas via moodle. Does that mean we will be using the Moodle LTI provider feature?

- A. A Moodle export is used to create a course in Canvas. We do not utilize the Moodle LTI provider feature for assessments.

34.

Lot 1: Does the existing course content need to be updated? If yes, what is the scope and extent of this change?

- A. No existing course content needs to be updated.

35.

Lot 1: What are the updates required in assessment items and answer key documents?

- A. Assessment/Answer Keys are copied from the FLVS development repositories. The only potential updates would be branding updates.

36.

Lot 1: What will be the approximate count of such updates per course?

- A. 1

37.

Lot 1: Does the respondent need to create the following new components and integrate with the existing courses?

- > Practice or self-checks
- > Design treatment for interactive elements
- > Static images for screens

- A. If updates are needed, details will be provided.





38.

Lot 1: What will be the approximate count of such components per course?

A. This varies by course.

39.

Lot 1: What edits will be required in the assessments?

A. Many types of edits could be needed.

40.

Lot 2: What will be the approximate count of such modifications per course?

A. This varies by client.

41.

Lot 3: The smallest SLA is 30 minutes. Therefore, we assume that the resources would need to be available in the US time zone. Please confirm.

A. For all lots FLVS standard operation hours are 8 AM – 6 PM EST, Monday – Friday. We expect the contact resource to be available during those hours.

42.

Lot 3: Can FLVS provide us with a sample of the different types of tickets for each priority level?

A. Critical: LTI outage impacting all users/halting student progress  
High: Bias and/or sensitivity issue  
Moderate: Broken link in course required for assessment  
Low: Broken link in course for supplemental content  
Planning: Feedback for course that may be considered for next course version

\*Note this represents a sample only and additional types of tickets may be needed.

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43.

Lot 3: What is the approximate count of the different types of tickets for each priority level?

- A. Prior Fiscal Year:
- a) Critical: 9
  - b) High: 52
  - c) Moderate: 178
  - d) Low: 2034
  - e) Planning: 26

44.

Lot 3: What are the different categories of tickets we should consider? For example, Media, content, ID, SME and so on?

- A. Ticket types include but are not limited to: LTI setup, course services, curriculum services, bias/sensitivity, materials

46.

MSA Queries: In the DURATION OF AGREEMENT section, the date of the Agreement commencement is mentioned as September 25, 2021. We assume this is an error and will be rectified at the time of execution? Please clarify

- A. This is a sample MSA, so yes, the valid dates will be entered for any proposer awarded and moved to the contracting stage.

47.

MSA Queries: Section 5 > TERMINATION  
Can we make termination right mutual in the best interest of both the parties?

- A. Any request to modify the MSA needs to be listed in the appropriate section of the proposer's response. Please see pages 29-30 of the RFP document to get instructions for this process and for the answer to the above question.

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48.

MSA Queries: Section 8 > CONFIDENTIAL INFORMATION

Can we modify Section 8 to protect confidentiality of information shared by the Contractor?

- A. Any request to modify the MSA needs to be listed in the appropriate section of the proposer's response. Please see pages 29-30 of the RFP document to get instructions for this process and for the answer to the above question.

49.

MSA Queries: Section 9 > INDEMNIFICATION

Can we make indemnity clause mutual in the best interest of both the parties? Can we insert Liability cap excluding indirect losses/ damages/ claim covering interest of both the parties?

- A. Any request to modify the MSA needs to be listed in the appropriate section of the proposer's response. Please see pages 29-30 of the RFP document to get instructions for this process and for the answer to the above question.

50.

MSA Queries: Section 11 > BONDS

Bond requirement is pre-ticked as "Not Applicable". We have assumed that contractors do not have to submit Bonds. Please confirm.

- A. A bond requirement is not anticipated for this award.

51.

MSA Queries: Section 21.17 > Force Majeure

Contractor should be entitled to receive payment towards the completed portion of the work product during the force majeure event. Please confirm.

- A. Any request to modify the MSA needs to be listed in the appropriate section of the proposer's response. Please see pages 29-30 of the RFP document to get instructions for this process and for the answer to the above question.

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## Schedule Update Notice

### Original Schedule Data

Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	March 17, 2022 9:00 AM EST	Public Zoom Conference
Presentation and/or Interview	Scoring (Public Zoom Conference)	March 22, 2022 10:00 AM EST	Private Zoom Conference Invite for interview

### Updated Schedule Dates

Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	March 24, 2022 9:00 AM EST	Public Zoom Conference
Presentation and/or Interview Tentative	Scoring (Public Zoom Conference)	March 31, 2022 10:00 AM EST	Private Zoom Conference Invite for interview

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