

ADDENDUM NO. 1

REQUEST FOR PROPOSALS (RFP) 15099 SERVICE PROVIDERS TO ASSIST THE WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE SYSTEM AND AFFILIATED HIGHER EDUCATION INSTITUTIONS WITH BRIDGING THE GAP AND OTHER PROJECTS ON AN AS-NEEDED BASIS

November 25, 2014

A. CLARIFICATIONS AND MODIFICATIONS TO THE RFP

1. This Addendum is posted on the West Virginia Higher Education Policy Commission (HEPC) purchasing webpage at the following URL. The name of the successful vendor(s) will also be posted on the HEPC purchasing webpage and will constitute official notification of the contract award.

<http://wvhepc.org/purchasing/>

2. Sealed Proposals will be received until 3:00 PM, Eastern Time, December 10, 2014 by:

Chief Procurement Officer
RFP 15099
West Virginia Community and Technical College System
1018 Kanawha Boulevard, East, Suite 700
Charleston, WV 25301

Electronically transmitted (faxed or emailed) proposals will not be considered.

3. If questions were submitted by the deadline, 5:00 PM, Eastern Time, November 17, 2014, but are not answered in this Addendum, please contact the Chief Procurement Officer immediately but not later than 5:00 PM, Eastern Time, December 3, 2014.

B. VENDOR QUESTIONS AND ANSWERS TO QUESTIONS

- Q1.** Is there a specific font and font size required for completing the Qualifications and Experience box on page 2 of the Service Provider Proposal Form? If so, what are they?

Answer: The Service Provider Proposal Form has been posted on the purchasing web site at the URL in A.1 above in MS Word Format. Proposers should use this form without changing the format to submit proposals. Helvetica or Times New Roman in a font size no smaller than 10 point should be used.

- Q2.** We are contemplating submitting more than one Service Provider Proposal Form. Should we submit each proposal stapled separately? On the Flash Drive or CD, should we save each Proposal Form as a separate PDF file?

Answer: Yes, a Service Provider Proposal Form for each service proposed should be individually stapled and may be submitted in the same envelope. On the flash drive or CD, each proposal should be submitted as a separate PDF file; one file for each proposal.

- Q3.** Can we include multiple Service Provider Proposal Forms in one envelope back to CTCS? To confirm, is only one paper original paper copy required for each Service Provider Proposal Form?

Answer: See answer to Q2. One paper original is required for each proposal.

Q4. Is one set of signed copies of Exhibits A-D required with the submitted proposal or do they only need to be submitted if the vendor is selected as part of the contracting process?

Answer: Submit signed originals of Exhibits A, B, and D with the proposal. Exhibit C must be submitted by the successful Proposer to the West Virginia Department of Administration, Purchasing Division, to become a registered vendor prior to being awarded a contract/purchase order.

Q5. Should we leave out pgs. 3-4 of the Service Provider Proposal Form in our submitted proposals if they do not apply to the selected service?

Answer: You may leave out pgs. 3-4 or write N/A in the text box if they do not apply to the selected service.

Q6. What is the font style and font size required on the Service Provider Proposal Form?

Answer: See answer to Q1.

Q7. In Section 4.1, the RFP states that the Service Provider Proposal Form is available in Microsoft Word format – [We] would like to receive a copy of the form in this format. Is the Word format available online? In the event, the format is not posted online, the requested file can be sent to [us].

Answer: See answer to Q1.

Q8. Will vendors selected for RFP #15099 be restricted from responding to RFPs associated with the Bridging the Gap and other projects in the future?

Answer: No.

Q9. Could you provide any further details about the phrase "Graphic Design" in section 3.3.15? Does this refer to custom artwork?

Answer: Graphic design includes visual presentation of information, including but not limited to: layout of printed materials and webpages, development of custom logos, infographics, or other custom images, or the use and/or modification of preexisting images.

Q10. In section 3.3.15, it states that "a service provider may perform include: (1) developing websites." Are you seeking a graphic design service provider to execute your creative direction or a service provider that will also provide that will also provide web hosting with layout and design?

Answer: We are interested in a service provider to assist with layout, design and webhosting.

Q11. In section 3.3.13, it states that "service providers will assist WVCTCS and CTCs to facilitate meetings, workshops and other activities." Does the scope of other activities include conferences? What is the average number of meetings, workshops, etc. are you anticipating each year? Are you seeking service providers to perform logistics planning or to provide space for the event?

Answer: We are seeking service providers to act as a facilitator for meetings. Meeting size will range from small group planning sessions to conferences with up to 200 attendees. Assisting with meetings logistics could be a part of that, but is not the central focus. We are not seeking service providers to provide space.

Q12. Regarding the categories of service providers: Please detail some 10 expected tasks for different Service Providers.

Answer: Please refer to Section 3.3 of the proposal for examples of services to be provided.

- Q13.** Thank you for sharing the key components of each initiative. Has any work been done towards Bridging the gap in any of these areas? Kindly share at what level of readiness the initiative is.

Answer: The Bridging the Gap Consortium grant is in entering its second year. Activity levels vary from planning to early stage implementation.

- Q14.** What will be the role of the service provider and the role of West Virginia Community, Technical College System, and Affiliated Higher Education Institutions in each of these initiatives?

With regard to providing the following services:
DACUM (Developing A Curriculum) Service Providers
Course/Curriculum Development Service Providers
Developmental Education Service Providers
Prior Learning Assessment Service Providers
Student Support Service Providers
Web Design Service Providers

Answer: Please refer to section 3.3 of the proposal for examples of services to be provided.

- Q15.** For curriculum that needs to be created, and trainings that need to be conducted under these different initiatives, is there any content or existing courses available? Or do we assume content creation from scratch for these?

Answer: It is not expected that courses will need to be created from scratch. Content and courses should be available, either through the West Virginia's community and technical colleges or other TAACCCT grantees.

- Q16.** Do the initiatives involve research or will CTCS provide subject matter experts for each of these initiatives.

Answer: CTCS will not provide subject matter experts for each of these areas. CTCS will provide information about institution, state and local context.

- Q17.** Kindly share a link with the curriculum / syllabus of the technical programs and outcomes for the four target industries: (1) energy; (2) advanced manufacturing and mechatronics; (3) information technology; and (4) construction.

Answer: Information about curriculum / syllabus of the technical programs is available on the websites of the state's nine community and technical colleges. It is not centrally available.

- Q18.** Please give us some more details about the target audience and usage scenario of these programs/initiatives.

Answer: Grant activities are intended to assist adults in West Virginia with education and training opportunities to meet workforce demand. Displaced workers, veterans, adults with some college credit and no degree, and those traditionally underserved by higher education are specific target populations.

- Q19.** What is the readiness level of the target audience?

Answer: See answer to Q18.

- Q20.** Please rank what the solution should focus on: Skills, facts, concepts, processes, procedures, concepts.

Answer: Processes, skills, concepts, procedures, facts.

Q21. We assume that all content, training, etc. has to be created/done in English. Please confirm.

Answer: Yes, all content, training, etc. must be done in English.

Q22. Are there any key design standards and branding guidelines that these initiatives should adhere to?

Answer: No. It is expected that these initiatives will conform to institutional branding guidelines where appropriate.

Q23. What modes of training are you open to? Blended, Web-based, etc.

Answer: We are open to a variety of modes of training, including but not limited to: In-seat, blended, web-based, hybrid, fully on-line, and remote.

Q24. Please prioritize the kinds of multimedia elements that should be included: animation, simulation, video, audio, illustration, others?

Answer: Video, simulation, animation, audio, illustration, other.

Q25. What is the mode of delivery: internet, intranet, other?

Answer: Internet.

Q26. What are the technical/regulatory standards that the program should adhere to?

Answer: It is expected that programs will adhere to all relevant institutional, state, and federal policies.

Q27. Are there any back-end systems or LMS that the solution will communicate or be launched from?

Answer: Banner is the most widely used LMS system in West Virginia. Pearson and Hawkes Learning Systems are also used.

Q28. How the content should be organized: units, modules... and how many hours of learning will need to be developed?

Answer: Content should be organized in modules. The size of the modules and the total number of hours of learning to be developed has not been determined.

Q29. The Service Provider Proposal Form does not appear to be a fillable form, yet it requires that; "*You may NOT exceed the space provided below. This includes changing fonts or font sizes to accommodate additional text.*" Since it is not a fillable form there is no way to determine the font name, type or size this requirement is referring to. Please specify the font name, type and size.

Answer: See answer to Q1.

Q30. Will only one vendor per service category be awarded a bid, or will multiple vendors be selected?

Answer: Multiple vendors may be selected.

Q31. Presuming only one vendor for each of the services described on Service Provider Proposal Form will be awarded a contract and that multiple vendors meet the requirements stipulated on the Service Provider Proposal Form, i.e. qualifications and experience, references, capacity, etc., what criteria will be used to determine the award? Would cost then be the determining factor or will

qualifications and experience of each competing vendor be scored and such scores figured (along with cost) into the score/award evaluation?

Answer: See section 4.4 in the RFP.

Q32. If a scoring system as described in question 3. is used to evaluate vendor proposals, what categories will be used and what point values will be assigned to the individual categories?

Answer: See answer to Q31.