



February 27, 2014

Addendum #1
RE: Custom E-Learning Solutions RFP
PIN #: 01713P0001

Dear Potential Proposer:

The New York City Office of Emergency Management (OEM) is issuing **ADDENDUM #1** to the Custom E-Learning Solutions Request for Proposals, PIN #: 01713P0001. This addendum provides answers to questions OEM received to date regarding this RFP.

Please be advised that this addendum supersedes any information provided by OEM in the original RFP. The bid due date and time of this RFP remains Monday, March 10, 2014 at 10:00 AM EST.

If you are responding to this RFP, please remember to list this addendum on Attachment D, and submit it with your full proposal.

ANSWERS TO QUESTIONS

Will there be a continuous SME support for reviews during the entire life-cycle of the project?

Yes, OEM will serve as continuous subject matter expert (SME) support during projects.

Is there any existing set of instructional, functional, or design standards that we need to adhere to?

OEM does not require any particular instructional design standard; however proposers should follow some industry standard, such as ADDIE. OEM will provide a functional design document that details graphic and stylistic design standards.

In what form is the source material available?

Source material will be provided in multiple formats depending on the project. Potential formats include, but are not limited to, Articulate Studio, Adobe Captivate, IBM Content Producer, PowerPoint, and Word.

Please let us know in which version of Articulate Storyline the existing courses are developed?

Projects for the proposers will involve converting existing content into Storyline. Existing content was developed in Articulate Studio, Adobe Captivate, IBM Content Producer, and PowerPoint.

Please let us know if NYC OEM wants us to update the existing Articulate Storyline courses in the new available version of Storyline? Please note that after upgrading the course using new version, all triggers used for interactivities will be lost and will need to be re-programmed again.

Existing content is not Articulate Storyline. OEM expects the selected vendor to change existing content into Storyline.

Should the course comply with Section 508 standards for Accessibility? If yes, please share us the guideline set for NYC OEM System

No, content does not need to be 508 compliant.

Will the vendor be responsible for audio recording?

Yes, some projects could involve recording audio.

Section II, Background, RFP states that OEM manages hundreds of emergency-related trainings, both instructor-led and online. Were these trainings developed by in-house staff or outside vendor(s) or a combination of in-house staff and vendors? If the trainings were developed by outside vendors, are those vendors eligible to respond to this procurement request?

Existing training was developed both in-house and by vendors. Past vendors are eligible to respond.





How many emergency-related trainings do you have available?

NYC OEM offers dozens of emergency-management training courses – both instructor-led and online.

How many training courses do you anticipate needing an update?

OEM reserves the right to make that determination based on funding capabilities throughout the duration of the contract.

Can you provide us the number of courses that need to be re-designed and/or edited?

Decisions related to the number of courses that need to be revamped will be based on programmatic needs and funding capabilities.

Can you clarify what you mean by update existing courses – is it content update, graphic changes, programming changes or other changes?

The definition of updating existing courses will be different on each project. Some existing material only needs to be converted into Storyline. Others will have content, graphic, and/or programming changes.

If a vendor has experience developing courses using Articulate Storyline but does not possess experience with Hughes LMS does that vendor qualify to submit a proposal response?

Yes, vendors do not need experience using the Hughes LMS. Prior experience with other learning management systems and SCORM are required, as referenced in the RFP.

Do the courses need to be compliant with Section 508 and mobile standards?

No, content does not need to be 508 compliant. Projects could potentially involve mobile deployment. This will vary project to project.

Can you provide us the title of the courses that need to be developed?

The selected vendor will develop courses related to emergency management and citywide policies.

How many hours of seat time do you anticipate each course to be?

OEM anticipates that the length of each course will vary depending on subject matter.

Is the intent truly to see a one-hour course on the topic “Communicating Important Principles and Ideas to Adult Learners” as opposed to a sample that illustrates “Communicating Important Principles and Ideas to Adult Learners”?

Interested vendors must submit a sample that displays or illustrates the topic, “Communicating Important Principles and Ideas to Adult Learners.” OEM is not seeking a sample specifically on the aforementioned topic.

Please advise on whether we will be excluded from consideration if we do not build a custom one our sample course?

In the RFP, OEM did not ask for a custom sample. Interested vendors can provide something done for another client so long as it is line with the subject topic matter and meets the requested sample deliverables.

I am interested to know if there might be a way to post my availability to partner with other potential or actual respondents.

OEM seeks to award the contract resulting from this RFP to one vendor. The selected vendor will be required to comply with M/WBE Participation Goals. Please refer to Attachment I: Schedule B: MWBE Utilization Plan/Waiver Application for more information.

Thank you for your interest in OEM.

Sincerely,

Michael D’Ambrosio,
Director of Procurement/Deputy Agency Chief Contracting Officer

