



NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

May 13, 2021

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Responses to be received, 2:00 PM EST, May 27, 2021, by Florida Virtual School Procurement Services Department, via Bonfire.com.

RFP01-2102653B01-MATRIX-XXXXXX for Curriculum Development Services and Support is hereby amended by the following change(s):

Refer to page 2, Which reads as follows:

Lot 11	Photography	June 17, 2021	9:00 AM EST
Lot 12	Animation	June 18, 2021	9:00 AM EST

Change to read as follows:

Lot 11	Animation	June 18, 2021	9:00 AM EST
Lot 12	Photography	June 17, 2021	9:00 AM EST

1.

Q	The quantity of 40 hours mentioned in the table is for a week or for the entire project. Please confirm.																									
	<table border="1"> <thead> <tr> <th>Description</th> <th>Unit of Measure</th> <th>Quantity</th> <th>Unit Price</th> <th>Extended Price</th> </tr> </thead> <tbody> <tr> <td>Advanced Level Developer</td> <td>Per Hour</td> <td>40</td> <td>\$</td> <td>\$</td> </tr> <tr> <td>Intermediate Level Developer</td> <td>Per Hour</td> <td>40</td> <td>\$</td> <td>\$</td> </tr> <tr> <td>Project Manager</td> <td>Per Hour</td> <td>40</td> <td>\$</td> <td>\$</td> </tr> <tr> <td colspan="4" style="text-align: right;">Total Not to Exceed Fees</td> <td>\$</td> </tr> </tbody> </table>	Description	Unit of Measure	Quantity	Unit Price	Extended Price	Advanced Level Developer	Per Hour	40	\$	\$	Intermediate Level Developer	Per Hour	40	\$	\$	Project Manager	Per Hour	40	\$	\$	Total Not to Exceed Fees				\$
Description	Unit of Measure	Quantity	Unit Price	Extended Price																						
Advanced Level Developer	Per Hour	40	\$	\$																						
Intermediate Level Developer	Per Hour	40	\$	\$																						
Project Manager	Per Hour	40	\$	\$																						
Total Not to Exceed Fees				\$																						
A	The sample request is for the cost of 40 hours which may or may not be an entire SOW. FLVS is requesting the hourly rate (unit price) and the cost of 40 hours (extended price).																									

2.

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Q	<p>In the Fixed Fee for Project Sprint table quantity is mentioned as 1. Is this number of sprints? Is unit cost and Extended cost are the same in this case?</p>				
	Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
	Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
	Sprint 2 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
	Total Fixed Fee for Project: \$				

A The included table provided for sample pricing purposes includes a single sprint. In this case the sprint is for a single two-week work period based upon a 40-hour work week using combined resources. The unit cost and extended cost would be the same with the quantity of 1.

3.

Q As per our understanding we have to submit altogether three references only regardless of how many lots we are responding to? Please confirm.

A **FLVS requires a minimum of three letters of reference. The references should be on your organization as a whole. If you have additional references you wish to include for specific work performance, you may submit more than the minimum required.**

4.

Q In Section 3.1 (page 10 of RFP) under point 1 the RFP talks about Section 3.1.2, but it could not be located in the RFP document. We request you help us find it.

A **This is revised to read “1. Upload one (1) copy of the Required Forms Packet regardless of how many Lots for which you are responding (Section 3.5).”**

5.

Q Do we need to include a single (same) manager/project manager to cater to the requirements stated in points 16 and 17 of the Functional and Technical Requirements page 40 of the RFP document? Please clarify.

A **FLVS reserves the right to require an assigned Project Manager for the duration of any awarded Statement of Work. That resource would need to remain assigned for the duration of that particular work effort. FLVS shall also require a single point of contact for contractual issues. These do not need to be the same individual.**

6.

Q Lot 1 – should respondent consider Part A Sample Fictitious Course for Evaluation Purposes Lot 1 Course Design and Development - French 1 as part of the POC or is this a separate evaluation module/course?



	Respondent assumes FLVS will provide all content / template library/framework to develop evolution of course. Please confirm.
A	Yes. The content is provided by means of manuscripts for course development and is stored in a library accessible by vendor.

7.

Q	Respondent creates text version of content for accessibility – this would be limited to alt txt, transcript, closed captions or FLVS is suggesting to create complete text-based pages for Accessibility? Please confirm.
A	Yes, alt text, transcripts and closed captions are required for all non-text content.

8.

Q	We are assuming that FLVS will provide us with templates for HTML and respondent will only add the content to the existing templates and does to require us to create new templates. Correct?
A	FLVS will provide a course framework that can be used to populate content.

9.

Q	What are the types of interactives that FLVS requires?
A	FLVS has a library of samples that can be shared once the RFQ has been awarded.

10.

Q	What are the types of course components required (other than the minimum components mentioned in the RFP?)
A	The minimum components described within the RFP represent the known components currently required. FLVS may determine a need for additional components in the future.

11.

Q	Is there any specification on lesson writing and design that respondents need to consider? Are there guideline documents that will be shared before while creating the POC?
A	Awarded contractors would be provided with development guidelines with the Statement of Work assigned.

12.

Q	Is the entire source content provided in the form of manuscripts or is there any additional content needed to be created from scratch or referring to other sources?
A	Source content (text and design suggestions/ideas) will be provided in the form of manuscripts, but interactive pieces might need to be created.

13.

Q	What is the extent to accessibility expected for the content? Will that accessibility standards be provided by FLVS?
A	FLVS requires WCAG 2.0 AA and 508 Compliance.

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Q	Does the content need to be created for one LMS or should it be compatible with multiple LMS at the same time? What are some of the specific guidelines for this?
A	Content should be LMS agnostic.

15.

Q	What does “wireframe development” include? Are we looking at creative wireframes for every type of content that gets created, or only for specific content?
A	Typically required during a proof of concept to ensure FLVS and vendor agree on direction or development.

16.

Q	Lot 2 – Do we have to perform the testing on all the LMS platforms once the courses are migrated into the master system? Please confirm.
A	Yes.

17.

Q	Lot 3 – Once the course is deployed to the LMS platforms, do we have to test the course in all the relevant platforms to identify if there are any issues?
A	Yes, we expect the selected vendor to create customer-ready deployments that are ready for use.

18.

Q	Lot 3 – respondent resource monitor incoming Level 1 customer help tickets in Service Now. What will be timelines/SLAs for resolving Level 1 tickets?
A	See Attachment 1 to this Q&A document for Lot 3 Revised SLA Details.

19.

Q	Lot 4 – under requirement 14 of Functional and Technical Requirements – We could see the word “play” does this imply that the HTML 5 content will be used in few course players?
A	This question is unclear. However, deliverables should be playable. Some requirements may be standalone while others may be required to play within the LMS.

20.

Q	Lot 4 – what are the standard course packaging expected to be supported? IMS CC? SCROM?
A	The FLVS system does not take standard course packaging.

21.

Q	Lot 4 – will the team have access to the staging systems/LMS to iron out any glitches before final release?
A	Yes, we have LMS test servers available for testing.

22.

Q	Lot 4 – There is no mention of responsive UI, do you expect web content for mobile and desktops to be created separately?
A	All content should be responsive.

23.

Q	Lot 4 – image resolution and size expectation were missing in the requirements please provide.
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A	Requirements for images will be defined on a per project basis, but generally need to meet screen resolution.
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24.

Q	Lot 5 – the requirement for Lot 5 seems like a need for Web content to be rendered on mobile browsers. Is this assumption correct?
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A	This may vary depending on the project.
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25.

Q	Lot 5 -Is there a need for Native Mobile App Development?
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A	This may vary depending on the project.
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26.

Q	Lot 5 – What are the skill sets you are expecting from a Mobile Application development team? Android? IOS? Flutter? React Native? Kotlin?
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A	This may vary depending on the project.
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27.

Q	Lot 5 - What are the screen ratios you intend to support?
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A	Content should be responsive.
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28.

Q	Lot 5 – will the team be provided with the required licenses for setting up developer environments and third-party dependencies?
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A	This may vary depending on the project.
----------	--

29.

Q	Lot 5 – will the mobile content be different from web content for the same course/topic?
----------	--

A	It is likely mobile content will be the same as web content.
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30.

Q	Lot 5 – would you accept Responsive or Hybrid solutions instead of Native App solutions?
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A	This may vary depending on the project.
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31.

Q	Lot 6 – are all games intended for mobile devices?
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A	Ideally, but this can be discussed around project requirements.
----------	--

32.

Q	Lot 6 – what is the minimum OS support expected for Android and IOS?
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A	This may vary depending on the project.
----------	--

33.

Q	Lot 6 – Is there any specific game engine that you prefer?
----------	--

A	No
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34.

Q	Lot 6 – what types of games are expected, 2D, 3D, AR, VR, WebGL?
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A	This may vary depending on the project.
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35.

Q	Lot 6 – If VR games are expected, which VR headsets supported are expected?
A	It is unlikely VR games will be expected, will depend on the project.

36.

Q	Lot 6 – Who will provide the storyboard and game progression details?
A	FLVS will work with the vendor to determine the best way to progress.

37.

Q	Lot 6 – How do you plan to do future device support and manage upgrades? Should there be a fixed team for that?
A	This may vary depending on the project.

38.

Q	Lot 6 – Who will bear the cost for voice over and other actors if needed? Can it be accommodated through a rate card in the response?
A	Respondents may include rates cards as appropriate for FLVS consideration.

39.

Q	Lot 6 – purchasing of additional licenses for plugins or purchase of any additional assets required for the project will be done by FLVS for the applicability or reusability and resale. Is this assumption correct?
A	This is the likely scenario but will depend on the project.

40.

Q	Lot 7 – is there any preference on the DoK levels of the assessments?
A	The DoK level should be in alignment with the DoK level of the standard, which is outlined in CPalms, where Florida standards/benchmarks are housed, along with the complete course description for each course.

41.

Q	Lot 7 -what is the average number of formative and summative assessments required for a course?
A	This will vary by course, but it is expected that each module will have either a summative module exam or a summative segment level exam. Every lesson should also have an assessment.

42.

Q	Lot 7 – are all the assessments auto-graded or I there a percentage of the assessment that will be open-ended as well?
A	Not all assessments are auto graded. Requirements include both short and long response assessments, as well as assessment items that include passages of text or charts, graphs, and/or images.

43.

Q	Lot 7 – is there an existing question bank that can be leveraged to create assessments?
A	Requirement is for proposer to create assessments solely for use by FLVS.

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44.

Q	Lot 7 – “Respondent provides three sample parent assessments. Respondent also provide three sample clones per sample assessment. Clones include one correct answer and three distractors.” Please clarify: Do the three sample parent assessments and three sample clones per sample assessment correspond to “Core and Specials” sample or “AP/Cambridge” samples? How many samples are we supposed to provide as part of the submission for “Core and Specials” and “AP and Cambridge”?
A	Provide 3 Sample Assessments (suggest one low, one moderate, one high complexity). Respondents may choose to include sample AP and or Cambridge in place. All samples should be clearly labeled to identify which type of sample is represented. Ideally samples will demonstrate range of options.

45.

Q	Lot 9 – what would be the entire duration of the audio that needs to be recorded for course/module/lesson?
A	All courses could have different requirements. Recording time would be dependent upon length of scripts which have no set values.

46.

Q	Lot 9 – Respondent will pay any subscription cost to use copyrighted audio or music – Are we allowed to procure the music or sounds from any online stock site or FLVS expects to record the music or sound effects in the studio?
A	Requirement may vary by project.

47.

Q	Lot 9 – How many languages should we consider recording? Can you specify languages?
A	This is to be determined by business need when it occurs. Please see FLVS course offerings at FLVS.net for current languages offered. Current offerings are subject to change as new courses are launched.

48.

Q	Lot 9 – are we allowed to procure the images or graphics from any online stock site? Or will FLVS provide the required photo images during development?
A	There are no images in Audio work.

49.

Q	Lot 10 – Under each category (dialogue, hosted, talent, bird’s eye) what is the count we should consider for the course wise development?
A	This is to be determined.

50.

Q	Lot 10 – Are there any specific tool preferences that we need to consider to develop these videos?
A	No

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51.

Q	Lot 10 – Are we allowed to procure and use the music or sounds from any online stock site or FLVS expects to record music or sound effects in studio?
A	Requirement may vary by project.

52.

Q	Lot 10 – Are we allowed to procure the images or graphics from any online stock site? Or FLVS will provide the required photo images during the development?
A	Requirement may vary by project.

53.

Q	Lot 11 – Apart from photography are we supposed to create the collateral, print or digital job using the photographs?
A	Requirement may vary by project.

54.

Q	Lot 11 – We assume the final deliverable expected will be static photographs only? Please confirm.
A	Requirement may vary by project.

55.

Q	Lot 11 – What is the photography count we should consider for the course wise development?
A	Requirement may vary by project.

56.

Q	Lot 12 – Are there any specific tool preferences that we need to consider to develop these animations?
A	No

57.

Q	Lot 12 – High, medium, low complexity: Are there any specific examples that you can provide us to understand complexity better?
A	Examples will be provided by project to awarded vendors.

58.

Q	Lot 12 – for animations, are we allowed to procure images or graphics from online stock site? Or FLVS will provide the required photo images during the development?
A	Requirement may vary by project.

59.

Q	Lot 12 - Are we allowed to procure and use the music or sounds from any online stock site or FLVS expects to record music or sound effects in studio?
A	Requirement may vary by project.

60.

Q	Lot 13 – We would like to understand Accessibility implementation needs to be in compliance with WCAG 2.0 AA or WCAG2.1AA? In section 3.8 accessibility requirement is mentioned as WCAG 2.0 AA
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	but would be interested in 2.1 AA. Do we need to consider implementation, audit and VPAT for WCAG 2.1 or do we need to see how far WCAG 2.1 can be implemented?
A	Consider implementation and audit of WCAG2.1 AA WCAG2.0 AA conformance complies to section 508. WCAG2.1 includes accessibility on mobile platforms and touch devices, and aligns with other FLVS development efforts.

61.

Q	Lot 13 Accessibility implementation is always limited when it comes to games. Proposer will discuss with FLVS if awarded Lot 6, the feasibility factor and how much implementation can be done if the games are not designed to consider disabilities. In such cases, additional implementation based on perspective feedback will not be considered under warranty. Please confirm.
A	Confirmed. For game development, accessibility conformance is considered on a per project basis. Should accessibility exceptions exist for a Lot 6 project, these are documented and not considered for any subsequent audits.

62.

Q	Lot 13 – does audit need to be done only with NVDA on Windows 10 or audit needs to happen with JAWS, Voice over & talkbacks as well.
A	Accessibility auditing focuses on conformance to the guidelines, and not a specific screenreader. Accessible content should work on JAWS, NVDA, VoiceOver, and Talkback

63.

Q	Lot 13 – VPAT with WCAG 2.0 AA pr WCAG 2.1 AA needs to include section 508? Please note section 508 follows WCAG for all web content so it is considered redundant. Please confirm.
A	Confirmed.

64.

Q	Lot 13 – respondent understands the platform from which these Lot items would run is Accessible. Please confirm.
A	Confirmed.

65.

Q	Is it a requirement to respond to every “lot number 1-13” of the Scope of Service? Or can a provider respond to only certain lot numbers in the Cope of Service?
A	Respondents may respond to any number of Lots (one, multiple, or all).

66.

Q	Can or will multiple companies be awarded the bid?
A	FLVS intends to award to multiple providers.

67.

Q	Have you had contractors handling this work in the past? Have you been satisfied with their services? Is there an incumbent vendor and are they eligible to respond to this RFP?
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A	FLVS has contracted for like services historically with multiple service providers. Performance of said providers has no relevance to this RFP. This RFP is open to the public including to previous and or incumbent services providers and new providers.
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68.

Q	In general, the high-level workflows provided feature aggressive turnaround times. Are these merely meant to be representative durations, or do they constitute requirements?
A	The workflows provided represent FLVS standard workflows and future performance expectations. Exceptions should be clearly identified within responses.

69.

Q	For Lot 1, can you provide examples of source content for courses representing small, medium, and large courses to better help us understand the scope of the work required?
A	Small development might be development of a small number of lessons, medium might be a .5 credit course offering, such as an elective course offering, and a large course would be a full year long course offering, consisting of multiple modules and two segments.

70.

Q	For Lot 3, can you provide the number of client LMS instances that courses would need to be deployed to?
A	Numbers will vary annually based on sales and new course releases.

71.

Q	For Lot 4, what CMS(es) are in use by FLVS?
A	We do not provide CMS for course creation. We use a custom course framework with HTML page templates.

72.

Q	For Lot 4, will all work be done to extend content in existing websites? Meaning general site framework, design, information architecture, etc. are already established? Or would these be standalone pages with their own frameworks?
A	This may vary depending on the project.

73.

Q	Lot 5, The high-level workflow seems to be geared towards curriculum development more so that development of a mobile application from the ground up. Are there existing mobile applications the contractor would be adding content to or would we be responsible for building the applications themselves?
A	If the workflow provided does not align with respondent workflows, please provide the alternative for consideration. Work efforts may include efforts for existing applications and or new developments.

74.

Q	Lot 5, Functional and Technical requirement #5 "Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile
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	content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.” if the contractor does not meet this requirement can this content be sourced through the awarded contractor for Lots 9 and 10?
A	No.

75.

Q	For Lot 5, are mobile apps being requested deployed to Android or Apple marketplaces? Or are these really referring to mobile-friendly web pages that are presented as though they were apps within a browser?
A	Requirements may vary by project.

76.

Q	For Lot 5, assuming that courses are developed using a responsive front-end framework, is this somewhat redundant with the efforts in Lots 1 and 2? In what ways are these different?
A	Lot 1 refers to taking lesson scripts and designing/developing them into online course content, whereas Lot 2 refers to course migration ,and Lot 5 refers to making an existing application or chunk of content mobile friendly. The work is currently managed by separate teams, so although the tasks may be similar, different stakeholder groups may be involved.

77.

Q	Lot 6, The high-level workflow does not seem to allow for sufficient turnaround times that may be needed in some of the requested game types, such as creating a simulation game start to finish which may require time intensive work such as 3d modeling. Should we anticipate that FLVS would adjust the expected durations on these workflows as appropriate to the scope of each game?
A	Respondent should provide their alternatives for consideration if they fall outside of the FLVS provided workflow.

78.

Q	Lot 11, The high-level workflow does not seem to allow for sufficient turn around for animation production of high complexity animations. Should we anticipate that FLVS would adjust the expected durations on these workflows as appropriate to the scope of each video?
A	Respondent should provide their alternatives for consideration if they fall outside of the FLVS provided workflow.

79.

Q	Lot 11, Could you provide samples or examples of the initial input that would be received from FLVS as a basis for initial storyboards?
A	Storyboards will be developed based upon the awarded contractor receiving FLVS guidelines, scripts and supporting materials.

80.

Q	If awarded any of the Lots is there a guaranteed amount of work the contractor can expect or will work be issued to the vendor one piece at a time? (i.e., one animated video)
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A	There are no guaranteed minimums under the awards for this RFP. Once awarded under the RFP, FLVS will seek quotes from the awarded contractors. The quotes would contain the quantities anticipated within the Statements of Work pending award. Typically, these are not done 'one piece at a time' but rather include segments of work for specific courses or projects.
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81.

Q	Regarding the insurance requirements, our carrier's review noted that your terms require all policies to be on an occurrence basis. They noted that most Professional/Cyber policies are written on a claims made basis. Will that also be acceptable?
A	Please specify your requested exceptions to our insurance requirements for consideration by our Risk Management team.

82.

Q	Lot 1 On Page 24 it has been stated that 'This sample shows a reflection of our courses and can be viewed by selecting this link.' There is no link provided. Please share the link with us for analysis.
A	Clarification: This statement pertains to RFQs that will be conducted with awarded proposers. This information is not provided prior to contractual award.

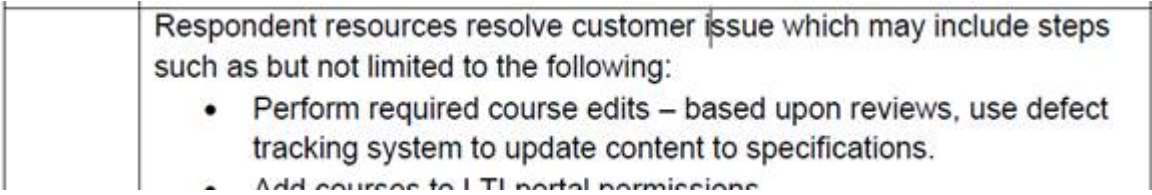
83.

Q	Lot 3 - Course Deployment Under the Course Deployment Services and Support, there is a mention of "CTS Team." Please let us know what CTS Team refers to.
A	Client Technical Support is an internal team that handles Level 2 tickets and monitors Level 1 ticket traffic.

84.

Q	Lot 3 respondent assumes that FLVS has already implemented LTI, and respondent will be responsible for linking the content only. Please confirm.
A	Content uses LTI, but assessments will be natively loaded in each LMS.

85.

Q	Lot 3 The following screenshot depicts respondent would be involved in resolving customer issues. As per the description of this section we are assuming that respondent will be provided access to FLVS ticketing system and the issues filed in the ticketing system would get assigned to respondent team. Please confirm the process. 
A	Confirmed.

86.

Q	Lot 4 - Web Development
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	<ol style="list-style-type: none"> 1. In the Web Development and Design Services section, it says “edit content pages.” We are assuming these edits are required in HTML and JavaScript functions only. Please confirm the same. 2. Respondent observed that there is a mention of CMS integration in Web Development and Design Services, please elaborate the purpose of CMS integration? Also, we would like to know which CMS is referred here (Sitefinity or any other). Are all the artefacts stored on CMS and Respondent will make changes to those artefacts on CMS itself? 3. What are the various types of assets which are currently hosted on CMS?
A	<ol style="list-style-type: none"> 1. Confirmed. 2. The requirement will vary by project. 3. The requirement will vary by project.

87.

Q	<p>Lot 5 - Mobile app Development</p> <ol style="list-style-type: none"> 1. Do we need to consider mobile app development for both Android and iOS or for any one of them? Please confirm. 2. Respondent assumed that FLVS will provide the account credentials for publishing the app on respective play stores. Please confirm. 3. Under Mobile App development it is mentioned of hiring actors and voiceover talent. Is this in scope for this particular lot? Also, cost table provided does not have rows to add cost related to actors and VO. Please suggest. 		
	<table border="1"> <tr> <td style="text-align: center; vertical-align: middle;">5</td> <td>Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.</td> </tr> </table>	5	Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.
5	Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.		
A	<ol style="list-style-type: none"> 1. Yes, both 2. Confirmed 3. This requirement is in error. 		

88.

Q	<p>We observed that high level workflow mentioned in each section is same and certain aspects are not relevant to that a particular section. For example, in the Game development it is mentioned of developer to create production storyboard and the same is mentioned for the mobile app development too. We are assuming here that high level workflow will be finalized after discussion with FLVS, and timeline will be shared post the workflow finalization. Please confirm.</p>
A	<p>Confirmed.</p>

89.



Q	<ol style="list-style-type: none"> 1. Please elaborate on type content needs to be developed for Mobile APP? 2. Do you have any preference over the framework of Mobile App development, e.g. ionic? 3. We would like to know that if there is any preference between Hybrid and Native Mobile app. Also, are existing apps hybrid or native? 4. What types of enhancement are expected in existing mobile app? Is there a need to update the features and functionality or only the content will be updated? 5. Respondent observed that there is a list of web browsers provided in technical requirements. Please let us know if these mobile apps will be hybrid and will be accessed through web browsers as well.
A	<ol style="list-style-type: none"> 1. Requirements may vary by project. 2. No, this can be discussed by project. 3. No, this can be discussed by project. 4. To be determined. 5. To be determined.

90.

Q	<p>Lot 6 - Game Development</p> <ol style="list-style-type: none"> 1. Under Game development section we are assuming that FLVS will share the initial content storyboard. Respondent Team along with the designers will add the visuals concepts and learning activities in the static storyboard template (PPT format). FLVS will review the static PPT and post approval respondent will integrate the same in final output. Please confirm if this is fair understanding of the process to be followed. 2. Can you please elaborate what you mean by serious games? Please share some examples (if any). 3. What components do you foresee will be part of activities like Simulations, Serious Games, Puzzle Games, Roleplay Games, and Adventure Games? 4. Respondent assumes that the games will be developed in the HTML and packaged as SCORM package for integration in the LMS. Please confirm. 5. Do you need mobile app for the games to be developed, or will the games be mobile compatible? 6. Are you looking for live shooting aspects also from respondent as following has been mentioned for this LOT? <table border="1" data-bbox="220 1465 1422 1686"> <tr> <td data-bbox="220 1465 350 1686">5</td> <td data-bbox="350 1465 1422 1686">Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.</td> </tr> </table>	5	Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.
5	Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.		
A	<ol style="list-style-type: none"> 1. This is acceptable and can be discussed by project. 2. “Serious Games” are those dedicated to learning activities vs recreational games. 3. To be determined by project. 4. To be determined by project. 		

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- 5. To be determined by project.
- 6. To be determined by project.

91.

Q	Lot 7 - Assessment and Content Writing <ol style="list-style-type: none">1. The details provided in RFQ for assessment writing does not contain details of content writing. Please help us more information around this.2. On Page 55 there is mention of sample creation. Do we need to create sample of assessment questions or content or both for given 5 topics in RFQ?3. In the sample section there is a code associated with each learning objective i.e., PRD-1.A, so is this related to some textbook or any other unique code? Please confirm.4. Please confirm if we have to consider multiple choice, long answer and short answer as assessment question types or there are more formats to be considered. Please confirm.
A	<ol style="list-style-type: none">1. Content writing shall be in accordance with FLVS development guidelines and FLDOE standards.2. Samples should represent the range and quality of work to be provided. You may include additional samples if so desired.3. The coding refers to the Florida standard being assessed in the item.4. Those included within the scope of service represent the standard types of assessments.

92.

Q	Lot 13 - Foreign Language Translation In pricing table of Foreign Language Translation, last row is for per page translation cost. What should be average word count per page which should be taken into consideration?
A	Using 1-inch margins, size 12 font Times New Roman the estimate is 500 words per page.

93.

Q	Samples Format Clarification In section 5.0 Scope of Work of RFP - under Samples of Work heading (p19), it states "Respondents shall provide working URLs to available sample content. "; however, in lot descriptions it typically states, "Samples may be included with the proposal or respondent may provide URL to share sample content". For example, Lot 1 - Course Design and Development (p24) Lot 2 – Course Migration Services (p29) Lot 3 - Global Course Deployments & Course Support (p33) etc... Lot 2 & Lot 3 are more suited to providing samples in the proposal instead of an URL. Can you confirm that sample can be in the proposal rather than provided in a URL?
A	Respondents shall determine best solution to providing sample (URL vs proposal content) and submit with their explanation and corresponding case studies.

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Q	Lot 1 Can you provide lesson templates, storyboards, or any other documentation that would help vendors more accurately assess LOE for lesson development?
A	A detailed storyboard is provided when an RFP is awarded. For the purpose of responding to the RFP, we would provide the total number of modules to be developed, as well as the number of lessons per module and the total number of pages per lesson. We would also include details specific to the type of course, content area, grade level, etc.

95.

Q	Lot 8 We assume proofreading and copyediting services are related to both World Language courses and translations. Please confirm.
A	This could be possible as determined by the needs of FLVS on an as needed basis. Respondents shall specify any World languages they have the ability to support with proofreading and copyediting. However, it is not required for respondents to support World Languages in order to respond to this Lot.

96.

Q	How granular should we make our cost proposals? We intend to price by discipline, grade band, and general task type. Is this the expectation?
A	Respondents should provide pricing in accordance with the cost proposal forms provided. While additional pricing details may be included at the respondent's discretion, they do not supersede the specified formats.

97.

Q	Please confirm for the May 27 deadline, we are only to respond to questions in the Respondent Questionnaire and Requirements sections, and that we are not required to provide items noted in the Requirements sections (samples, etc.).
A	The May 27 deadline is for all final proposal responses. Responses must include ALL requirements specified within the RFP including the Questionnaire, Requirements Tables, Samples of Work, Cost proposal and background information as referenced. You may include pre existing work samples (you do not need to create samples specifically for this RFP).

98.

Q	Are there general FLVS Guidelines available now to review as referenced on page no. 30 for points 13 to 18?
A	Additional guidelines will be provided to awarded contractors along with statements of work.

99.

Q	Lot 1 Respondent shall be responsible for performing edits/revisions to course lesson HTML content; performing edits/revisions to online assessments in FLVS LMS system for the content development team and providing quality assurance checks of on-screen and coded HTML changes completed by other development teams. What will be the nature of the required edits/revisions? Could you please share some examples? Apart from the manuscripts, will FLVS also provide content (short/long alt text, transcripts, activity descriptions) required to meet accessibility guidelines?
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A	Edits would include any errors that are found during a script to screen review of the content that was developed. The contractor should provide alt tags for any images pulled, as well as transcripts for any created interactives.
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100.

Q	Lot 1 To assist the contractor with the RFQ process, one content sample is provided. This sample shows a reflection of our courses and can be viewed by selecting this link. There doesn't seem to be a clickable link. Could you please share this sample?
A	This refers to the RFQ process which follows the award made under the RFP. This information is shared with proposers after they are under contract.

101.

Q	A working design framework (HTML5), complete with look and feel artwork, navigation, and design document/cheat sheet. An interactive template resource site (jQuery/JavaScript/AngularJS/JSON) complete with user interface design specifications. These will be used to develop the suggested interactives from the lesson manuscripts. Per our understanding of the scope, FLVS will provide all required templates and vendors will use them and develop the interactives based on the storyboard. Please confirm that this is accurate. Will the vendors be required to develop any new templates?
A	Likely not necessary, but requirements may vary by project.

102.

Q	Lot 1 Accessibility compliance requirement standards - We assume the interactives too need to comply with WCAG 2.0 AA guidelines. Please confirm. We assume that the existing templates are already WCAG compliant, and the vendors will not need to work on the interactivities to make them compliant. Please confirm.
A	The provided interactive templates will either meet the guidelines or be a known exclusion. Any interactive that the vendor creates using their own templates/code should be compliant.

103.

Q	Any images for lessons and/or assessments as needed (shall be provided from respondent repository free from any copyright restrictions in perpetuity for FLVS use). This statement features as a bullet under the lead-in, "The following will be provided to the awarded respondent upon execution of SOW:" Could you please confirm if media elements such as images, video and audio will be provided by FLVS or will the respondent be responsible for these?
A	FLVS will provide audio, video, and any specific image needs. General use and decorative images will need to be supplied by the vendor.

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Q	<p>Lot 3 Course Support includes but is not limited to working within the FLVS ticket system to triage client technical support tickets and solving them or routing them to the appropriate FLVS recipient for completion (i.e., problem escalation and resolutions). Respondent shall be responsible for ensuring completion of support tickets and providing clients with edits and follow up which may include performing updates to course HTML content and assessments in the above listed LMS systems. How many average tickets are generated in a month or a year? Can we get a breakup of kind of tickets generated?</p> <p>Is phone-based support to learners a part of the requirement?</p> <p>What is the existing number of clients by geography?</p> <p>What languages will the global client support be delivered in? What languages are considered primary languages to be supported?</p> <p>What are the SLA's for the global client support? Will 24x7 support required?</p>
A	<p>See Attachment 1 to this Q&A for revised SLA information.</p> <p>To protect our client details FLVS will shar information about the number of clients with the selected vendor after contracting is complete. Generally, clients are distributed across all states/time zones. support is only required in English at this time. Phone based support for students is not part of this contract. Average is 500 per month.</p>

105.

Q	<p>Lot 4 Contractor Developer to create visual concepts and layouts that communicate learning concepts, inform, and captivate student-based learning activities as per the storyboard, delivery within 3 business days of receiving scripts.</p> <p>Will FLVS also provide content (short/long alt text, transcripts, activity descriptions) required to meet accessibility guidelines?</p>
A	<p>Yes, but requirements may change by project.</p>

106.

Q	<p>Lot 6 Minimum components include but are not limited to developing and maintaining Simulations, Serious Games, Puzzle Games, Roleplay Games, and Adventure Games.</p> <p>We assume that the games also need to comply with WCAG 2.0 AA guidelines. Please confirm.</p> <p>Do the games need to be designed mobile first or will they be played only on a desktop?</p> <p>Will the games be hosted on FLVS LMS? Does the LMS support Leaderboard?</p> <p>Serious Games sometimes have requirements that cannot be fulfilled by a traditional LMS. In such cases, we propose a separate game platform. Is FLVS open to such option?</p> <p>Does FLVS have App/Playstore account?</p>
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A Games must meet accessibility requirements. Specific needs will be determined by project.

107.

Q	Lot 6 Contractor Developer to create visual concepts and layouts that communicate learning concepts, inform, and captivate student-based learning activities as per the storyboard, delivery within 3 business days of receiving scripts. We assume that prior to the scripting stage, FLVS and the vendor will agree upon standards, guidelines, and functionalities for each of the game types. This will help the instruction designer and game designed stay within scope. Please confirm that this understanding is correct.
A	Confirmed.

108.

Q	Lot 11 Animated videos that will be used in an online educational setting, varying in length, subject matter, and style. Animations shall vary in length and subject matter. Contractor ensures that all videos and content therein are solely owned by FLVS, free of any restrictions for future licensing for any FLVS course. FLVS is seeking a respondent that will deliver age-appropriate content that is creative and engaging to the target student audience for K-12 education. FLVS will provide approved manuscripts and voice over casting specifications. All delivered content or work product shall be the sole property of FLVS to be used at its sole discretion in perpetuity free from any copyright restrictions. Will the VO be only English or is there a possibility of having other language videos as well? <ol style="list-style-type: none">Does FLVS have existing assets (characters, backgrounds, or other elements) that might need to be reused in the videos for consistency? If so, what percentage of the videos might require us to reuse these existing assets?Will there be a version of these videos with audio descriptions?If yes, Will FLVS be responsible for writing the audio descriptions and developing transcripts for both versions of the videos (with and without audio desc.), or should we include that in our scope of work?Will there be a need for different types of animations, i.e., Animated Gif, Motion Comic, Character Animations, Animated Illustration (most common), Whiteboard Animation, 3D Modeling, Interactive Animation, Instructional Animation?
A	<ol style="list-style-type: none">FLVS has assets, but needs will be determined by project.All videos need to include closed caption files.YesTo be determined by project.

109.

Q	Lot 10 Videos may take place at a local Orlando studio or on location and include the need for props. <ol style="list-style-type: none">Would this location be at FLVS? Do we know the location ahead of time? Is it referencing the studio?When will FLVS provide the talent and when will we?When will FLVS provide the props and when will we?When will we be building sets?
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A	1. Location may be at FLVS or other location as determined within the Statement of Work. 2. This may vary by project. 3. This may vary by project. 4. This may vary by project. 5. This may vary by project.
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110.

Q	How many different background colors will be used for videos? Is it okay to do green screen?
A	The requirements would vary by project. FLVS would like to know what options you have available to offer.

111.

Q	“Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum skill level described.” What are blind CVs?
A	A blind CV is a “curriculum vitae” (or resume) without the name of the individual. It shows your available resources without disclosing their names.

112.

Q	Will FLVS be onsite during the post production process?
A	Not typically. However, FLVS reserves the right to attend events either in person or virtually if a need is identified.

113.

Q	If we’re able to do the same level of production or higher with a substantially smaller crew, should we still quote for all the provided positions?
A	You may provide your best solution as your initial response along with an explanation of any variations and include additional details outside of the required proposal form.

114.

Q	Does “needle drop music” mean the same as royalty free music? In other words, a music track that goes under the video and can be used with no rights reserved in perpetuity?
A	Correct.

115.

Q	I didn’t see a line item for pre-production, but it seems like several of the requirements would fall under that category. Did I miss it? Is there another way we should account for pre-production?
A	You would need to provide this in detail and specify any additional costs outside of the requested line items.

116.

Q	What are the languages included in translations?
A	Requirements may vary by project.

117.



Q	Are there images that include words that need to be translated? If yes, will the vendor be building these images with the translated words?
A	Requirements may vary by project.

118.

Q	In what file format the text to be translated will be delivered to the vendor (e.g., Word, PDF, InDesign)?
A	Word or HTML format.

119.

Q	Will the vendor deliver translated documents in any specific format?
A	To be determined for the individual project.

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