



**Department of Environmental Conservation
Division of Water**

**Informal Request for Proposals (IRFP)
IRFP 18-324-21
Small Water Systems Online Course & Manual**

Addendum One

Date of Issue: October 23, 2020

The IRFP Package is hereby clarified or changed as follows:

1. Submittal deadline has been changed to **November 3, 2020 at 4:00 pm AKST.**
2. Questions and Answers

The questions and answers begin on page two. This Addendum is hereby made part of the IRFP and is a total of four pages.

All other terms and conditions for this IRFP remain unchanged.

Issued by: Sarena Hackenmiller
Procurement Specialist II
Email: decdasprocurement@alaska.gov

Questions and Answers

Question 1: Will we get the source content of the Flash executable?

Answer 1: Yes, we have separate Shockwave Flash (SWF) files for each course chapter. From the SWF files we have used a Flash decompiler to retrieve individual components of the courses. Images from the courses are available in JPEG or PNG format, static illustrations created in Flash are available in PNG or HTML5 format, animated sprites are available in GIF or HTML5 format, text is available in plain text format.

Question 2: There was a mention of Manuals on page 26, though we didn't find any link or manuals, were they shared separately from the tender document? If no, then would request if we can access those documents?

Answer 2: See Attachments D, E, F, and G, downloadable from the Online Public Notice posting of this solicitation, <http://notice.alaska.gov/199723>.

Question 3: The existing courses are in a certain look and feel and certain type of graphics. Do we need to follow the same or can we create new standards?

Answer 3: The new courses do not need to follow the same look and feel as the existing courses.

Question 4: Is there a branding guidelines document that exists for us to follow in terms of fonts, colors, etc.?

Answer 4: No, aside from agency logos there are no specific guidelines. Ease of use and clarity of presentation are the desired design goals.

Question 5: What type of interactivity are is expected as an output for the e-learning courses? We feel this is a Level 2 type course.

Answer 5: Yes, Level 2 is appropriate. The level of interactivity in the existing courses is a guideline, but additional interactive elements would be welcome.

Question 6: What is the scope and expected number of changes for the user manual and e-learning courses?

Answer 6: The existing chapters would remain structurally very similar, but there may be a need to add a small number of subchapters, for example a sub-chapter for Chapter 3 of the Small Treated course on heating and insulation of the well house. For the e-learning courses OpCert anticipates the need for approximately 2-4 additional sub-chapters with approximately 5-10 slides each. Some text will need to be updated in both courses and the manual to account for changes in regulations and nomenclature. OpCert anticipates that approximately 5% or less of the text of the courses and manual will require substantial revision. OpCert would like to work collaboratively with the contractor to identify additional revisions that may be necessary.

Question 7: For purposes of publishing the e-learning and grading of the quizzes, what Learning Management System (LMS) will be used?

Answer 7: The department is tentatively planning to use Moodle but is willing to take recommendations from the contractor on other potential LMS providers.

Question 8: Is there a preferred “modern e-learning tool” to be used for development?

Answer 8: No, any e-learning development tools that are capable of producing the desired outputs are acceptable.

Question 9: Is the offline version expected to be an interactive version or is it PDF only?

Answer 9: It is expected to be interactive.

Question 10: Is there a requirement for narration or other audio for the e-learning?

Answer 10: It is not required.

Question 11: Since Flash is about to retire, will we have access to the source files (text and images) used to create the original Flash output?

Answer 11: See answer to question #1.

Question 12: Are the quiz questions (10-20 per module) already written by the subject matter experts or OpCert?

Answer 12: OpCert has a question bank related to the courses but the existing questions may need to be changed to better reflect the updated courses and some new questions may need to be developed in collaboration with the contractor.

Question 13: Are the quizzes integrated into the e-learning modules or are they presented separately in the LMS?

Answer 13: They will be presented separately in the LMS.

Question 14: Is there a preferred tool to be used for the combined user manuals?

Answer 14: No, provided that the output is an accessible PDF that can be modified, as necessary, by OpCert.

Question 15: Will we have access to the user manual source files?

Answer 15: OpCert will be able to provide each chapter of both manuals in MS Word document format. All images and figures can be extracted from these documents in PNG or JPEG format.

Question 16: Will the output of the user manuals be accessible PDFs or some other format?

Answer 16: Yes, accessible PDFs are the preferred format.

Question 17: We are a certified Women-Owned Small Business (WOSB) as recognized by the Small Business Administration. Will this be accepted as equivalent to the Women's Business Enterprises (WBE) preference?

Answer 17: Yes, per IRFP 18-328-21 Section 4.07.

Question 18: We are headquartered in Delhi, India with our development based out of here, wanted to check if we can participate in this tender process as we are also registered in USA with office in Washington?

Answer 18: Yes.

Offerors must acknowledge receipt of this addendum prior to the submittal deadline.

The proposal documents require acknowledgment individually of all addenda to the drawings and/or specifications. This is a **mandatory requirement** and any proposal received without acknowledgment of receipt of addenda may be classified as not being a responsive proposal.

End of Addendum