REQUEST FOR PROPOSAL E-LEARNING SERVICES
Questions and Answers #2
April 13, 2023

1. Can you please be more specific on what "updates" means for the first project, the 10-hour New Attorney Training Program? We believe you are looking for a redesign of the current course/learning experience but want to confirm.
   a. Updates include a refresh of the visual content and updates to changes in authorities cited in the course, as well as possible changes to modalities of delivery within the course.

2. What e-Learning authoring tools do you favor? (e.g., Rise, Storyline, Adapt, Extend, custom html, etc.) Would it be possible for us to gain access to the current courses? If you are not able to share, could we see screenshots so we can understand the types of interactions your current e-learning has.
   a. The State Bar does not a preference for a learning authoring tool as long as it is compatible with our current Learning Management System. Please refer to the Format Requirements in the RFP. Please email Mimi Lee, mimi.lee@calbar.ca.gov to obtain account access to examples of the current courses.

3. Are there content updates that need to be made for the 10-Hour New Attorney Training Program? If so, is the new content well-defined and available?
   a. Yes, the State Bar has already made efforts to begin to identify and create updates to the new content.

4. What availability constraints do your subject matter experts have over the July–September timeframe?
   a. Our subject matter experts do not have availability constraints during the July–September timeframe.

5. What level of accessibility is required? We see you want to align the learning to WCAG, but what level (A, AA, AAA)?
   a. The State Bar of California is currently aligned with WCAG 2.1 level AA for web-based information.

6. Once we get into the build phase of the eLearning, how many reviews are there? (Our clients typically review at storyboard, alpha, beta and final stage of the course, but sometimes more reviews are needed based on the stakeholders that are involved.

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    a. The State Bar typically requires a storyboard review, alpha, beta and gold stages of the course. If the product does not meet the State Bar's standards, additional reviews may be necessary.

7. How many reviewers/stakeholders need to be included in review cycles for each deliverable (alpha, beta, etc.)?
    a. The review process typically includes three-to-five professionals reviewing the content.

8. What is the driver of the October 15 target date? Is this aligned to a specific business need/objective/initiative?
    a. The driver of the October 15 date is to be in line with the Office of Professional Competence's preventative workplan.

9. Would you say an East Coast company would still be considered for your effort or your team would rather partner with a local West Coast candidate?
    a. The State Bar is interested in partnering with vendors that provide opportunities for the highest quality collaborative effort. Vendors from outside of the Pacific Standard Time zone may bid, but such vendors must maintain availability on an as-needed basis from 8 a.m. to 6 p.m. Pacific Standard Time.

10. Would there be an in-person meeting requirement?
    a. There is no in-person meeting requirement, meetings will be held virtually.

11. What is the budget or the budget range you have in mind for the project, please?
    a. The budget range for this project will depend on the products produced. For an hour-long course update the budget is approximately $20,000-$45,000. For an entirely new hour-long course is approximately $40,000-$70,000.

12. Will translation services be necessary? Will the information need to be presented in multiple languages? If yes, which languages?
    a. Translation services are not necessary. The courses will only be offered in English.

13. What is the projected length of the first updated e-learning product (due by October 15, 2023)?
    a. The first delivery should be three-to-four hours of updated content from the 10-hour new attorney course.

14. Does the State Bar's existing video content have closed captioning?
    a. The State Bar's existing content does not have closed captioning. Our current courses utilize "transcripts" in place of closed captioning. The transcripts appear from the menu bar and a PDF of the entire script is provided.

15. Would the State Bar consider alternative methods of delivery for the requested samples?
    a. Yes, the State Bar would consider using Articulate Review 360 or the vendor's LMS testing environment to access and test samples.

Additional Questions based on Q&A posted on 4/5/23.
16. Your response in question 1 was *"Attachment A of the RFP includes descriptions of the potential courses we hope to update and create, including updates to the 10-hour new attorney training and one-hour New Rules of Professional Conduct Course, as well as a one hour new e-learning*

course, four 30-minute assessments, and four microlearning videos of 15 minutes maximum." If I total that up it is 15 hours of seat time, and the RFP shows 16 hours of training. In looking at the attachment it also says an update to the "probation course". Is that the other hour of updated learning to get to the 16?

    a. The description of potential courses listed in Attachment A of the RFP is not an exhaustive list of the products that will be updated and created. The probation course is currently being updated and will not be included in the 16 hours.

17. Does Mimi Lee know that I will be reaching out to her?

    a. Yes, Mimi Lee is aware that vendors will be reaching out to obtain access to current content.