

GENERAL QUESTIONS

1. In the Project Summary provided in the Content Document, General item #4 requires that the vendor's LMS meet NCJA's security requirements. Can you provide documentation describing these security requirements?

[See the link to the NCJA Application Security Baseline](#)

2. Ability to register an unlimited number of users - Recommended
“Please describe how OVC VOCA Center's estimated number of users will interact with the LMS, specifically noting how many months per year each unique user will need to access the LMS versus if they will need unlimited access over the calendar year.”

Estimated users will interact with the system in various ways. These include:

- Registering for virtual and in-person events held by the OVC VOCA Center.
- Participating in monthly virtual sessions.
- Accessing a repository of virtual trainings, e-learning modules, podcasts, pre-recorded webinars, and accessing resource documents prepared by the OVC VOCA Center.

It is difficult to estimate the number of unique users who may access the LMS per month based on the content being presented or the number of open registrations available. Therefore, all users will need unlimited access over the calendar year.

3. Ability to import content from current LMS - Required
“Does OVC VOCA Center own the original content and still have access to those files? What are the format type(s) for this content?”

Yes. The OVC VOCA Center owns the original content in our current LMS and can still access the content.

The online content format is in MP4 and/or SCORM format. User listings and reports are exportable to .csv files.

4. The ability to provide input and customize all features' design, branding, and layout to OVC VOCA Center branding to include titles, headers, colors, etc. - Required
“Please describe the specific needs for this requirement, focusing on what desired effect you are trying to accomplish.”

The OVC VOCA Center has approved branding that must be used (ex. specific colors, logo, etc.). All branding will be provided to the chosen vendor. The LMS should be customizable to ensure the exact branding is available.

ADMINISTRATION QUESTIONS

1. Have a multi-tiered user structure that includes:
 - a. Account Owner - Required This will be NJCA - OVC VOCA Center. Must have full rights and access to the LMS.
 - b. Administrator - Required Will be assigned by the OVC VOCA Center. Must have full access and rights to the LMS.
 - c. OVC VOCA Center Staff - Required OVC VOCA Center staff must have access to the system and be able to add, edit, and download content.
 - d. NCJA Staff - Required NCJA staff provided access by the OVC VOCA Center should be able to view LMS content.
 - e. Permission-Based Participant - Required Any participant requiring access to the system, as approved by the OVC VOCA Center, that the OVC VOCA Center staff can provide a specific role.
 - f. SAA Supervisor—Recommended This will be an administrator within a State Administering Agency who would be able to view their own entity's registered users and access reports specifically for that entity.
 - g. SAA End User—Recommended This will be the LMS's end user, who would have access to view content and register for events.
 - h. Subrecipient Supervisor—Recommended This will be an administrator within a Subrecipient organization who can view their own entity's registered users and access reports specifically for that entity.
 - i. Subrecipient End User - Recommended This will be the LMS's end user, who would have access to view content and register for events.
 - j. General User - Recommended Any participant requiring access to the system, as approved by the OVC VOCA Center, that the OVC VOCA Center staff can provide a specific role.

“Please expand on the functionality that is required from each of these roles and if they can overlap.”

See NOTES in red beside each functionality.

CONTENT QUESTIONS

1. Ability to host multiple learning mediums - Required
 - e. Ability to host specific tracks/modules for learning that provide a certificate of completion per learning module.

“Please describe this need in detail, specifically around the need to have ILT or VILT sessions within the Learning Management System and what information would need to be obtained from those sessions.”

The OVC VOCA Center wishes to establish “tracks” in which users will work through several courses. When completed, these courses will lead to a Certificate of Completion showing that the user has adequately completed the requirements (established by the OVC VOCA Center). Each of these courses within the track will

have questions that need to be answered at the end of the course to show proficiency. Users will need to score 80% or better to pass that course and be able to move on to the next.

ACCESSIBILITY QUESTIONS

1. In the Project Summary provided in the Content Document, Accessibility item #1 requires that "all content [content?] must include an accessibility module and a translation module." Our LMS meets 508 accessibility requirements; additionally, user controls for the LMS can be accessed in multiple languages. However, we cannot control whether content placed in the system by NCJA also meets these requirements. Is this acceptable?

Since this is a bidding process, we are unable to comment specifically on whether a particular feature you provide will be acceptable. Potential bidders should outline if and how their system will meet the requirements. If there are any limitations to a specific requirement, bidders should list those limitations. If there is an alternative to meet the limitations, an explanation of the alternative would be helpful.

2. In the Project Summary provided in the Content Document, Accessibility item #3 describes the "Ability to hold a virtual event in the LMS with simultaneous interpretation" as a desirable feature. Are you seeking automated simultaneous translation (which is still an unreliable technology) or would you be satisfied with the capability to invite a translator as an additional guest to the virtual event?

We would like applicants to explain what their system would allow. This could include AI interpretation, simultaneous live interpretation, and/or any other available interpretation option.

OVC VOCA CENTER COMMUNICATION NEEDS QUESTIONS

3. In the Project Summary provided in the Content Document, OVC VOCA Center Communication Needs item 3 describes the following as a requirement: "The ability to have a resource feed where the OVC VOCA Center can upload resources of various file types not connected to any course." We have a file center where resources that are not connected to any course can be uploaded, but there is no automated feed to this feature. Instead the resources need to be uploaded manually. Is this acceptable?

Since this is a bidding process, we are unable to comment specifically on whether a particular feature you provide will be acceptable. Potential bidders should outline if and how their system will meet the requirements. If there are any limitations to a specific requirement, bidders should list those limitations. If there is an alternative to meet the limitations, an explanation of the alternative would be helpful.

CONTENT MANAGEMENT QUESTIONS

1. Can you provide additional clarification concerning your content management requirements. Feel free to use your existing process in your explanation if necessary for clarification and definition of this discipline.

Content management requirements would include the ability for the selected vendor to take a course, developed by the OVC VOCA Center, and do any or all of the following:

- a. Ability to provide a platform to record the voice-over content for a particular content medium.
- b. Edit audio and match up with the content in the content medium.
- c. Apply all branding to the final product.
- d. Ability to create a dynamic, engaging e-Learning module based on content and narrative provided by the OVC VOCA Center to include testing checkpoints.

2. Can you provide additional clarification concerning your content production requirements. Feel free to use your existing process in your explanation if necessary for clarification and definition of this discipline.

Content management requirements would include the ability for the selected vendor to take a course, developed by the OVC VOCA Center, and do any or all of the following:

- a. Ability to provide a platform to record the voice-over content for a particular content medium.
- b. Edit audio and match up with the content in the content medium.
- c. Apply all branding to the final product.
- d. Ability to create a dynamic, engaging e-Learning module based on content and narrative provided by the OVC VOCA Center to include testing checkpoints.

3. Is the intent of task #1 to provide professional voice talent or technological recording capabilities? The OVC VOCA Center is looking for technological recording capabilities.
4. How would you prefer that we provide pricing/bid this optional add-on? For example, as an hourly rate or will a specific level of effort or will a defined scope be provided for these tasks? Please provide an hourly rate. If the successful bidder can provide this add-on, when the contract is completed, NCJA plans to attach a total number of hours projected for content management. If this isn't feasible for the bidder, feel free to bid in such a way that meets your company's needs.