

Learning & Development Strategy and Curriculum Design Request for Proposals Q&A

- Q:** The RFP states that PfH will be using the LMS, Bridge. Does PfH have the Authoring Pro version?

A: We do not have the Authoring Pro; we do have Authoring Lite and Bridge Advanced Media.
- Q:** If PfH does not have the Authoring Pro version - would you consider adding that on? It allows course authoring and SCORM production right in the Bridge system.

A: Yes.
- Q:** Does PfH have a staff member who is familiar with Bridge and can help the successful bidder get up to speed on that specific platform?

A: Brianna Flowers will be the point of contact at PfH for Bridge. PfH also has an account manager at Bridge who could support any training needs.
- Q:** Are you expecting the successful bidder to be familiar specifically with the Bridge LMS?

A: No.
- Q:** The RFP states that \$5,000 of the budget is slated for the LMS. Is PfH expecting the successful bidder to purchase the Bridge LMS license instead of PfH? PfH has already purchased a license with Bridge

A: We currently have \$5k allocated for SCORM software, which we could potentially reallocate to cover Authoring Pro.
- Q:** Does PfH have a preference for the length of each training?

A: We do not have a strict required length at this time. We're open to discussing this further, but generally would prefer trainings to be concise, engaging, and structured in a way that supports retention, accessibility for learners and of course meets intended learning objectives. There's flexibility here.
- Q: Existing materials.** Would it be possible to share a high-level inventory (formats, volume, and topics) of the existing training materials PfH plans to leverage? This factors heavily into our level-of-effort assumptions.

A: Existing materials primarily include recorded training sessions and accompanying presentation decks developed by community partners and subject matter experts. Topics include Critical Time Intervention, De-Escalation, Progressive Engagement, Housing First, and Harm Reduction.
- Q: SCORM content acquisition (\$5,000).** To confirm — is this line intended for purchasing a SCORM authoring tool license (e.g., Articulate Rise 360), licensing pre-built SCORM courses from a third-party library (e.g., OpenSesame), or both?

A: Yes, the intent is primarily to support the purchase of a SCORM authoring tool license. However, we are open to recommendations from the selected contractor based on their proposed training development approach.

9. **Q: Recorded trainings.** When the Scope of Services references "recorded trainings" as a possible format, does the work include producing new recorded trainings (video production, talent, editing) within this engagement, or is the intent to integrate PfH's existing recordings into the journeys?
A: We anticipate a combination of both approaches. Existing recorded trainings may be evaluated for integration into learning journeys where appropriate, and the selected contractor may also be asked to support the development and production of new recorded training content as part of this engagement.
10. **Q: Bridge platform access.** Will the selected vendor have direct admin access to Bridge during build for upload, configuration, and testing — or will PfH staff handle uploads, with the vendor delivering finalized SCORM packages and source files?
A: PfH staff will manage uploads within the Bridge platform. The selected contractor will be responsible for delivering finalized SCORM packages and associated source files for implementation.
11. **Q:** What job roles or titles within provider organizations will be taking this training?
A: Case managers/direct service staff/Case manager team lead/Case management supervisor
12. **Q:** What is the expected baseline knowledge level of the learners?
A: We anticipate learners will generally have a foundational understanding of case management practices, Housing First principles, and social work-related competencies.
13. **Q:** What languages will the training need to support?
A: English will be the primary language. However, we would welcome recommendations and opportunities to support additional languages, particularly Spanish and potentially French.
14. **Q:** Are there any accessibility requirements (ADA compliance, screen reader compatibility, etc.)?
A: We would anticipate the selected contractor providing recommendations and best practices related to accessibility and ADA compliance. At minimum, subtitles/captioning for video content would be required.
15. **Q:** What types of materials already exist, and in what formats (slide decks, PDFs, recorded videos, etc.)?
A: Existing materials currently include recorded trainings, slide decks/presentations, and PDF resources.
16. **Q:** Approximately how much existing content is there?
A: Around 14 recorded trainings.
17. **Q:** Can you share more about your CEU eligibility goals? For example, which accrediting body would be involved and what standards need to be met?
A: Interest in supporting staff who are licensed social workers i.e. LMSW, LCSW.
18. **Q:** What internal capabilities does PfH have to maintain and update content after the project? (instructional designers, developers, designers, videographers, etc.) Are any course authoring tools currently in use?

A: PfH anticipates having the internal capacity to maintain and update content following project completion. At this time, no course authoring tools are in use.

19. **Q:** Could you clarify what is included under “SCORM content acquisition”? Which activities or deliverables does that cover?

A: This line item may include the use or integration of pre-developed SCORM content provided or recommended by the selected contractor as part of the overall training development approach.

20. **Q:** Regarding co-development, is the intent for us to partner alongside your team by advising/coaching on best practices and templates while also supporting content design and development?

A: Yes.