

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.