

RFP Questions - Digital Interactive Employee Training Service (IETS)

1) It sounds like you are interested in developing training modules that are largely video-based in nature with branching scenarios. Do you have any sense of how many minutes of finished video you are expecting? The video aspect is going to be a large driver of cost so understanding how much video is likely to be shot and edited is essential for providing an accurate quote.

- 3-4 hours.

2) The RFP makes no mention of any preferred Instructional Design model to be used for the training. It also does not specify any time to develop the goals of the training and the instructional design framework to achieve those goals. We are assuming that this work would take place after "a" and prior to any storyboarding or visual development.

- These would be supplied based on the current training program. Please include if you think necessary in the proposal, please see section IV. 4.

3) Will the talent for video shoots be provided by BTV or will we need to supply that talent?

- Supplied by BTV.

4) In the list of services in section 1 - Scope of Work - item "o" you request a review version of the course. Just to clarify that a functional proofing version of the training accessed through an URL that provides for your feedback will cover this item in the scope of work.

- Yes.

5) When the RFP mentions "units" (e.g. item q in the Scope of Work) does this imply that BTV wants the contractor to provide hardware for delivering web-based training courses? If so, we would need an understanding of how many devices (e.g. tablets) would be required.

- Seeking web based, no units or hardware needed.

6) The RFP also mentions "r" Installation and on-site testing. What equipment will the training be installed upon that requires installation? Our intent would be to host the training materials on our platform which is hosted on Google Cloud. There would be no on-site equipment installation we can foresee.

- Yes, web only.

7) Will the contractor be provided with a point-of-contact who is a subject matter expert in order to help develop the training materials?

- Yes.

8) Are there any existing training materials the contractor would have access to in order to understand current training?

- Yes.

9) The RFP requires an 800 phone number. Our business is located in Vermont, so all calls would be local. Is this sufficient or will we need to establish an 800 number? (Currently most of

our support start with an email and only progresses to a phone call if the support ticket warrants escalation.)

- 802 number is fine.

10) Under the Maintenance section item "f" requires a Train the Trainer. In our experience, Train the Trainer is utilized for in-person instructor-led training. The RFP seems to indicate the training being developed is to be delivered solely via online tools. Could you clarify whether there is instructor-led training, computer-based training or a blended training?

- Computer-based, but training for staff regarding the technology is essential.

11) Under the Maintenance section items "e" and "h" imply that part of maintenance is updates to the training materials. It is our belief that this either requires a cap or limit on the changes covered under a maintenance agreement or that these items be billed independently as they can easily represent significant costs depending on the change requests.

- Please integrate into the proposal.

12) Do you have a current training system or LMS currently?

- We do not.

13) Does "Interactive" mean live/real-time interaction with a BTV employee? Or just a self-paced web-based course that is interactive in nature? Either is easily achievable, but they would be they would be very different in scope.

- Self-paced web-based course that is interactive in nature

14) Is the training solely focused on BTV specific SIDA and flightline driving (SIDA zones, taxiways, hot spots, etc.)? Or should it include the nationwide training for both as well (SIDA rules, vehicle requirements, taxi/runway signage, etc.).

- Both, while most of our existing training does include the nationwide standards, we would like to customize it specifically for BTV – i.e. where are non-movement boundaries specific to BTV.

15) The "consultant shall provide equipment"... can we assume that the trainees will conduct the training on personal devices and devices provided by their employers, or is the request to actually include tablets/computers to conduct the training?

- Correct, the training/tests will be taken on personal devices, not devices provided by this bid or the Airport

16) Exhibit A is shown as a requirement for submission with the proposal. One document requires a notary and the other two require a witness or "duly authorized agent". Are these really necessary at the proposal stage and if so who needs to be the witness or agent? Some of these normal things have become difficult during these telework times, but I'm certainly willing to make them happen if required.

- We will only need notarized forms with the selected contractor.

17) In thinking through our approach and looking at ways to provide a superior solution, but keep costs down, will the team at BTV expect/consider an RFP response that is a non-custom video tape solution? Does the solution provided have to be in-person video? Can it consist of a 2D/3D interactive video solution that will still provide “day in the life” scenario base training?

- We are open to alternative training methods as long as they are in a digital format that our customers can access via a web portal.