# RFP 20-004
# WMATA SHUTDOWN: PROCEDURES AND STATION EMERGENCY RESPONSE AND EVACUATION PLAN COMPUTER BASED TRAINING

## Addendum #1

**December 3, 2019**

**Note – This is the answers to all questions received by Monday, December 2, 2019, at 5:00 PM Eastern Time. Questions will still be accepted until 5:00 PM Eastern time on December 5, 2019.**

Questions/**Answers in BOLD**

1. II.B1.J states that "Training must be available to jurisdictions who do not have a Learning Management System."

   Are potential vendors being asked to provide a Learning Management System for the jurisdictions that do not have one or do you anticipate that they will play the learning modules from their own website and so will not be able to track who took the courses and when?

   **ANSWER: Vendors must submit the courses in 2 formats. One that is formatted to load and operate in a Learning Management System (LMS), and one that can function on its own without an LMS.**

2. The RFP supports production of five CBT courses, but lists eight principal subject matter categories. Does WMATA anticipate combining some subject matter categories within one course, or will three be shaved from the final list?

   **ANSWER: The individual courses may cover multiple topic areas. The subject matter categories noted in the proposal are suggested topics to be included in the training. The final training topics will be approved by the planning team for the project.**

3. Who is the intended learner audience for the courseware? Are audiences the same for all courses, or will they vary by course? What pre-requisite training will the learners have when they encounter these courses?

   **ANSWER: The intended audience for these courses will be police officers, of all ranks, throughout the NCR.**

4. Does source content and documentation for the five courses exist today? Should courseware be developed by revising existing intellectual property in instructional format, or creating the curriculum from scratch?

   **ANSWER: Specific course content has not been finalized nor has a review been conducted to determine if course content and documentation exists for the potential course topics.**

a.  What form does existing source material take: training manuals, documents, maps, photos, job aids, etc.? Under what conditions can we have access to this material for research purposes?

    **ANSWER: Course content and documentation may not be in existence today. The types of course documents may include all of the types mentioned.**

b.  If we are tasked with researching and creating original content, what will be the process for identifying and gaining access to internal WMATA subject matter experts?

    **ANSWER: The planning team will identify relevant course topics and provide any available documentation to support course development.**

c.  What type of access will we have with SMEs -- face-to-face interviews, email, conference calls, etc.?

    **ANSWER: Regional SME's will be available during course development, as needed.**

d.  Will WMATA SMEs be available to review and validate draft copy and voice-over scripts?

    **ANSWER: SME's will review course content throughout the development process.**

5.  Each course is to feature "up to five... customized video vignettes" of two to three minutes duration. In general terms, what function / utility do you envision for these vignettes?

    **ANSWER: Vignettes could be used to show relevant equipment, proper step-by-step procedures when responding and actual scenarios to facilitate decision making at the scene.**

    a.  Do you see the videos as scripted assets or scenarios? If so, our scriptwriter will seek access to authoritative source material and/or SMEs, and to obtain script reviews and approval before production -- will WMATA facilitate this?

        **ANSWER: The video vignettes will be developed to further enhance the learning environment as examples of appropriate behavior, necessary equipment or scenarios for role play. Associate documents will be provided for video development and pre-production review will be facilitated by WMATA.**

    b.  If so, do you envision the hiring of on-camera actors or narrator talent?

        **ANSWER: On-camera actors will not be used for video production. Any vignettes showing personnel will use SME's from regional law enforcement partners. Narration of the courses and the vignettes will be facilitated by the contractor. Hiring a professional narrator is not a requirement of the RFP.**

    c.  In what locales do you envision the videos being shot? (Interiors / exteriors, authentic locations or sets, day or night, etc.) Would locations vary depending on the subject matter covered?

       **ANSWER: Locations for any video shots will vary depending on topic but they will NOT extend beyond the NCR. Depending on the final course content, decided by the planning team, videos could include any of the locales noted in the question.**

6.  As part of the Project Management Plan, Item 4, Project Deliverables and Milestones, should your subcontractor help to identify course content that justifies use of a vignette in the course of locking down project scope? Or do you currently have a firm idea of how to use vignettes within courses?

    **ANSWER: We do not have a firm concept for the use of vignettes in the courses and will welcome input from the contractor. Final decision will be made by the planning team.**

7.  What are WMATA's expectations for video production standards (HD, broadcast, iPhone, etc.)?

    **ANSWER: WMATA has not stated a standard for video production. Videos are expected to be of good quality to enhance the learning environment.**

    a.  Should we anticipate producing quality graphics or animation as video elements?

       **ANSWER: Yes, quality graphics and animation may be required to enhance the learning environment. Any decision to include these in the courses will be made by the planning team.**

8.  If location shooting on Metro property is called for, what is the lead time needed to permit and schedule film shoots at Metro stations?

    **ANSWER: Lead time for access to Metro property depends on the specific location being accessed. Access to stations requires 24-48 hours advance notice while access to the roadway may require 1-2 weeks' notice.**

    a.  Should we consider the possibility of location shooting during Metro system downtime (e.g. 12:00am-5:00am) and budget accordingly? In such cases will WMATA provide additional security, or should we estimate that cost?

       **ANSWER: Yes, all times will be considered for shooting with final decision being made by the planning team. WMATA will provide additional security if required for a video shoot.**

9.  The RFP calls for "up to" 5 video vignettes per course, which implies a maximum of 25 videos produced within the scope of this project. What video budget estimate will you see as most responsive -- an average per-video cost, a maximum-case plan, or something different?

ANSWER: The number of videos will be determined by the planning team. An average per-video costs basis will allow money to be selectively reallocated in the event that other course content development needs overrides the development for a specific vignette.

10. Should courses include an integrated final quiz/exam where learners need to score a minimum grade to pass the course? Or will courseware be tracked based on completion?

    ANSWER: Yes, initial development considerations should include a final exam with a final score required for passing. However, final decision on whether this is included in each course will be decided by the planning team.

11. The RFP states focus group validation will be required for all courses.

    ANSWER: Extent of focus group testing will be decided by the planning team. It is possible we could bundle a couple courses into a single focus group and test them at the same time.

    a. Who will be responsible for recruiting participants, booking balanced panels, moderating the groups, compensating attendees, and synthesizing and reporting results?

       ANSWER: The focus group will be made up of volunteers from regional law enforcement partners – compensation will not be provided to volunteers. The contractor will be responsible for coordinating and booking the participation of partners, with the facilitation of the planning team members, moderating the focus group and compiling the results of the review.

    b. If those responsibilities fall to the subcontractor, which line-item costs should we scope into our proposal, and which will WMATA cover?

       ANSWER: WMATA will find a room and necessary computers for the review of the course. The contractor will be responsible for its personnel costs associated with conducting the focus group and producing the final report.