



## **Procurement and Contracting Services**

### **Request for Proposals for Non-Credit Professional Development Training Programs**

#### **ADDENDUM #2**

**Please mark all proposal submission  
Envelopes with the following information**

**Sealed RFP # L262402  
Due on October 9, 2023, no later than 2:00 PM, MST**

The timeline for RFP L262402 has been amended as follows:

**Section 3.3:**

**Original Schedule:**

08-21-2023 Issuance of RFP

09-04-2023 Technical Questions/Inquiries due no later than 12:00 PM, MST

10-02-2023 RFP is Due October 2, 2023, no later than 2:00 PM, MST

TBD Vendor Presentations (Optional)

**Revised to:**

08-21-2023 Issuance of RFP

09-05-2023 Technical Questions/Inquiries due no later than 12:00 PM, MST

**10-09-2023** RFP is Due October 9, 2023, no later than 2:00 PM, MST

TBD Vendor Presentations (Optional)

**3.8 PROPOSAL SUBMISSION AND SUBSEQUENT ACTION**

All dates within the entire section 3.8 are revised to October 9, no later than 2:00 PM, MST.

**The following questions were received prior to the close of the Technical Question period on September 5, 2023, at 12:00 PM MST:**

1. Under instructions it states: If proposer does not meet the requirement, write "N/A" in response to that requirement.

Please see response to #2 below.

2. In 5.1 it states: Vendor must meet all criteria in this section 5.1 to be considered.

- a. Please clarify; If a vendor does not meet all criteria (which is understood to mean all Program Content bulleted items under 5.1.1) will they be considered?

Vendor must meet all criteria in section 5.1 (including sub-sections 5.1.1-5.1.11) to be considered.

Vendors who do not meet all criteria in section 5.1 will not be considered.

Section 5.1.1 states that the program must train participants in "one or more of the following topics." If vendor only provides training for one topic listed in section 5.1.1, that is acceptable.

3. For Section 5.1.1 - What is the University's desired length of the training program?

University does not have a strong preference for duration or length of training program.

Program duration can vary depending on number and type of skills included in the training.

However, because these are non-credit professional development programs for adult learners, it is preferable that program duration is less than nine months.

4. For Section 5.1.5 - Please provide more examples for equivalent quality standards.

Other examples of standards include OSCQR and Quality Course Teaching and Instructional Practice Scorecard (GCTIP).

5. For Section 5.1.6.2 - May we provide VPAT and/or WCAG 2.1 post submission of our proposal as it is currently in process?

Yes. If vendor is selected as a finalist, satisfactory VPAT and/or WCAG 2.1 will need to be available by the time a finalist vendor demo is scheduled. Target date for finalist demos is currently November, 2023 (note that this date is tentative and may change).

6. Is the web link on page 7 under 3.7.7 of the RFP correct?

The link should be <https://vendors.arizona.edu/rfpb-opportunities>.

7. Is there a proposal length limitation in terms of # of pages?

No, there is no limitation, but we encourage vendors to be as succinct as possible while still answering questions thoroughly and completely.

8. For the salary of \$45,000 referenced in 5.1.8, where is this information coming from? Bureau of Labor Statistics or some other source?

Data from Bureau of Labor Statistics is preferred, but data from other credible labor market data sources would be acceptable.

9. Similarly for item 5.1.9, is the average U.S. Salary coming from BLS?

Data from Bureau of Labor Statistics is preferred, but data from other credible labor market data sources would be acceptable.

10. Page 7, para 3.7.6 Pricing says, "Unless otherwise specifically proposed by the vendor, the University reserves the right to hold such pricing and/or revenue proposal as effective for the entire intended contract term." Then later page 19

Para 4.37 - Price Adjustment for Multi-Year Contracts. "Price changes will normally only be considered at the end of one Agreement period and the beginning of another. Price change requests shall be in writing, submitted at least sixty (60) days prior to the end of the current Agreement period, and shall be supported by written evidence of increased costs to the Successful Vendor".

The University will negotiate terms in good faith with the successful vendor.

11. For price increases, we recognize the 60-day request and information, along with the annual term changes for pricing recommendations. Is there a standard % price increase that UofA or State of Arizona follows, like standard cost of living increase that should be followed? Typical price increases for justifiable increases like with exam vouchers will be submitted following policy of the 60 days.

There is no standard % price increase that the University follows for non-credit programs.

12. The current agreement we have with the school agrees to a 120-day notice to ensure any price changes are made in advance of any new catalog (website or hardcopy) distribution is made for Fall, Spring and Summer deadlines – will this change or continue?

Continuing & Professional Education does not follow a semester calendar and therefore does not require 120-day notice for price changes. We cannot be certain without knowing what those other agreements include, but we do not anticipate that agreements that result from this RFP will affect existing agreements with the University.

13. Page 26, Para 4.52.5.1-Security Reviews. The Vendor will complete one of the following audits at least annually and immediately after any actual or reasonably suspected Data Compromise: SOC 2 Type I or II, SOC for Cybersecurity, or an accepted Higher Education Cloud Vendor Assessment Tool.

University will negotiate in good faith with the successful vendor.

14. In lieu of a SOC II Report, would an ISO/IEC 27001:2013 certification be accepted as a Higher Education Cloud Vendor Assessment Tool? The ISO/IEC 27001:2013 certification covers the information security management system for the provision of hosting, support, training, implementation, consulting, and development services for our learning management system; therefore, we feel this covers this review requirement, but want verification.

University will negotiate in good faith with the successful vendor.

15. Limiting Criteria Vendor must meet all criteria in this section 5.1 to be considered. There is an extensive list of topics following that statement in 5.1.1. I'm excellent with "Human Skills, Management/supervisory skills for new, first-time or early-career managers or supervisors, and a variety of other 'people skills' topics .... I don't want to pretend I can do courses outside of my skillset. Please advise.

Section 5.1.1 states that the program must train participants in "one or more of the following topics." If vendor only provides training for one topic listed in section 5.1.1, that is acceptable.

16. What are the key objectives/goals you wish to achieve through this engagement?

- Addressing local and national labor market needs by providing training for in-demand occupations and skills.
- Successful program participant outcomes and return on investment (ROI) for participants, including program completion, credential attainment (if applicable), participant satisfaction, and career enhancement.
- Revenue potential for University

17. Are income-sharing training structures, where learners pay for the training with a percentage of future income, appropriate for this RFP?

No, income-sharing training structures, where learners pay for the training with a percentage of future income, are not appropriate for this RFP.

18. What support in finding a job is expected of the training provider?

Career support services are strongly preferred but not required. Examples of these services include but are not limited to: practice interviews, resume reviews, LinkedIn profile optimization, job search tips and support, or facilitating connections to prospective employers via a job board or hiring events, or intern-/externships or apprenticeships.

19. What data related to the outcomes of the new training programs does the University of Arizona require? How frequently would the University require this data?

Outcomes data reporting is only required if the vendor provides enrollment management and/or program participant support services.  
If vendor provides these services, the minimum reporting schedule is:

- Participant program progress and completions: monthly
- Participant program evaluations: monthly
- Participant credential attainment: monthly
- Participant job and salary outcomes: quarterly

More frequent reporting or on-demand access to reporting is preferred.

Please note: University is required to provide program completion, credential attainment (where applicable), employment and salary outcomes data at least annually for programs that receive Workforce Innovation and Opportunity Act (WIOA) and other types of government funding. University is also required to provide periodic on-demand progress reports for participants that receive government funding. Therefore, University may request additional reporting outside of the above schedule when needed to meet funders' reporting requirements. University will make every effort to provide vendor with reasonable notice and sufficient time to respond to these ad hoc data requests.

20. Is there a standardized strategic plan for each program, or does the faculty substantially customize their courses?

No, there is not a standardized strategic plan for each program. University of Arizona faculty likely will not be involved in program/course development or delivery.

In this RFP, Continuing & Professional Education is seeking vendors that already have online programs/courses developed.

We are not seeking:

- Vendors that will create or develop new programs/courses
- Vendors that will convert existing University programs/courses into online programs/courses

21. We have received the list of programs that are part of this engagement. Can we also have a count and list of the courses that would be part of this engagement?

The list of program content areas is included in section 5.1.1. If vendor is awarded, University will select one or more programs from vendor's list of available programs. There is no specific count or list of courses that would be part of this engagement. The final count and list of programs will be determined by the RFP process.

22. Does the University of Arizona have standard requirements for didactic components and formative and summative assessments? Do they vary in scope and ratio for each course and program?

The University does not have standard requirements for didactic components or formative or summative assessments. Program structure and components vary based on course and program.

23. What is the expectation for the use of publisher materials for the courses? Does the University of Arizona use standard publisher material or textbooks?

For this RFP, University does not have specific requirements or a standard publisher for material or textbooks.

24. Would the University of Arizona be open to recommendations regarding OER?

Assuming this means "Open Educational Resources", yes.

25. Would the courses include any proctored assessments?

Proctored assessments are not required.

Continuing & Professional Education programs do not include proctored assessments, but if vendor program includes proctored assessments (and vendor provides the proctoring service), University has no objection. University will not provide proctoring services for programs that are selected through this RFP.

26. Are there any project (regular or capstone) considerations to be included in any of the courses or programs?

Projects (regular or capstone) are not required but would be of interest.

27. Is there a recommended minimum or maximum length for the requested training programs?

The length of Continuing & Professional Education programs currently ranges from one day to one year.

Because these are non-credit professional development programs for adult learners, it is preferable that program duration is less than nine months.

28. Is there a required program structure? Can these programs be competency-based training?

There is no required program structure. Programs can be competency-based training.

29. Are state or national or programmatic accreditation standards relevant to the requested training programs?

Accreditation is not required. However, if program is accredited through a national organization, that would be evaluated as part of section 5.5.8.1: program "Is developed by, offered by, or *endorsed by*, a nationally recognized industry association, a government body or a major employer."

30. When would the new training programs need to be open for enrollment?

Desired launch of program is within three months after contract is signed.

31. Is the University of Arizona open to using multimedia components for the programs and courses under consideration?

Yes. Multimedia components are strongly preferred, as those components offer a significantly more engaging and interactive participant experience.

32. What type of media assets are envisioned for the courses, e.g., interactives, animations, talking head videos, etc.?

Any or all of the above would be acceptable.

33. Does the University MDC have a subscription to any media tools, such as H5P, Genially, Storyline, Articulate Rise, Evolve, Vyond, etc.?

N/A- we are seeking vendors that already have online programs/courses developed. So we do not expect that the vendor would utilize University resources, tools, existing program/course content or staff/faculty time for online program/course development.

34. Do any of the courses or programs use external lab, or testing components, or links that will need to be integrated into the LMS?

There are no requirements for external lab, testing components or links that will need to be integrated into the LMS. Please also see answer to question 36 regarding LMSes.

35. Does the University of Arizona have any media repositories or subscriptions (Shutterstock, iStock, etc.) that can be used for the project?

N/A- we are seeking vendors that already have online programs/courses developed. So we do not expect that the vendor would utilize University resources, tools, existing program/course content or staff/faculty time for online program/course development.

36. We assume that courses will be built on Brightspace D2L LMS. Please confirm.

In this RFP, Continuing & Professional Education is seeking vendors that already have online programs/courses developed.

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University strongly prefers turnkey programs that do not require significant investment of University staff time and resources for program development or management.

Continuing & Professional Education utilizes a version of D2L called D2L Community. D2L Community does not integrate with other Continuing & Professional Education systems and therefore requires an additional investment of University staff time to manage participant access to the platform.

Programs may be built on the Brightspace D2L LMS. However, this would require University staff time to manage and therefore would decrease University ROI. Therefore, programs that are built and hosted on a vendor-managed LMS would be preferable.

37. Is Configio integrated into the University of Arizona's instance of Brightspace D2L?

No, Configio is not integrated with the University's instance of Brightspace D2L.

38. If yes, please confirm it will be done through which of the following identity providers: OAuth 2.0, OpenID Connect, SAML or Okta?

N/A-see response to question 37.

39. Which services/features of Configio are currently used by the University of Arizona?

University utilizes the following Configio services/features

- Event registration and product purchase (including Accounts and related features, Products and related features, etc.)
- CRM
- CMS
- Reports
- Payment gateway integration

40. Does the University of Arizona have the Brightspace Creator+ module enabled/active in your Brightspace D2L instance to create native interactive content?



N/A- we are seeking vendors that already have online programs/courses developed. So we do not expect that the vendor would utilize University resources, tools, existing programs/course or staff/faculty time for online programs/course development.

41. If not, are there pre-created Brightspace D2L templates that we can utilize to create the courses?

No, there are no pre-created D2L templates. Please note: we are seeking vendors that already have online programs/courses developed. So, we do not expect that the vendor would utilize University resources, tools, existing program/course content or staff/faculty time for online program/course development.

42. Does the University of Arizona anticipate creating new D2L templates using custom CSS and Bootstrap?

No, the University does not anticipate creating new D2L templates. Please note: we are seeking vendors that already have online programs/courses developed. So, we do not expect that the vendor would utilize University resources, tools, existing program/course content or staff/faculty time for online program/course development.

43. Can you please share the list of external tools (e.g., VitalSource and Publisher Content) that we will need to integrate within the LMS?

N/A-University does not expect to provide resources/tools to facilitate course build and therefore does not have a specific list of external tools that will need to integrate within the LMS.

44. Also, please share the list of any additional LMS modules or services you have opted for and intend to utilize in the course build.

N/A-University does not expect to provide resources/tools to facilitate course build.

45. Will the University of Arizona provide faculty in the implementation of these training programs?

No, the University will not provide faculty for the implementation of these training programs.

46. Would the University of Arizona faculty provide the source content, including assessments and learning outcomes, and be available for course review?

In this RFP, Continuing & Professional Education is seeking vendors that already have online programs/courses developed.

We are not seeking:

- Vendors that will create or develop new programs/courses
- Vendors that will convert existing University programs/courses into online programs/courses

Faculty will not provide source content, assessments or learning outcomes. Continuing & Professional Education may request or allow faculty or other subject matter experts to review the program/course, but there is not an established process or requirement for faculty to participate in non-credit course review.

47. We have a vast network of SMEs that can help us design and develop programs and courses of varied subject areas. Can we provide SME support as an optional service?



Yes, if SME support is related to programs within the scope of this RFP.

48. What accessibility standard must we follow for accessibility compliance (e.g., WCAG2.1 Level AA)?

Accessibility requirements are described in sections 5.1.6 and 4.3.

49. We typically perform accessibility reviews on Windows 10, Chrome browser, and NVDA. Can you confirm whether this meets ACC requirements? Or would additional devices like MacOS, iOS, and Android (up to tablets; testing on mobile phones) need to be considered?

University prefers that participants can participate in online programs via a variety of devices, including mobile devices.

Therefore, for accessibility purposes, our preference would be to include additional devices, such as MacOS, iOS and Android.

50. Where is a link or download that includes **University of Arizona policies (including privacy, Title IX, nondiscrimination, accessibility, information security)**

Privacy: <https://privacy.arizona.edu/privacy-statement>

Title IX: <https://equity.arizona.edu/title-ix>

Nondiscrimination: <https://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy>

Accessibility requirements are described in sections 5.1.6 and 4.3.

Information Security requirements are described in section 4.52.

Please also see Section 4 for other Terms and Conditions that will be included in any Agreement that results from this RFP.

51. As an education provider, we have intellectual property in the form of preexisting curriculum and other assets that are updated or changed from time to time to ensure that they are accurate and reflect the needs of students and the industry. The proposed terms and conditions appear to indicate that any curriculum changes after execution of the agreement would be treated as a work-for-hire. Is that the University's intention, or will the University be open to reasonable changes to account for ownership of intellectual property?

Our expectation is that vendors will keep their program/course material up-to-date during the agreement period. University's strong preference is that planned curriculum changes would be included in the initial agreement, rather than in a separate work-for-hire arrangement after the agreement is executed.

52. What is the anticipated or average ratio of in-person vs. online-only vs. hybrid?

All programs/courses must be available in a fully online format.

Hybrid programs/courses that include in-person components may be considered, but the University strongly prefers that participants are able to complete all programs/course activities online, rather than in person. Online components can include live online delivery via Zoom or other web conferencing tools.

In-person-only courses will not be considered. Courses that are primarily in-person with only some online components also will not be considered.

53. What is the forecast for what/how large the educational offerings might be in 2024-2026?

We ask that vendors provide a forecast for their programs.

Continuing & Professional Education currently serves approximately 1,400 participants per year and has aggressive growth goals. Therefore, we are looking for scalable programs that can *significantly* expand the number of students we serve.

54. Does the University expect for the education provider to provide instruction or is the University also open to license curriculum?

University prefers, but does not require, that the education provider provides the instruction/ curriculum.

If vendor does purchase instructional services or licensed curriculum from a third party, vendor should demonstrate that they add value beyond just re-selling those purchased services to the University.

If vendor is re-selling services to the University, University will compare vendor proposal to the cost of purchasing those services directly from a third party.

55. Is the University seeking an OPM or will the University conduct marketing/admissions & other services independently?

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We are not seeking:

- Vendors that will create or develop new programs/courses
- Vendors that will convert existing University programs/courses into online programs/courses

The strong preference is for vendors to provide marketing/admissions and other services, in addition to program/course content and instruction.

56. Exclusivity in the Arizona market and in marketing to University of Arizona alumni.

- a. Does exclusivity here refer to the marketing of programs within the state of Az (i.e. can we market programs from partners in neighboring states such as CA), prohibit the signing of other Arizona-based partners, or both?

University will negotiate in good faith with the successful vendor.

57.3.9.8 Method of Award.

- a. For the Evaluation Criteria, they are listed in descending order of importance, but is there any weighting associated with each? For example, Program Format and Quality are 50% of the decision?

Proposals will be scored on a scale of 0-5 for each criterion. Scores for each criterion will be weighted as follows:

| Evaluation Criteria                               | Importance |
|---------------------------------------------------|------------|
| 1: Program Format and Quality                     | 30         |
| 2. Cost and ROI for Participants                  | 20         |
| 3. Cost, Revenue Potential and ROI for University | 20         |
| 4. Strongly Preferred                             | 10         |
| 5. Preferred                                      | 3          |

## 58. General Questions

- a. Does UofA have a vendor portal or established process they would want us to utilize?

Continuing & Professional Education does not utilize a specific vendor portal. Processes will depend on which services vendor provides. For example, if vendor provides marketing services, we would work with the vendor to establish a process for reviewing and approving marketing material.

**End of addendum, all else remains the same.**