AMENDMENT # 1

DATE: 

September 24, 2013

TO: 

All Bidders of Record

FROM: 

Gil Rivera, Buyer

SUBJECT: 

Amendment #1 to P-354, “Innovative Distance Learning Consultant Services”

This amendment becomes part of the Contract Documents and modifies the original bidding documents as noted below:

Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E.

1. QUESTION: CNM requires redesigning of existing content. Is the existing content a classroom training or web-based training (WBT)?

   ANSWER: CNM offers credit based online college level courses, and may be synchronous or asynchronous depending on the instructional strategies deployed or used to deliver the courses.

2. QUESTION: For Phase 1, please specify the kind of existing courses, and their current duration/seat time per course.

   ANSWER: See response to question # 1 above. This applies to courses that are 100% online or hybrid courses that are partially online and partially in a formal classroom setting. For more information see CNM’s website http://www.cnm.edu/student-resources/distance-learning. Interested Offerors wishing to see an example of an existing online course “New Mexico History” may login as a guest to:

   http://cnmdev.blackboard.com
   Course: Username: vendor
   Password: CNM525

   Phase I will be to innovate at least one (1) online course. All work done should be replicable for implementation on other online courses.

3. QUESTION: Will CNM be able to provide/share a sample course/course material/ topic list and subject of courses for understanding and estimating efforts?
4. QUESTION: We understand that Subject Matter Expertise will be provided by CNM for the development phases of courses. Please confirm.

ANSWER: We confirm that Subject Matter Expertise (SME) will be provided by CNM. SMEs will be faculty experts in the subjects as well as distance learning specialists whose skill sets include instructional design and technologies.

5. QUESTION: Will CNM provide the source content along with the stock images, videos, and other resources to be used for the content development once the project is awarded?

ANSWER: CNM anticipates that some resource content will be created or provided by CNM resources and others by vendor resources. Offerors should identify what information and resources are required by CNM, and what content and guidance will be provided by the Offeror.

6. QUESTION: RFP paragraph 2.3.1.3 – CNM wants the vendor to develop business requirements document on staffing and facility requirement. Could you please clarify the scope?

ANSWER: The Awarded vendor shall provide a document that outlines the staffing (employment, etc.) and facility (buildings, equipment, etc.) needs to properly replicate and support the work done as a result of this RFP.

7. QUESTION: We understand that we need to draft the scope of development of the innovation lab. Our firm, through requirement gathering and analysis will work out the requirement specification along with post development support specifications required for innovation lab. Please validate.

ANSWER: The innovation lab is a physical space located at one or more CNM campuses to be used. The Awarded Vendor, in collaboration with the CNM Project Team, will be required to design the space including all associated hardware and software needs.

8. QUESTION: We understand that innovation lab will be the application used by production team of CNM to create new course content as well as edit existing content. Also CNM requires a collaborative platform where production team members could also discuss new technologies along with other topics and also share references and artifacts like .doc, .pdf, hyperlinks, images, videos etc. Please validate.

ANSWER: You misunderstand the requirement. See CNM’s response to question # 7 above.

9. QUESTION: We understand that course content developed as part of phase 1 need to be distributed through iTunes and Android Play. Hence respective native applications for mobile devices and tablets need to be developed as part of Phase 3. We assume that only iOS and Android platform need to be supported. Please Validate.

ANSWER: CNM is interested in any digital venues for delivery of the contemporary digital presence. iTunes and Google Play are provided as examples only. The Awarded vendor shall identify all digital venues that will be recommended.
10. **QUESTION:** We understand that a tracking and reporting application also needs to be developed which will track student progress, assessments and collate data for reporting purpose. This will be a web application for CNM administrator which will track all activities performed through native apps. Please validate.

**ANSWER:** CNM wants the ability to measure and mark successful interaction with the contemporary digital presence. Please provide your recommendation as part of your proposal.

11. **QUESTION:** Phase 3: Please provide more details on RFP section 2.3.3.3 “…learning analytics, natural user interfaces, virtual assistants, virtual and remote laboratories.”

**ANSWER:** CNM desires that the contemporary digital presence engage with these concepts. The vendor’s proposal should address the incorporation of all these elements into the digital presence and learning strategies.

12. **QUESTION:** Phases 1 and 3: Please provide more details regarding accessibility compliance. What level of 508 and ADA compliance is required as part of the course content as well as native application?

**ANSWER:** As a public institution CNM must achieve section 508 compliance in all its technology offerings. WCAG 2.0 levels A and AA may be referenced for any web-based elements.

13. **QUESTION:** Please provide more clarity regarding section 3.3.2.8 i.e., whether marketing of this application to local and national audience also part of the Awarded Vendor’s scope.

**ANSWER:** No, the Awarded Offeror is not responsible for marketing requirements. All Marketing efforts are CNM’s responsibility handled by CNM’s Marketing Communications Office (MCO) and other communication groups at the college.

14. **QUESTION:** In item #3.3.1.2 when you request “customer’s website for distance learning services” are you asking for the main homepage for their online program?

**ANSWER:** The Online program. We want access to an existing customer’s distance learning course that illustrates the Offeror’s experience in providing an innovative distance learning program.

15. **QUESTION:** On page 3 (1.Required Submittal Documents Needed with Your Sealed Response) it indicates that Section H: compliance matrix on mandatory requirements is to be included. Can you reference where this matrix is within the RFP as well as confirm that it is a requirement of our submission?

**ANSWER:** A compliance matrix per Section H is not required for Request for Proposals # P-354. We apologize for any confusion regarding this.

16. **QUESTION:** On page 3 (1 (h)) it reads “proposal responses should be limited to 40 double spaced pages no smaller than 10 point font.” If we were to restate the question prior to giving a response then this would most likely exceed the 40 pages. Would restated questions count against the page length regulations?
ANSWER: As stated in the RFP, responses should be limited to 40 pages. The intent of this suggested limit is to receive concise responses. We prefer that the evaluation criteria be question be restated in a point-by-point response format. Required forms including Section E, Section F, Section G, and Exhibit B, resumes, and New Mexico Preference Certificate are not included in the requested 40 page limit. We prefer that pages be single sided. A scanned copy of the awarded vendor’s proposal is typically sent by email when CNM issues the resultant Price Agreement so we do not wish to receive any unnecessary materials or information that was not specifically requested or difficult to scan or transmit via email.

17. QUESTION: Approximately how many redesigned courses will be offered in Year 1?

ANSWER: After the initial course development and documentation of processes and based on available CNM staff, we envision three (3) to four (4) courses be developed/designed each term and delivered.

18. QUESTION: Approximately how many student registrants will enroll in these redesigned courses in Year 1?

ANSWER: We have not determined the ROI for enrollment numbers at this point nor have we determined if the "innovation" courses will be limited enrollment.

Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E. All other specifications, terms and conditions remain unchanged. This amendment may also be downloaded from CNM’s website http://www.cnm.edu/purchasing/proposals.php. The due date and time of Monday, September 30, 2013 at 4PM MDT remains unchanged.