



Florida Council Against Sexual Violence

Request for Proposals

**E-Learning and Instructor-Led Training Development
Project**

September 18, 2017

**All proposals must be received electronically no later than 5:00 PM, EDT on
October 13, 2017**

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Table of Contents

A. Introduction 3

 Background 3

 Invitation and Project Purpose 3

 Current ACT Modules, Units and Components..... 3

 Project Scope 4

 Term 6

 Audience 6

 Target Hardware, Software & Platform..... 7

B. Vendor Instructions 7

 Projected Schedule for RFP Evaluation Process 7

 Group Conference Call for Interested Applicants..... 8

 Proposal Submission Information..... 8

 Proposal Format..... 8

 Confidentiality..... 8

 Notifications..... 9

C. Payment 9

D. Basis of Award..... 10

E. Vendor Questionnaire 10

 Mandatory criteria 13

 Sole Point of Contact 13

A. Introduction

Background

Florida Council Against Sexual Violence (FCASV) is a non-profit organization that provides information, assistance, and leadership on all aspects of sexual violence, including rape, child sexual abuse, stalking and sexual harassment, sex trafficking, and trauma-informed care. FCASV also provides training and technical assistance to sexual assault programs throughout the state and offers certification and funding to those centers that achieve and maintain compliance with certification standards.

Invitation and Project Purpose

FCASV is issuing this Request for Proposals (RFP) to establish a contract for e-learning and instructor-led training development services specific to the agency's Advocacy Core Training (ACT). ACT is deployed to provide basic training to certified sexual assault program advocates and other direct service staff. It consists of 30 hours of on-line training and an instructor led practicum. The current training is approximately 10 years old and requires an update for content, videos, and instructor-led practice. Additionally, FCASV will develop an abbreviated eight (8) hour version of on-line ACT for licensed therapists.

The Advocacy Core Training developed for this project must deliver:

- 24/7 online access
- Support for training, such as job aids and checklists
- Integration/connectivity with FCASV website and the ILIAS (or similar) learning management system (SCORM 2004 compliant)
- Customized computer-based courseware
- Customized instructor-led practicum training
 - Instructor-led facilitator's guide
 - Instructor-led training practicum materials and activities
 - ACT role play scenarios

The foremost objective is to convert the current ACT online training program into a contemporary self-paced, web-based set of training modules and an instructor-led practicum training that will be tracked via the ILIAS (or similar) learning management system and FCASV website. The second essential part of this project is to develop an abridged version for licensed therapists.

Current ACT Modules, Units and Components

Module One: Crisis Intervention

Unit 1 Introduction to crisis intervention with survivors of sexual violence

Unit 2 Understanding sexual violence

Florida Council Against Sexual Violence

- Unit 3 Common responses to sexual violence
- Unit 4 Relationship building
- Unit 5 Identify the problem
- Unit 6 Deal with feelings
- Unit 7 Explore options
- Unit 8 Safety
- Unit 9 Recovery
- Unit 10 Strategies for intervening with survivors from special populations
- Unit 11 Strategies for handling difficult or inappropriate contacts

Module Two: Advocacy in Health Care Settings

- Unit 1 Introduction to advocacy in health care settings
- Unit 2 Assisting with forensic and medical exam decision
- Unit 3 Medical care after sexual assault
- Unit 4 After the exam

Module Three: Advocacy and the Legal System

- Unit 1 Assisting the survivor with decision making
- Unit 2 Overview of the law enforcement investigation
- Unit 3 The rights of the survivor and confidentiality
- Unit 4 Sexual violence and criminal charges
- Unit 5 Understanding the criminal justice system
- Unit 6 Advocacy and civil remedies
- Unit 7 Assisting the survivor with crime victim compensation

Module Four: Information and Referral

- Unit 1 Information and referral basics

ACT Post-test (level 2 evaluation, password protected)

Evaluation (level 1)

Certificate of Completion

Project Scope

The responsibilities of both FCASV and the vendor are outlined below.

For General Advocacy Core Training and Therapist Training, **FCASV** will:

- Provide current training content
- Provide resources for best practices and trusted curricula from around the country and make final decisions regarding content

Florida Council Against Sexual Violence

- Conduct and provide recordings and notes to focus groups conducted with sexual assault program leaders and advocates
- Proof all content, guides, activities, videos and supplemental job aids
- Assist in writing video scripts
- Coordinate access to advocates and program leaders for any additional interviews and pilot testing

For General Advocacy Core Training, **Vendor** will:

- Review current content
- Review similar best-practice information and trusted curricula from around the nation
- Review focus group recordings and notes
- Draft learning objectives, based on information gleaned from focus groups, individual interviews and best practices resources
- Revise/update the current training according to objectives
- Determine e-learning training activities to include
- Determine instructional video requirements
- Work with video producer to find actors and oversee video production
 - Work with FCASV to write scripts
- Program the training into approximately 30 hours of interactive on-line content
- Create instructor-led components with activities to augment online training
- Create facilitator's guide to include, at a minimum
 - Instructions for how to supervise the online training at sites
 - Activities for instructor-led practice
 - Role plays specific to different skills, situations
- Pilot test training
- Evaluate training
- Make revisions
- Write instructions and teach FCASV staff how to operate and manage operations of the online training

For Therapist Training, **Vendor** will:

- Based on focus group and individual interviews and other trusted resources, collaborate with FCASV to create a therapist specific version of ACT content that is approximately eight (8) hours in length
- Draft learning objectives
- Draft/revise content, in collaboration with FCASV, according to learning objectives
- Determine instructional video requirements (may be the same or different from General ACT)
- Work with video producer to find actors and oversee video production
 - Work with FCASV to write scripts
- Revise facilitator's guide for therapist training specific additions

Florida Council Against Sexual Violence

- Include activities for in-person practice
- Program the training into interactive on-line content
- Pilot test the training
- Evaluate the training
- Make revisions
- Write instructions and teach FCASV staff how to operate and manage operations of the online training

Term

Video production and programming of e-learning curriculum must be completed by May 31, 2018 (phases 1-3). All aspects of the project must be completed by June 15, 2018 (phases 4-5).

Audience

End-users of the e-learning and Instructor-led practicum training:

Position/Functional Area	County Location(s)	Number of Advocates
Abuse Counseling and Treatment, Inc.	Glades, Hendry, Lee	50
Alachua Co Victim Services & Rape Crisis Center	Alachua, Bradford, Union	30
Another Way, Inc.	Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Suwannee	30
C.A.R.E.	Charlotte	30
Centerstone of Florida, Inc.	Manatee	15
Crisis Center of Tampa Bay, Inc.	Hillsborough	40
Dawn Center of Hernando County	Hernando	15
Family Life Center	Flagler	15
Florida Department of Health Putnam	Putnam	10
Gulf Coast Children's Advocacy Center	Bay, Calhoun, Gulf, Holmes, Jackson, Washington	10
Haven of Lake and Sumter Counties	Citrus, Lake, Sumter	25
Lakeview Rape Crisis Center	Escambia, Santa Rosa	20
MUJER, Inc.	Dade	15
Nancy. J. Cotterman Center	Broward	20
Ocala Sexual Assault Center	Marion	20
Palm Beach County Victim Services	Palm Beach	40
Peace River Center, Inc.	Hardee, Highlands, Polk	30

Florida Council Against Sexual Violence

Project HELP, Inc.	Collier	30
Quigley House, Inc.	Clay	20
Refuge House, Inc.	Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla	50
Roxcy Bolton Rape Treatment Center	Dade	20
Safe Place and Rape Crisis Center	DeSoto, Sarasota	25
Safety Shelter of St. Johns County, Inc (DBA Betty Griffin Center)	St. Johns	30
SAVS/Women's Center	Brevard, Seminole	20
Sexual Assault Assistance Program of the Treasure Coast	Indian River, Martin, Okeechobee, St. Lucie	40
Shelter House, Inc.	Okaloosa, Walton	15
Volusia Rape Crisis Center	Volusia	10
Suncoast Center, Inc.	Pinellas	40
Sunrise of Pasco	Pasco	20
Victim Service Center of Central Florida	Orange	25
Women's Center of Jacksonville	Baker, Duval, Nassau	25

The audience is mostly, but not all, computer literate.

Target Hardware, Software & Platform

The audience will have access to the web and the ILIAS (or similar) learning management system and FCASV websites.

B. Vendor Instructions

Projected Schedule for RFP Evaluation Process

RFP announced	September 18, 2017
Group conference call for interested applicants	October 3, 2017, 2pm EDT
Deadline for proposal responses	October 13, 2017, 5pm EDT
Estimated date for invitations for formal presentations	October 19, 2017
Vendor demonstrations/presentations	October 23-25, 2017
Estimated date of notification of intent to award/contract negotiation	October 30, 2017
Anticipated contract start date	November 6, 2017

Florida Council Against Sexual Violence

FCASV reserves the right to modify the RFP by issuing an addendum. Any changes will be made through issuing an addendum posted on the FCASV website. It is the responsibility of the respondent to check for any changes on the FCASV website.

Respondents may modify a proposal at any time prior to the proposal deadline by sending the revised proposal to the Point of Contact in writing. The last received draft of the proposal will be the one considered. All documentation produced as part of this RFP will become property of FCASV and will not be returned to the respondent.

FCASV retains the right to refuse to consider any proposals that are not responsive to the RFP criteria.

Time limit for filing protests: all notices of protest must be filed within 72 hours of the posting of FCASV's decision to contract. A formal written protest is "filed" when actually received by FCASV's RFP Sole Point of Contact.

Group Conference Call for Interested Applicants

A group conference call for interested applicants will be held at 2pm EDT on Tuesday, October 3rd. Contact Grace Frances at gfrances@fcasv.org to register for the call.

Proposal Submission Information

Please submit one electronic copy (on flash drive, via e-mail or file sharing software program such as Dropbox) of your proposal, including all supporting documentation, to:

Grace Frances
Florida Council Against Sexual Violence
Director of Certification and Special Projects
Florida Council Against Sexual Violence
1820 E. Park Avenue, Suite 100
Tallahassee, FL 32301
(850) 297-2000, ext. 104
gfrances@fcasv.org

Proposal Format

Proposals must be double-spaced, written in 12 point font on 8.5 x 11 inch paper with one inch margins. **Sections 1 through 8 are limited to 20 pages.** Line item budget (section 9) and additional documentation may be attached as appendices and do not count toward the 20 page limit.

Confidentiality

Under federal law, all information gleaned from this project is confidential. The vendor and its employees will be required to sign a confidentiality agreement.

Notifications

Vendors will be notified regarding requests for additional information, formal presentations and the outcome of the selection process via phone or email.

C. Payment

Payment will be issued after completion of each of the five project phases, approved by FCASV. Vendor must invoice FCASV for payment. Each phase is worth a specific percentage of the total contract based on the estimated work involved. Phases 1-3 must be completed by May 31, 2018. Phases 4-5 must be completed by June 15, 2018.

- Phase 1: Needs Assessment (10% payment of total contract upon completion)
 - a. Finalization of projected tasks/timelines for each phase of project
 - b. Literature review
 - c. Identification of important characteristics of target audiences
- Phase 2: Instructional Design (20% payment of total contract upon completion)
 - a. Writing of overall training goal
 - b. Instructional analysis
 - i. Goal analysis
 - ii. Subordinate skill analysis
 - iii. Write and obtain agreement on performance objectives
 - iv. Develop criterion-referenced evaluation items
 - v. Revise/select existing instructional and reference materials
 - vi. Develop instructional strategy
 - vii. Cluster objectives into lessons
 - viii. Determine pre-instructional activities and informational presentation for each lesson
 - ix. Write a description of the training
 - x. Review design products with FCASV team
- Phase 3: Instructional Development (30% payment of total contract upon completion)
 - a. Determine final media needs (video, audio scenarios)
 - i. Select video production company with FCASV consultation
 - ii. Write scripts with FCASV consultation
 - b. Produce video/audio pieces
 - c. Develop plans/procedures: formative evaluation and revision
 - i. Technical review
 - ii. One-to-one evaluation
 - iii. Small group evaluation
 - iv. Pilot test
 - v. Train FCASV staff to implement
 - d. Develop first draft of instructional materials
 - i. Curriculum overview
 - ii. Trainer preparation

Florida Council Against Sexual Violence

- iii. Instructional presentation
- iv. Support materials (printable resources, assessments and evaluation instruments, presentation slides, reference lists, bibliography, etc.)
- Phase 4: Formative evaluation (20% payment of total contract upon completion)
 - a. Complete technical review
 - b. Complete one-to-one evaluations
 - c. Complete small group evaluations
 - d. Complete pilot test
 - e. Complete train-the-trainer for FCASV staff
- Phase 5: Production (20% payment of total contract upon completion)
 - a. Determine final product specifications
 - b. Complete final review of revised materials
 - c. Submit final online trainings for approval (ready to go live)
 - d. Submit final camera-ready copy for approval (for instructor-led portion)
 - e. Produce final instructional materials

D. Basis of Award

Award will be based upon the vendor's:

- Demonstrated experience in developing quality e-learning products
- Pricing
- Timeline and plan for meeting contract deadlines for video production and programming of e-learning curriculum (May 31, 2018), phases 1-3, and completion of all project components (June 15, 2018), phases 4-5
- Software capability with an appropriate authoring tool
- Proposed ease of use of product
- Flexibility and ease of product implementation
- Implementation plan and support
- Vendor client references
- Results of requested demonstrations and presentations

E. Vendor Questionnaire

Applicants should address each item in the following sections. Proposals must be double-spaced, written in 12 point font on 8.5 x 11 inch paper with one inch margins. **Sections 1 through 8 are limited to 20 pages.** Line item budget (section 9) and additional documentation may be attached as appendices and do not count toward the 20 page limit.

1. Company Overview (10 points)
 - a. Provide contact information (address, phone number, fax number, email address) for the primary individual responsible for the information in this RFP.

Florida Council Against Sexual Violence

- b. Provide a brief history of your company or consultancy and the location where you work.
 - c. List the names and titles of principals including their qualifications.
 - d. Provide the contact information and resume for the person responsible for managing the project.
 - e. Describe your core product and service lines.
 - f. Describe your e-learning services. How long have you been providing them? How many e-learning clients do you currently have? What projects have you designed that are similar to this project?
 - g. Describe what differentiates your organization from your competitors.
2. Testing & Assessment (5 points)
- a. Provide an overview of your testing and assessment capabilities.
 - b. Describe the types of questions that are available to developers (short answer, multiple choice, essay, drag and drop, true/false, other).
3. Reporting (5 points)
- a. Describe the types of reports that are standard within your work products.
 - b. How can the user manipulate standard reports?
 - c. Describe the student transcript and certificate features included with your work products.
 - d. Describe the process for developing custom reports upon our request.
4. Communication & Collaboration Capabilities (5 points)
- a. Provide an overview of the communication and collaboration capabilities your system includes.
 - ✓ Electronic bulletin boards (moderated or unmoderated?)
 - ✓ Course-specific bulletin boards (for enrolled students)
 - ✓ Internal email messaging
 - ✓ Text chat
 - ✓ Electronic calendars
 - ✓ Other
5. Implementation Time & Process (20 points)
- a. What is the average implementation time for a course similar to the solution being requested?
 - b. Provide a timeline for completing each phase of the project, including video production and programming e-learning curriculum by May 31, 2018 (phases 1-3) and completing all aspects of the project by Jun 15, 2018 (phases 4-5).
 - c. Describe your implementation, project management and quality assurance process.
 - d. What planning and project management tools do you employ?

Florida Council Against Sexual Violence

- e. What is your standard project review cycle?
- f. How do you provide clients with up-to-date information on a project's progress?
- g. Provide an overview of the people who would be involved in the implementation.
- h. How do you manage and control costs?
- i. How do you manage and control risk?

6. Customer Service & Technical Support (10 points)

- a. Describe your technical and customer support services.
- b. How do you track technical support requests, problems, fixes, etc.?
- c. How do you ensure communication and feedback from users?
- d. FCASV will own and have update rights to the all of the products created. Describe how you will train FCASV staff to manage the e-learning product.
- e. Do you provide customers with ongoing support after the launch and completion of an e-learning product? If you offer a Service Level Agreement please describe or attach an example.

7. Custom Courseware Development Capabilities (20 points)

Content will come from the existing course and a series of focus groups held with existing users at FCASV and the certified sexual assault programs along with literature reviews providing the latest developments in sexual assault survivor advocacy and best practices.

- a. List the features that you would like to be included in the program. For example:

The self-paced course will include the following features:

- Self-Paced (30 hour seat time)
 - Pre-Test
 - Post-Test
 - Course Evaluation
 - Mentor
 - Discussion Board
 - Chat Room
 - Animations
 - Video
 - Interactive Exercises
- b. Describe your organization's custom content development services and capabilities.
 - c. Outline your instructional design philosophy.
 - d. What courseware development tools do you use?
 - e. Describe your experience making videos and working with video production professionals.
 - f. Describe the functional roles various people play on a custom development project.

Florida Council Against Sexual Violence

- g. Provide a description of your adherence to standards (i.e. AICC and SCORM).
8. Customer References and Examples of E-learning Products (10 points)
 - a. Please provide 3 to 5 references of current users that we may contact as references. Include the company names, addresses, phone numbers and contact persons.
 - b. Include examples of e-learning products developed including links if possible.
9. Contracting & Pricing (10 points)
 - a. Provide a detailed line item budget for both the General Advocacy Core Training and the pricing for your proposal
 - b. Outline proposed payment terms, identifying any up-front “set-up” payments, one-time costs, annual leases, etc.
10. Additional Information (5 points)
 - a. Please attach any additional information that you feel will be beneficial in describing your company’s products and services.
11. W-9, IRS Request for Taxpayer Identification Number and Certification is required to be submitted with the proposal.
12. Proposals must include a signature line and date along with the following statement, “I certify that I am authorized to respond to this RFP and submit pricing on the respondent’s behalf.”

Mandatory criteria

Any proposal missing the following mandatory criteria will not be considered:

- Detailed line item budget
- Timeline for completing each phase of the project

Sole Point of Contact

Please contact Grace Frances by phone or via e-mail with any questions about the RFP. All related emails should contain “E-learning RFP” in the subject line.

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