

NCCRT Links of Care Request for Proposals  
Questions & Answers – March 28, 2018

QUESTIONS FROM VENDOR A

1. **The RFP referenced that the chosen vendor should provide a proposed plan to host the web-based curriculum on NCCRT’s website, [www.nccrt.org](http://www.nccrt.org) (WordPress), as a subsite (e.g. [www.linksofcare.nccrt.org](http://www.linksofcare.nccrt.org)) to align with the look and feel of our master site, and with minimal need for ongoing maintenance and hosting. Will the training be open to the target audience once they visit the website? Should there be any restrictions, such as a self-registration option?**

We would like the proposal to include a simple user registration process so that usage can be tracked and so that we can reach out to users for feedback (see bullet 4 under 5.3.2 on page 9 of the RFP). However, the content should be free and easy to access (e.g. simple registration that does not require waiting for a response before gaining access). We may want to allow for public access to some material, such as a tools and resources library.

2. **Do the project stakeholders want to track web-based training completion rates by incorporating a WordPress Learning Management System (LMS) plugin?**

We are open to vendor recommendations, particularly those that fit the proposed budget, while balancing the need for minimal complexity for both content input and user experience. We want to be able to track usage and completion rates, but are open to proposals on the technology used to go about doing this. We would also like to incorporate a user satisfaction/evaluation component.

3. **Does the organization have a preference for web-based training tools? Such as Storyline 360, PowerPoint, Adobe Captivate, etc.?**

We have limited familiarity with the available web-based training tools and thus do not have a preference at this time. We are open to vendor recommendations, particularly those that fit the proposed budget, and allow for updates over time with minimal expense.

4. **Will the organization allow the chosen vendor to use an eLearning authoring tool (e.g., Articulate Storyline 360)? If so, can the vendor include links to required training on the organization’s website as opposed to a customized learning platform?**

We are not familiar with eLearning authoring tools and thus unable to provide an informed answer to this question. We are open to vendor suggestions on the appropriate technology needed.

5. **The RFP indicated that existing materials are available and referenced the online NCCRT guide for FQHCs.**

- a. **Does the organization have a Subject Matter Expert (SME) who assisted with developing the existing material and NCCRT guide?**

- i. Yes. Multiple SMEs contributed to developing the existing materials.

