



NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

March 26, 2019

Karen Stolarenko, Senior Buyer
(407) 513-3566
kstolarenko@flvs.net

To be received, 2:00 PM EST, April 4, 2019 at Florida Virtual School Procurement Services Department, 2145 Metrocenter Blvd, Suite 100, Orlando, FL 32835.

ITN01-1912067B01-ACCESS-XXXXXX for Accessibility Auditing Services is hereby amended by the following change(s):

Note: This is a correction to the solicitation number. ITN01-1901752B01-ACCESS-XXXXXX should be referenced all all documents submitted in response to this Invitation to Negotiate. Respondents shall note the correction in the following document sections.

Refer to Cover Page, Which reads as follows:

ITN01-1912067B01-ACCESS-XXXXXX

Change to read as follows:

ITN01-1901752B01-ACCESS-XXXXXX

Refer to Document footer (on all pages), which reads as follows:

ITN01-1912067B01-ACCESS-XXXXXX Accessibility Audit Services

Change to read as follows (on all pages):

ITN01-1901752B01-ACCESS-XXXXXX Accessibility Audit Services

Refer to page 17, Section 4, ITN No., which reads as follows:

ITN01-1912067B01-ACCESS-XXXXXX

Change to read as follows:

ITN01-1912067B01-ACCESS-XXXXXX

Respondents shall use the following replacement mailing label:

Web:

www.flvs.net

Phone:

(407) 513-3566

Email:

procurement@flvs.net

Procurement Services

**2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835**



Each Response envelope/box shall be sealed and identified as specified below:

PLEASE FILL OUT THE LABEL BELOW AND ATTACH IT TO YOUR ITN REPLY PACKAGE(S).

Cut out label and tape to outer sealed envelope(s) or package(s).

DO NOT OPEN - SEALED RESPONSE - DO NOT OPEN

ITN NO.: **ITN01-1901752B01-ACCESS-XXXXXX**

ITN Title: **Accessibility Audit Services**

TO BE OPENED: **April 4, 2019 @ 2:00 PM EST**

LATE RESPONSE WILL NOT BE ACCEPTED

FROM

Name of Firm:

Contact Name:

Email Address:

Telephone No.:

Fax No.:

**Deliver To: Florida Virtual School
Procurement Services
Attn: Karen Stolarenko, Senior Buyer
2145 Metrocenter Boulevard, Suite 100
Orlando, FL 32835**

Refer to Page 18, Section 4.1 ITN No., which reads as follows:

ITN01-1912067B01-ACCESS-XXXXXX

Change to read as follows:

ITN01-1901752B01-ACCESS-XXXXXX

Refer to Page 10, Section 3.1 ITN No., which reads as follows:

“The second electronic copy shall be the redacted version also scanned as a single document (see public records: Attachment 8).”

Change to read as follows:

“The second electronic copy shall be the redacted version also scanned as a single document (see public records: Attachment H).”

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Questions and Answers

1.

Q	What do we do if we do not agree with any of the provided terms and conditions?
A	Section 8 of the ITN provides an area where respondents can provide exceptions and their alternatives. All exceptions must be specified within the response. FLVS at its sole discretion reserves the right to accept or reject any exception as in its best interest.

2.

Q	If we feel a form is not applicable, do we need to complete it and include it within our response?
A	All of the forms provided within the ITN are required and must be completed with your response (this includes providing the completed vendor application).

3.

Q	What are the fees associated with the P-Card?
A	3%

4.

Q	The scope seems vague and does not offer much definition. Will more details be provided?
A	The requirements are open-ended because we would like to evaluate respondent offerings and consider all the available options and better understand the respondent's methodology.

5.

Q	What technologies does FLVS utilize?
A	FLVS has many 'home-grown' applications that are essentially SQL database, SAS and .Net for our CMS. FLVS courses consist of Java and HTML 5 Framework

6.

Q	Can we be provided access to a sample of a typical course or samples within a test environment?
A	To access sample course content, email kstolarenko@flvs.net and provide the name and email address for the individual who will be given temporary access.

7.

Q	Can you provide a comprehensive list of systems?
A	Please see list of systems provided within Section 8 Scope of Services

8.

Q	How will access be provided to FLVS environment following the award?
A	This will be determined by FLVS security pending negotiations.

9.

Q	Are there any Information Security Requirements that must be satisfied?
A	At a minimum, a Non-Disclosure Agreement shall be required. In addition, FLVS may identify some internal security requirements upon award which shall be addressed during contract negotiations. When providing access to our systems and course content which is proprietary there is the potential that providers may encounter PII, depending on how we

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	provide access. As a matter of policy, no data shall leave our systems (via copy or download for offline viewing) but everything may be made viewable.
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10.

Q	Do we need to be registered with the State of Florida?
A	Yes, you must be registered to conduct business in Florida. Respondents who have never received revenue from the State of Florida must register by visiting: https://dos.myflorida.com/sunbiz/

11.

Q	What is the desired timeline?
A	FLVS is asking the respondents to propose an implementation plan with recommended timeline. Provide a plan that outlines evaluation, planning, and recommended phases of work, and anticipated completion date.

12.

Q	Does FLVS want WCAG 2.0 or 2.1 compliance testing?
A	Currently FLVS is seeking compliance with WCAG 2.0 AA

13.

Q	What is average time it takes for a student to complete a course? How many hours does it take on average for a student to complete a course?
A	1 semester averages 16 to 18 weeks. Based upon a typical five day school week and then using that 16-18 week pace chart and allowing for one hour per day for one course, we estimate an Elective offering between 48 – 80 hours per semester and Middle/High core content course between 80-120 hours per semester.

14.

Q	We have NDAs with all our clients. How do we respond to the requirement for Case Studies?
A	Options include: Identifying clients who are public entities because experience would be considered public record Asking previous client's permission to use them as part of the case study Removal of name of entity from case study and providing details

15.

Q	How long in length are the audio files approximately?
A	Most audio files are less than 30 seconds in length.

16.

Q	How long in length are the video files approximately?
A	Most video files are approximately 2-3 minutes in length.

17.

Q	Outside of using Skype and Zoom would FLVS be open to using Slack for vendor communications?
A	Yes

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18.

Q	Will the courses be audited annually or more frequently (i.e. quarterly, a one time audit, etc)?
A	There is not currently a timeline for regular audits. We would like to ensure we have the skills and knowledge to ensure compliance when course content is regularly updated.

19.

Q	How many courses does FLVS add per year on average?
A	We currently enhance/update 15-20 courses per year on average.

20.

Q	How many courses are currently offered?
A	FLVS offers approximately 220 courses for grades K-12.

21.

Q	Will internal systems (LMS, VSA, Registrations, etc.) and the student systems need to be audited more than once per year?
A	There is not currently a timeline for regular audits. We would like to ensure we have the skills and knowledge to ensure compliance when systems are updated.

22.

Q	Please confirm, are the URLs listed in Section 8 Scope of Work the only URLs within scope of this proposals? If not, please list other URLs to be included.
A	In addition to the information provided in Section 8, VSA.FLVS.NET and Learn.FLVS.net

23.

Q	Which front end technologies does the site/application use? (jQueryUI, React, Bootstrap, etc.)?
A	For course curriculum, are Framework is based on Bootstrap/jQuery. We also make use of AngularJS

24.

Q	Do any of the sites/applications use any embedded third-party plugins? (Google Maps, Twitter feeds, etc.)? a. If so, please list.
A	Not in course content

25.

Q	Do the sites/applications have any data visualization (charts and graphs)? a. If so, are they interactive? b. What technology (or technologies) are used to generate these components?
A	Yes, the course curriculum will include a variety of charts and graphs include as images, and as interactive assets. The assets are built by our development team and the level of interactivity will vary based on the learning needs with displaying the charts/graphs

26.

Q	Do the sites/applications use any multimedia? (Video, audio, live or prerecorded)?
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A	Yes.
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27.

Q	Are there any mobile applications that need to be considered? a. If so, is the app all native or include web pages (webview)? b. What version of Android Mobile Native App? i. Marshmallow 6.0 – 6.01, Nougat 7.0 – 7.1.2, Oreo 8.0 – 8.1, Android P9 or ? c. What version of iOS Mobile Native App?
A	No.

28.

Q	What technology does your LMS use? a. Custom .NET, Drupal, WordPress, JavaScript based, ?
A	Custom.Net

29.

Q	Please provide a representative sample or access to a representative sample course. a. Including the log-in, access to all of the course materials, student calendar, and any other student required screens/templates
A	See Question 6

30.

Q	How many different templates are used in the sites listed in Section 8? (As an example, you may have a blog that contains 1,000 pages but it's all based on one (1) template.) a. Please list template pages from all of the in-scope URLs. This may include the first login page of any external system. b. Please provide any user name and log in information, if required.
A	Most of the pages in each course have custom layouts and designs. There are templated assets within each page. Some recurring pages (such as instructions for assignments) will use a template, but that template can be unique to each course.

31.

Q	How many complex interactions (e.g. calendars, forms, calculators, carousels, slideshows, etc.) are there? a. How many forms do you have that contain input fields (e.g. class enrollment form with name, address, etc.)?
A	At least 50% of lessons in our courses will include some sort of interaction as required by our internal development guidelines. These interactions could include templates from our library, which includes, accordions, carousels, and, multiple choice questionnaires to name a few. The courses could also include more complex custom interactive assets based on the needs of the content (e.g. science labs) Input and form fields are used throughout some of these interactive assets.

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Q	If there is a mobile app that requires assessment, please list the number of “screens” (pages, etc.) that must be reviewed. a. Please indicated if the screen is native or a webview (display of a web page).
A	No.

33.

Q	Which hardware platforms are to be included (desktop, laptop, tablet, phone)?
A	For course content, Desktop, Laptop and any device with a screen size of greater than (Course content is tested at a minimum resolution of 1024x768 and phones are not included at this time)

34.

Q	Which operating system platforms are to be included (Windows 10, MAC, iPad(web), iPhone(web), Android tablet (web), Android phone (web))?
A	Windows 7 <ul style="list-style-type: none">• Windows 8.1• Windows 10• Mac OS X 10.7 (Lion)• Mac OS X 10.8 (Mountain Lion)• Mac OS X 10.9 (Mavericks)• Mac OS X 10.10 (Yosemite)• Mac OS X 10.11 (El Capitan)• macOS Sierra (10.12)• macOS High Sierra (10.13)• IOS• Android

35.

Q	Which browsers are to be included? IE11, Firefox, Chrome, Safari?
A	<ul style="list-style-type: none">• Microsoft Internet Explorer 11• Microsoft Edge• Mozilla Firefox• Google Chrome• Apple Safari

36.

Q	Are there any known due dates for the audit, remediation, consulting or monitoring? a. If so, please provide respective due dates.
A	No

37.

Q	What development tool do you use to create your online content (e.g. Trivantis Lectora, Articulate Storyline, Adobe Captivate, or ?)? a. If you don't use any of these tools, what tool or technology do you use to create your course content?
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A	Our courses are built in HTML5 with jQuery, JavaScript and Angular. Traditional IDEs are used for development.
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38.

Q	Do you have videos as part of your course content? a. If so, are they closed captioned?
A	Yes, FLVS includes videos within its course content. All videos have alternate text versions and many include closed captions.

39.

Q	On average, how often is the course content updated?
A	Courses typically get a major refresh every 3-5 years but are updated through regular maintenance as defects are discovered.

40.

Q	Who updates the course content? a. Are they the same creators/editors from year to year?
A	A team for each subject area is responsible for updating course content. As there are teams of individuals responsible for creating and updating course content, the creators and editors may change, but they all follow the same guidelines.

41.

Q	Approximately how many people would need to have accessible content creation training?
A	The Digital Publishing team consists of approximately 90-100 team members. All will need training in accessible content creation.

42.

Q	There are 220 courses each with 2 segments and 4 modules. Please confirm that means 4 modules per segment.
A	Correct. Each course full-year courses contains 2 segments with an average of 4 modules per segment.

43.

Q	There are also "documents" and ancillary documents and assessments. Can you further describe: Documents / Ancillary Documents <ul style="list-style-type: none">▪ Are these PDFs or other Office formats?▪ Can you estimate how many documents this would include?
A	Ancillary documents include Answer Keys, Module Support Guides, and Class Time Slides. These documents can include MS Word (.doc or .docx), PDFs, Text (.rtf) and PowerPoint Slides(.ppt). PowerPoint presentations can range between 8 and 40 slides per document. Each course contains multiple Ancillary Documents for each Document type. The count will vary per course, some courses could contain multiple documents per lesson

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Q	Assessments: It seems that "assessments" implies interactive elements/functions - can you confirm and further explain? <ul style="list-style-type: none">• Is it possible to estimate the number of assessments per course?
A	Assessment items reference corresponding lessons and typically serve as either a "parent" or "clone" question. A 'parent' item is an original question that satisfies a benchmark level of complexity and is a model for additional items of similar nature. A "clone" is an identical item of the "parent" with different variables. Assessments are frequently multiple choice but may also have scenario-based prompts or images. The number of assessments per course will vary with the average number of assessments being 60 per module with an additional 105 per segment exam for a total of 690 assessments for an 8 module course

45.

Q	On page 13, 3.2.4 <i>References</i> , please confirm that we need three references (preferable educational or similar references) <u>to write us a letter</u> of reference.
A	FLVS requires each respondent to provide three (3) physical letters of reference from other clients as well as filling out "Section 10 – References" The form is required in addition to the letters of reference because it authorizes FLVS to contact the references at its discretion.

46.

Q	In the Scope of Work (p. 35), it states " <i>The Accessibility collaborator will be required to provide the subject matter expertise for developing and/or validating compliance with WCAG 2.0 AA and 508 compliance standards.</i> " Please confirm whether we must provide the subject matter expertise for developing and/or validating compliance with WCAG <u>2.0</u> or WCAG <u>2.1</u> AA.
A	Currently FLVS is seeking compliance with WCAG 2.0 AA

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