Cross Sector CCR&R Training Modules, Evaluation and Certification Scope of Work

A. Project Plan

By the due date listed in Section D. Deliverables, the Contractor shall submit a detailed Draft Project Plan setting forth the project goals, objectives, deliverables, timelines and clearly established roles, responsibilities, and level of effort expected of all participants. The Project Plan shall address the following:

1.1. CCR&R Project Plan version naming convention that includes effective dates, updated and versioned accordingly as revisions occur to the CCR&R Training Module Project Plan.

1.2. Meeting/conference/video-conference schedule and sample agenda to discuss project progress, open issues, contractor performance and planning for balance of year including an initial planning (kickoff) meeting.

1.3. A list of qualifications and resumes for all project staff.

1.4. Procedures for documenting and tracking progress toward meeting the established goals and objectives that also stipulate management of any modifications or adjustments to the project.

1.5. Business rules addressing the systematic administration of the CCR&R Specialist Evaluation.

1.6. A detailed description of how the Contractor shall host the training modules and CCR&R Specialist Evaluation for up to 500 DEL-designated users annually including:

    1.6.1. Consistency in format and appearance across all trainings.

    1.6.2. ADA-508 compliance.

    1.6.3. Hosting on the FLAMINGO LMS.

    1.6.4. Providing up to 500 DEL-designated participants access to training modules.

    1.6.5. Provision of non-instructor-led trainings inclusive of instructional video without live instructor-led interaction.

    1.6.6. Availability at no cost to DEL-designated users.

    1.6.7. Providing a welcome and orientation message on the FLAMINGO LMS for the users using language approved by DEL.

    1.6.8. Details for providing to DEL and formatting the CCR&R Specialist Evaluation Report.

    1.6.9. Details for how DEL will be notified of CCR&R Specialist evaluation completion and results.

    1.6.10. Details for providing an annual item analysis of all CCR&R Specialist Evaluation questions/answers to assess hard and easy questions, annual report with quantitative data points and due date. Quantitative data points to include are as follows:

        1.6.10.1. Number of attempts (i.e., completed) per question

        1.6.10.2. Number missed per question

        1.6.10.3. Percentage correct per question

        1.6.10.4. Percentage missed per question

        1.6.10.5. Average score of all final evaluations (i.e., 89%)

        1.6.10.6. Average points of all final evaluations (i.e., 53/60)

        1.6.10.7. Number of pass/fail of all final evaluations

        1.6.10.8. Percent of CCR&R specialists who passed the evaluation

    1.6.11. Description on the enhancements to LMS in order to automatically generate the CCR&R Specialist Evaluation results for each completed and scored CCR&R

Specialist Evaluation submitted by each DEL-designated user and due date of this enhancement. Including methods to test the enhancement before implementation.

    1.6.12. Help desk/technical support, processes, phone support delivery, hours of operation and contact information.

    1.6.13. Service Level Agreement (SLA) Report due date.

    1.6.14. CCR&R Modules Designated User Report due date.

1.7. The Contractor shall update the Project Plan periodically as circumstances dictate to reflect minor changes necessary to ensure project success.

1.8. Both Parties shall approve any Project Plan updates in writing and reflect the effective date.

1.9. The final DEL-approved Project Plan shall be incorporated into the contract by reference and set forth herein. The Contractor is responsible for implementation of project tasks listed in the approved Project Plan per the specifications set forth in the plan until superseded by a newer approved version.

2. CCR&R Specialist Evaluation

The Contractor shall provide early learning coalitions access to the CCR&R Specialist Evaluation consisting of two-parts: part one is 40 randomized multiple choice and true/false questions and part two is two randomized essay scenarios. The evaluation shall meet the following requirements:

2.1. Consistent in format and appearance.

2.2. ADA-508 compliant.

2.3. Hosted on the Contractor's FLAMINGO LMS.

2.4. Available at no cost to DEL-designated users.

2.5. Provide welcome and orientation message on the FLAMINGO LMS using language approved by DEL.

2.6. Provide to DEL, the CCR&R Specialist Evaluation Report to include multiple-choice scores and essay responses, twice a week by close of business on Tuesday and Thursday and in the format specified in the project plan approved by DEL.

2.7. Provide DEL approved notification to CCR&R Specialists of their evaluation results and outcome and include information on next steps for downloading the CCR&R Specialist Certificate in Flamingo or retaking the evaluation using language as approved by DEL. The CCR&R Specialist will receive notification of evaluation results within three business days.

2.8. Revise CCR&R Specialist Evaluation questions/answers based on data gathered during the previous Purchase Order as identified in the quantitative data report.

3. CCR&R Training and Certification Evaluation Hosting

The Contractor shall host the DEL-approved CCR&R Training Modules and CCR&R Specialist Evaluation and certificate of CCR&R specialist certification on its LMS and make available to DEL-designated users.

4. CCR&R Training Hosting System Technical Requirements

CCR&R Training system browser requirements:

4.1 Latest version of Microsoft Edge.

4.2 Latest verision of Apple Safari.

4.3 Latest version of Google Chrome.

4.4 Latest version of Mozilla Firefox.

4.5 Useable at a minimum screen resolution of 1280x800.

    4.6   Useable on PC's running Windows 10 and above or a Mac running the latest version of OSX.

    4.7   Operate on Windows- or Apple (Mac)-based computer with minimum 4 GB RAM and minimum Intel Core i5 Processor.

    4.8   Provide multiple levels of security, data management and user access that meet DEL and State of Florida's standards set forth in Rule 74-2 F.A.C.

    4.9   Contractor shall update and evaluate browsers as required and review allowable browsers at least annually to ensure the system meets the data security requirements set forth in Rule 74-2 F.A.C.

5. CCR&R Training Help Desk/Technical Support

The Contractor shall provide ongoing help desk/technical support to DEL designated users throughout the Contract term at the service levels described herein. The Contractor shall:

5.1 Provide help desk/technical support related to the CCR&R Training Module courses and CCR&R and Referral Agency specialists at the service levels described in section 19.6 – Service Level Agreement and in accordance to the help desk/technical support processes detailed in the final approved Project Plan.

5.2 Notify the DEL Contract Manager and Project Manager of any proposed changes to help desk support hours and request approval of any adjustments prior to implementation. Changes in phone support delivery shall be reflected in an updated Project Plan approved by the DEL Contract and Project Managers.

5.3 Notify the DEL Contract Manager and Project Manager of any change to the support phone number or email address at least seven (7) calendar days prior to the effective date of change.

5.4 Notify the DEL Contract Manager and Project Manager in writing no less than 48 hours prior to any planned interruption in services that will result in the help desk being unavailable for users. Regularly scheduled maintenance will not count as down time.

5.5 Notify the DEL Contract Manager and Project Manager in writing within 30 minutes if the help desk is unable to be staffed during the scheduled help desk hours excluding State-observed holidays, and making support unavailable for longer than 1 hour. In such instances, the Contractor shall collaborate with the DEL Contract Manager or Project Manager to determine the need for and method of authorized user notification.

6. CCR&R Training Modules Service Level Agreement (SLA)

6.1 The Contractor shall meet or exceed the standards in the Service Level Agreement Performance Standards Table in section C.8.

6.1 The Contractor shall verify and report system performance using an DEL-approved third-party monitoring system to confirm availability, uptime and responsiveness. The Contractor shall seek approval in writing from the DEL Contract Manager for any change in system performance.

6.2 The Contractor shall notify the DEL Contract and Project Managers and any other DEL-sponsored system user in writing no less than 48 hours prior to any scheduled system maintenance that will result in the system being unavailable for users outside of the approved maintenance window. System down time for scheduled maintenance should occur on the weekends to avoid service interruption. Regularly scheduled maintenance will not count as down time.

6.3 The Contractor, or Contractor's subcontracted LMS development partner, shall notify the DEL Contract and Project Managers in writing within 1 business hour or 16 non-business hours (whichever is shorter) of LMS system outages making CCR&R trainings unavailable for longer than 1 hour.

6.4 On a case-by-case basis, the Contactor and the DEL Project Manager or Contract Manager shall, upon notification of system outage, collaborate to determine the appropriate method and approach to notify system users of the outage.