

PROCUREMENT SERVICES

Request for Proposal Curriculum Development and Support Services RFP01-2102653B01-MATRIX-XXXXXX

<https://flvs.bonfirehub.com/opportunities/43114>

Public meetings shall be conducted via Zoom Conference.

Dial-In Number: 646 876 9923

Zoom Meeting Link: <https://flvs.zoom.us/j/6826895354>

Meeting ID: 682 689 5354

Direct all inquiries in writing to FLVS Procurement Services.

Karen Stolarenko | kstolarenko@flvs.net

Description	Purpose/Short Description	Date & Time	Location
Issue Date	Date of RFP posting	April 28, 2021	N/A
Question & Answer Deadline	Written question and answer period	May 10, 2021 no later than 2:00 PM EST	Email to kstolarenko@flvs.net
Response Due Date/Time	All responses due. The names of the respondents announced.	May 27, 2021 no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	See schedule on page 2	Public Zoom Conference
Optional Presentation and/or Interviews	Finalist Interviews and Scoring (Public Meeting)	TBD	Private Zoom Conferences Zoom Conference Scoring
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	June 25, 2021	N/A
Negotiations Tentative Date	Begin negotiations	July 14, 2021	N/A
Award Date Tentative Date	Date of FLVS Board Approval	September 21, 2021	N/A

NOTICE TO ALL INTERESTED PARTIES: FLVS is accepting responses to this solicitation via electronic submission at <https://flvs.bonfirehub.com/>. No hardcopy submissions will be accepted. DO NOT ship or deliver your response to FLVS offices. Electronic submissions will be accepted only until the due date and time listed above. The drop box does not accept late submissions. Submission time stamps are determined by Bonfire's system clock. Proposers are responsible for ensuring all submissions are uploaded prior to the deadline. If technical support is needed during the submission process, contact Bonfire Help Center at Support@GoBonfire.com.

PUBLIC MEETING SCHEDULE

The following table includes details proposal evaluation meetings. All proposal evaluation meetings are open to the public. FLVS shall post addendums for optional interview meetings as applicable.

Dial-In Number: 646 876 9923

Zoom Meeting Link: <https://flvs.zoom.us/j/6826895354>

Meeting ID: 682 689 5354

<u>Lot #</u>	<u>Description</u>	<u>Meeting Date</u>	<u>Meeting Time</u>
Lot 1	Course Design and Development	June 8, 2021	1:00 PM EST
Lot 2	Course Migration Services	June 8, 2021	9:00 AM EST
Lot 3	Global Course Deployments & Course Support	June 9, 2021	1:00 PM EST
Lot 4	Web Design and Development	June 10, 2021	9:00 AM EST
Lot 5	Mobile Application Development	June 11, 2021	9:00 AM EST
Lot 6	Game Development	June 10, 2021	1:00 PM EST
Lot 7	Assessment and Content Writing	June 14, 2021	1:00 PM EST
Lot 8	Proofreading, Copyediting and Fact Checking	June 15, 2021	1:00 PM EST
Lot 9	Audio Production	June 16, 2021	1:00 PM EST
Lot 10	Video Production	June 15, 2021	9:00 AM EST
Lot 11	Photography	June 17, 2021	9:00 AM EST
Lot 12	Animation VFX	June 18, 2021	9:00 AM EST
Lot 13	Ancillary Services including curriculum mapping, prototype development, meta tagging, language translation, de-flashing, accessibility auditing	June 18, 2021	1:00 PM EST

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**FLORIDA VIRTUAL SCHOOL
REQUEST FOR PROPOSAL
CURRICULUM DEVELOPMENT AND SUPPORT SERVICES**

1. OVERVIEW

1.1. Purpose

Florida Virtual School ("FLVS") is seeking responses from qualified proposers for Curriculum Development and Support Services. The recommended award shall be to the most qualified proposers as determined by an evaluation committee using a scoring methodology described herein. The final award will be based on FLVS Board of Trustees approval (if total value is \$300,000 or greater) or Procurement Director approval (if total value is less than \$300,000).

1.2. About FLVS

As an online Kindergarten-12th grade solutions provider, Florida Virtual School is committed to providing valuable resources for every school district and school across the nation. FLVS offers a variety of educational products and services to B2B and B2C audiences, including: K-12 Online Schools, Teacher Training and Professional Development, Digital Curriculum (190+ Courses), Tech Solutions and Platforms. Additional information about FLVS can be found on www.flvsglobal.net (National Services) and www.flvs.net (Florida Services).

1.3. Contract Scope, Structure, Terms, and Pricing

1.3.1. Contract Services, Structure, Term, Sequence and Pricing: FLVS shall enter into a multiple-contracts from multiple proposers for each Lot (or category of work) as deemed to be in FLVS's best interest for all services as described under this RFP. It is the responsibility of the Proposer to partner as necessary and assemble the team, skills, assets and other qualifications to meet all requirements in the RFP. The selected Proposer shall assume all contractual responsibilities, obligations and comply with all contract terms and conditions.

Awards shall be made on a Lot-by-Lot basis to the top-ranking qualified proposers for each Lot. Qualified proposers shall meet or exceed specified requirements, criteria and qualifications as specified herein.

1.3.2. Scope of Work: The scope of work for each Lot under this contract is in Section 5 of this RFP.

1.3.3. Contract Structure: FLVS shall contract the services described herein under a single contract with each awarded proposer. The single contract, however, shall be packaged into one Master Service Agreement ("MSA") with associated Statements of Work (SOW). Separate SOWs shall be issued for all services to be provided. SOWs shall result from Secondary Bid/Request for Quote Process which includes direct quotes and/or RFQs (Basis for Award Section 2.3.5).

1.3.4. Contract Term and Sequence: The Master Service Agreement (MSA) is the first Agreement that shall be exercised for five (5) years with three (3) one-year renewals as directed by FLVS. The Services SOWs shall be exercised at the discretion of FLVS and shall have a term that does not exceed twelve months

from the expiration of the MSA. Separate and individual Scopes of Work (SOW) may be issued for specific needs of the project.

- 1.3.5. **Contract Pricing:** The MSA and SOW shall be as specified on the proposal price sheet in Section 5 for each Lot. Contractors shall provide pricing as required on the proposal price sheet. Alternate price structures may be submitted in addition to the pricing requested. FLVS reserves the right to reject proposals that do not comply with the information requested on the proposal price sheet.

2. EVALUATION OF RESPONSES

Responses shall be reviewed and evaluated by the Proposal Evaluation Committee as described herein.

2.1. Proposal Evaluation Committee (PEC)

- 2.1.1.** For each Lot, a Proposal Evaluation Committee shall convene, review, evaluate and rank all valid responses submitted based on the evaluation criteria. The PEC committee shall consist of FLVS staff members who are voting members and non-voting subject matter experts (SMEs). The non-voting members or SMEs will be reviewing the proposals and reporting in their field of expertise to the committee.
- 2.1.2.** The Proposal Evaluation Committee reserves the right to interview any, all or none of the Proposers that responded to the RFP and to require at the discretion of FLVS formal presentations with the key personnel who shall administer and be assigned to work on behalf of the contract before recommendation of award.
- 2.1.3.** The Proposal Evaluation Committee reserves the right to conduct site visits of a Proposer's facilities and/or of a current project they are managing.
- 2.1.4.** Public Notice of Response Evaluation Committee meetings will be posted on FLVS Procurement Services website at
 - Bonfire: <https://flvs.bonfirehub.com/>
 - Florida Virtual School Procurement Opportunities: <https://flvs.net/about/procurement-opportunities/solicitations-open>

2.2. Evaluation Process

- 2.2.1.** The selection process to evaluate the responses under this RFP shall be conducted in accordance with the evaluation procedure as described in this Section. Accepted Responses shall be evaluated by the PEC comprised of FLVS staff or non-staff members as assigned to the committee. FLVS shall be the sole judge as to which response is best and, in ascertaining the best response, shall take into consideration the financial resources, reputation, fit of proposed solution, and experience in performing similar work, as generally described below. FLVS will use 1) Minimum Qualifications/Responsiveness Check and 2) Two-Step Process (written and oral steps).
- 2.2.2** FLVS shall generally follow the above shown process; in doing so, FLVS at its will, reserves, at a minimum, the following rights:
 - a. The award shall be made to the Proposers that best meet FLVS needs. Every response shall be reviewed/evaluated in terms of its conformance to the RFP specifications;
 - b. All responses properly completed and submitted shall be accepted by FLVS. However, FLVS reserves the right to reject any or all responses, reject any response that does not meet all mandatory requirements, or cancel this RFP according to its best interest;
 - c. FLVS also reserves the right to waive minor irregularities in responses if that action is in the best interest of FLVS. If the Proposer is awarded the contract,

such a waiver shall in no way modify the requirements stated in this RFP or excuse the Proposer from full compliance with the specifications stated in this RFP or resulting contract;

d. FLVS reserves the right, before awarding the contract, to require Proposer to submit additional evidence of qualifications or any other information FLVS may deem necessary:

e. FLVS reserves the right to further negotiate any response, including price, with the highest rated Proposers. If a contract cannot be reached with the highest rated Proposer, FLVS reserves the right to negotiate and recommend award to the next highest Proposers or subsequent Proposers until a contract is reached;

f. FLVS shall not be under any requirement to complete the evaluation by any specific date and reserves the right to suspend or postpone the evaluation process would the need arise due to budget constraints, time constraints or other factors as directed by FLVS;

g. FLVS, at its sole discretion may waive the requirement to have demonstrations or interviews and may determine an award based on steps as defined.

h. FLVS, at its sole judgment, will award or reject any or all responses as is in the best interest of FLVS and the decision shall be final.

2.3. Evaluation Steps

2.3.1. Response Opening

Response submittals shall be received electronically and publicly opened (see zoom link provided on the cover page). Only the names of Proposers will be read at this time. Individuals that would like to hear the names of the proposers read aloud during the official Response Opening may access the electronic meeting via the zoom link (see cover page).

The list of responses received shall be made available at <https://flvs.bonfirehub.com/>. and <https://www.flvs.net/about/procurement-opportunities/solicitations-open> within 48 hours following the opening.

2.3.2. Responsiveness to Submittal Requirements

A preliminary evaluation by FLVS Procurement Services shall determine whether each received response is complete and compliant with the minimum qualifications and all other instructions and/or submittal requirements in the RFP. Section 3 Compliance will be reviewed by the Procurement Department and reported to committee during the evaluation session. Any responses that are incomplete or that do not comply with the instructions and /or submittal terms and conditions may be rejected and excluded from further consideration. Contractor responses, which are compliant as determined solely by FLVS, are moved to Step 1 of the evaluation stage.

2.3.3. Step 1: Evaluation

FLVS shall evaluate each written response for each Lot based on the evaluation criteria listed within each Lot, using a 0-10 rating system multiplied by the weights assigned. This meeting shall be open to the public via the zoom link provided on the cover page.

Step 1a: For each Lot, the proposal evaluation committee (PEC) members will discuss all contractor responses, and each evaluation committee member will score the responses individually. Additionally, the Procurement Representative will send each individual member an Evaluation Committee Rules form to sign as acknowledgment of the committee member's understanding of the participation requirements. The form specifies that "each member will conduct, and complete, an individual evaluation of each response." Each member of the PEC will first score each proposer's written response. The procurement representative will combine the weighted evaluation scores from each committee member to finalize total weighted scores for each respondent on a Lot by Lot basis.

Step 1b: The procurement representative will combine the weighted evaluation scores submitted by all PEC members for each Lot and shall determine the highest scoring responses based on the total evaluation scores received. FLVS reserves the right to determine the cutoff score and the number of responses that may advance to Step 2. Step 2 is optional at the sole discretion of FLVS. If FLVS determines that Step 2 is not required, award recommendation will be made based on the scores from Step 1 on a Lot-by-Lot basis.

2.3.4. Step 2 (optional): Presentation and/or Interview

Finalists shall be notified by FLVS Procurement to appear in-person or via Zoom meeting at the discretion of FLVS, in no particular order, for a presentation and/or an interview of their response and detailed discussion of the elements of their response. Step 2 evaluation is a "fresh evaluation" with scores from Step 1 not being carried forward. Only the scoring session shall be a public meeting. Interviews will be conducted on a Lot-by-Lot basis.

- a. Procurement Services will assign the date and venue for the demonstrations and/or oral presentations based upon a random drawing of the responses advanced to Step 2;
- b. The PEC may require the finalists to furnish additional information or respond to questions and/or clarifications prior to or at the oral demonstration/interview;
- c. FLVS may require finalists to provide login or access for testing systems if applicable as directed;
- d. FLVS reserves the right to invite additional subject matter experts from FLVS and/or its representatives to attend oral demonstrations/presentations;
- e. Following the oral demonstrations/oral presentations, FLVS may require finalists to furnish additional information or respond to questions and/or clarifications that might be needed to finalize the PEC scoring. May require additional public meeting(s).
- f. Using the evaluation criteria in Section 2.4, each member of the PEC will separately score each respondent's system demonstration/oral presentation using a 0-10 rating system multiplied by the weights assigned. The procurement representative will combine the evaluation scores submitted by all PEC members and shall determine the highest scoring respondent based on the total evaluation scores received to finalize point total from Step 2 and respondent ranking.
- g. Procurement Services will post an Intent to Award Notice within approximately two weeks from finalist selection.

2.3.5. Basis of Award

Recommended award shall be made to the highest ranked Contractors whose responses are determined in writing to be the most advantageous, bringing "best value" to meet the criteria of FLVS. FLVS shall award on a Lot-by-Lot basis.

FLVS reserves the right to award to multiple service providers within each Lot. Each awarded response shall be ranked within the Lot. FLVS reserves the right to make awards by individual item, group of items, all or none or a combination thereof; to reject any and/or all Bids/Proposals or to waive any minor irregularities or technicalities. All purchases are contingent upon district funding. Following the selection and upon final negotiation of the contract terms and conditions with the top ranked Respondents, recommendation for contract award will be submitted to FLVS Board of Trustees (if total value is \$300,000 or more) or Procurement Director approval (if total value is under \$300,000).

The FLVS Executive Team at their sole discretion shall accept or reject all recommendations of the Evaluation Committee. If the Executive Team accepts the Evaluation Committee's recommendation, the process continues as noted in each step above. If the Executive Team rejects any Evaluation Committee's recommendation, the Executive Team at their sole discretion, shall proceed with any of the following methods: directing the Procurement Representative to recommence the selection ranking process at whatever state or step the Executive Team deems appropriate (including step 1, step 2, and/or step 3); pursuing the project by any other alternative method permitted under Florida law; or abandoning the project all together. If the Executive Team elects to pursue the project through an alternative method or abandon the project all together, FLVS shall provide public notice of that decision.

FLVS reserves the right to negotiate price and contract terms and conditions with the most qualified firm(s) to provide the requested service.

2.3.6. Selection Criteria

This procurement will comply with applicable Board Policies, State Board Rules, and Florida Statutes. The selection of a firm may be made without discussion with Proposer(s) after responses are received. Therefore, responses should be submitted complete with all pertinent information.

No Proposer shall have any rights against FLVS arising from such negotiations.

There will be no interim briefing regarding the status of a particular response until the evaluation of all responses is completed.

2.3.7. Proposal Evaluation Criteria Step 1

The evaluation criteria for step 1 are provided within the Scope of Services (Section 5) for each individual Lot. Respondents are cautioned that the criteria and weighted percentages may vary from Lot to Lot.

2.3.8. Respondent Demonstration/Interview Criteria – Step 2 (Optional)

In the event that FLVS determines the need to conduct oral presentations or interviews the following criteria and weights shall apply to all Lots moving to step 2 (if applicable).

Criteria No.	Step 2: Main Criteria Description	Weight
1.	Quality of the presentation demonstrating ability to meet or exceed the requirements.	80%
2.	Value added services and cost saving strategies.	20%
	TOTAL	100%

3. **RESPONSE SUBMISSION FORMAT AND INFORMATION THAT MUST BE SUBMITTED**
ALL proposers must respond to all content within Section 3 of this document. Section 3 provides the information necessary to determine compliance as well as providing background that demonstrates the experience and qualifications of the responding entity. The Scope of Service (Section 5) contains the details pertaining to functional and technical requirements, respondent questionnaires, Samples of Work and Case Studies, cost proposal forms and scoring criteria for each Lot, .

3.1 Instructions for Submission – Copies of Proposals. In order to maintain comparability and consistency in the review and evaluation of responses, all responses shall be organized as specified below. Avoid any elaborate promotional materials and provide only information that is required. All supporting materials should clearly reference the portion of the RFP to which they pertain. **Submit a total of four (4) electronic documents in PDF format.**

1. Upload one (1) copy of the Required Forms Packet regardless of how many Lots for which you are responding (Section 3.1.2).
2. Upload ONE (1) .pdf file containing detailed response to all of Section 3 requirements. (only provide once regardless of how many lots for which you are responding).
3. Upload one (1) .pdf file for EACH Lot for which you are responding (Section 5).
4. Upload one (1) REDACTED version of the ENTIRE proposal including all of the above a single contiguous document as a .pdf file.

Compliance and Response Submission

Proposals must be received by FLVS Procurement Department through Bonfire at <https://flvs.bonfirehub.com> no later than the response due date and time specified above. Proposals received after this time will not be considered. Proposals shall not be modified after the RFP closing date and time.

As a reminder, no late submissions can be accepted. Proposer is responsible for allowing adequate time to upload their documents to <https://flvs.bonfirehub.com>.

Electronic Proposal Submittal

Respondent shall submit all documents pertaining to this RFP electronically through Bonfire at <https://flvs.bonfirehub.com>. If you're experiencing technical difficulties, contact Support@GoBonfire.com.

- Upload files in Adobe Portable Document Format (.pdf), Excel (.xls or .xlsx)
 - **No Zip Files shall be accepted**
- Enable Printing on all files submitted
- All required documents must be fully filled out and signed by an official who is authorized to legally bind the Respondent on all solicitation specifications
- Clearly identify each part of the submission as directed by the solicitation document
- Terms and Conditions submitted by the Respondent which differ from those of the solicitation may be cause for disqualification of the proposal

3.2 Table of Contents

Clearly outline and identify the material and responses by Section in sequential order for the major areas of the response, including enclosures. All pages must be consecutively numbered and correspond to the table of contents.

3.3 Cover Letter and Compliance Information

Provide a cover letter indicating your company's understanding of the requirements/scope of this RFP. The letter must be a brief formal letter from the Proposer that provides information

regarding the company's interest in and ability to perform the requirements of this RFP. Unless specific exceptions are noted in the response to this package, all terms and conditions contained in the response to include the inclusive sample contract are considered to be accepted by the proposer. The prospective Proposer hereby certifies, by submission and signature of this letter, represents complete and unconditional acceptance of the requirements, terms and conditions of this solicitation and all appendices and any Addendum released hereto. Cover letter shall be signed by authorized principal party.

For each of the following provide a full list of names, titles, addresses, telephone numbers, and email addresses:

3.31 **Primary Contact:** Point of contact for solicitation process and contracting purposes.

3.3.2 **Principals and Authorized Signatures:** Person(s) or entities serving or intending to serve as principals, authorized to legally commit the Proposer's organization to perform the services.

3.4 Checklist of Response Categories. To be included directly following the cover letter identifying which Lots (categories of work) are being responded to in the proposal. Each Lot must begin on a clean page within the proposal and be clearly labeled with the name or description of the Lot and the Lot number.

3.5 Required Forms Packet. Responses must include all 13 Required Forms (provided in RFP Attachment 1 – "Required Forms Packet") listed below along with copies of current Certificates of Insurance. All forms must be completed and signed (and notarized where applicable). These documents must not be modified in any manner Note: The "Required Forms Packet" also contains the Sample FLVS Standard Terms and Conditions (MSA), Statement of Work (SOW), Change Order and IT Security Policy.

- | | |
|---|---|
| 1. Compliance Checklist (Section 3) | 2. Compliance Worksheet (Section 3) |
| 3. Certificate(s) of Insurance (Section 7.18) | 4. Contractor's Statement of Qualifications (Appendix A) |
| 5. Acknowledgement of Business Type (Appendix B) | 6. Statement of Affirmation and Intent (Appendix C) |
| 7. Mutual Non-Disclosure Agreement (Appendix D) | 8. Addenda Form / Dispute Resolution Clause (Appendix E) |
| 9. Fair Labor Act / Public Crimes / Federal Debarment Certifications (Appendix F) | 10. Drug Free Workplace Certification (Appendix G) |
| 11. Public Records Act / Chapter 119 Requirements (Appendix H) | 12. Anti-Lobbying Certificate (Appendix I) |
| 13. Reference Release Form (Appendix J) | 14. E-Verify Certification Form, Vendor Application and W-9 Form (Appendix K) |

3.6 Financial Stability

Proposer must Demonstrate financial stability by providing at a minimum a Statement from a Certified Public Accountant certifying the firm's financial stability including information as to current or prior bankruptcy proceedings. The letter shall include current ratio, cash ratio, quick ratio, debt-equity ratio, debt to capital ratio and debt to asset ratio and return on assets (ROA).

FLVS as its sole discretion may request at any time during the evaluation or contracting process a Dun & Bradstreet (D&B) Supplier Evaluation Report (SER) and / or Certified Financial Statements (Copy of audited financial statement for each of the last three years, by an independent certified public accounting firm or Federal Tax Return for previous years). All costs associated with this report shall be borne by Proposer.

3.7 Cybersecurity Compliance

Describe in detail your organization's cybersecurity compliance policies. Respondents must demonstrate policies in place to prevent a variety of common cybersecurity attacks. This includes, but is not limited to:

- Demonstrate use of proper input validation using common security libraries such as ESAPI from OWASP to prevent common attacks if contractor intends to employ user input.
- Demonstrate use of current, supported and patched applications and libraries to minimize vulnerabilities in applications code as applicable.
- Demonstrate use of a proper error handling code to ensure that system information is not revealed.
- Disclose any plugins, add-ons, third party tools or similar that will be included in your proposed solution.

The FLVS IT Security Policy is provided as part of the standard terms and conditions under the standard Master Services Agreement (Attachment K).

3.8 Accessibility Requirements

Respondent shall provide a plan explaining how the development and quality assurances practices support users with Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation in accordance with WCAG 2.1 and 508 Accessibility Standards. Provide details for any additional components or add-ons, or third-party tools that might be recommended.

All product delivered shall conform to WCAG 2.0 AA in accordance with 508 Accessibility Standards. FLVS is interested in conformance with WCAG 2.1 AA. Respondent shall include in their response their specific capabilities. Awarded respondent must be able to provide an Accessibility Conformance Report on their product as part of the contracted deliverables. FLVS recommends that the ACR follows the VPAT format. Respondent warranty requirements shall apply to any accessibility defects identified post-delivery (see Section 5.3).

3.9 Section 2 – Qualifications, Experience, Letters of Reference and Key Resources

Summarize the qualifications of the Proposer's project team and provide references. Where the project team includes sub-contractors or sub-consultants, qualifications of the proposed sub-contractors or sub-consultants shall also be provided. In addition, respondents shall complete the Response Checklist and Compliance Information Sheet (Required Forms Packet).

3.9.1 Background

- a. List the number of years your company has been in operation.

- b. List the number of active clients by year, within the past five (5) years.
- c. Where are your corporate offices located?
- d. Do you have any offices in Central Florida?
- e. Describe your support and quality assurance resources.

3.9.2 **Experience**

Describe your company's general experience with the services specified.

- a. Describe strategic advantages your organization brings to the partnership with FLVS.
- b. List awards won related to web development services in the last 5 years.

3.93. **References**

- a. Provide **three (3) written letters of reference** from the last thirty-six (36) months. Letters of reference should be on company letterhead from the referee and include signature and contact information.
- b. Authorization to contact and check previous performance on projects.

3.9.4 **Key Resources and Central Point of Contact.**

- a. Provide an organizational chart of the staffing plan.
- b. Provide professional bios, relevant years of expertise, and current job descriptions for the staffing plan.
- c. Explain if resources are physically located within the United States or if you utilize off-shore support. Provide details about where your resources are located and if the main point of contact is US based.
- c. FLVS requires risk mitigation plans for resources on the project in the event a resource leaves the firm prior to completion of contract.
- d. If hiring sub-contractors, describe how the Proposer plans to allocate responsibilities/lead roles and work between Proposer and sub-contractor for the various tasks.

Note: Section 5 contains 13 Lots of work. Each Lot contains additional information and requirements specific to that area of work. ALL proposers must provide responses to Section 3 (once) within the body of their main proposal document AND provide the information specified for each individual Lot.

4. INSTRUCTIONS TO PROPOSER

- 4.1 To ensure proper and fair evaluation, FLVS has established a **Cone of Silence** applicable to all Competitive Solicitations. The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences. The Cone of Silence will be imposed upon all Competitive Solicitations (including the RFP) beginning with the advertisement for the same and ending with the approval for award.

Upon the issuance of this RFP, all contact with FLVS must be made through the procurement representative named on the first page. The Proposer must limit communication with the designated contact to the means specified in this document. Other employees and representatives of FLVS and the participating agencies are instructed not to answer questions regarding the RFP or otherwise discuss the contents of the RFP with the Proposer or its representatives. Any contacts made with other employees and representatives of FLVS will be reported and forwarded to Procurement. Proposer shall not, under the penalty of law, offer any gratuities, favors or anything of monetary value to any officer or employee of FLVS in connection with this competitive procurement.

- 4.2 Proposer to this Response or persons acting on their behalf are specifically instructed not to contact Board of Trustees, members, staff, or Committee Members during the course of the Response and Selection process. All procedural matters shall be directed to Procurement. Evaluation Committee members or other School employees shall not be contacted or approached by representatives of any potential Proposer to this RFP. Contact or communication initiated by any responding firm may result in rejection of the Response.

- 4.3 **Public Records.** Upon award recommendation or thirty (30) days after opening, whichever is earlier, any material submitted in response to this RFP will become a public record and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes (Public Records Law). Proposers must claim the applicable exemptions to disclosure provided by law, in their response to the RFP, by identifying materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. FLVS reserves the right to make any final determination of the applicability of the Public Records Law.

4.3.1 Redacted Submissions

If Proposer considers any portion of the documents, data or records submitted in response to this solicitation to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Proposer shall mark the document as "Confidential" and simultaneously provide a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the solicitation name, number, and the Proposer's name on the cover, and shall be clearly titled "Redacted Copy." The Redacted Copy should only redact those portions of material that the Proposer claims is confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as confidential are responsive, FLVS shall provide the Redacted Copy to the requestor. If

a requestor asserts a right to the Confidential Information, the Department shall notify the Proposer such an assertion has been made. It is the Proposer's responsibility to assert that the information in question is exempt from disclosure under Chapter 119, Florida Statutes, or other applicable law. If FLVS becomes subject to a demand for discovery or disclosure of the Confidential Information of the Proposer in a legal proceeding, FLVS shall give the Proposer prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Proposer shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a proposal, the Proposer agrees to protect, defend, and indemnify FLVS for any and all claims arising from or relating to the Proposer's determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Proposer fails to submit a redacted copy of information it claims is confidential, FLVS is authorized to produce the entire documents, data, or records submitted in answer to a public records request for these records.

- 4.4 **Posting of Tabulations/Recommendation:** RFP tabulations with recommended awards will be posted for review by interested parties. Visit <https://flvs.bonfirehub.com> or <https://www.flvs.net/about/procurement-opportunities/solicitations-open> for bid/response links. Results will remain posted for a period of 72 hours. Failure to file a Notice of Intent to Protest within the time prescribed in Section 120.57(3) b, Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. If the tabulation with the recommendation of award is not posted by said date and time, Procurement Services will endeavor to post a "Notice of Delay of Posting" to inform all Proposer of the delay and anticipated posting date and time.
- 4.5 **Bid Protests:** Any person who believes they are adversely affected by any specification in this Bid or RFP or any decision or intended decision concerning this Bid or RFP and who wishes to protest such specification, decision, or intended decision shall file a Notice of Intent to Protest in accordance with Section 120.57(3), Florida Statutes. Notice must be sent to procurement@flvs.net. Following Notice, a formal written protest must be accompanied by a bond payable to FLVS in an amount equal to one percent (1%) of the total value of the proposed contract. Security shall be in the form of a bond, a cashier's check, or money order. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security within the time frame set forth in Section 287.042(2)(c), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.6 **Written Clarifications:** Any Proposer in doubt as to the true meaning of any part of this RFP or related documents may submit a written request for clarification to the Buyer (see cover sheet) no later than the date and time specified on the cover sheet. Any interpretation to a Proposer shall be made only by amendment duly issued. All Amendments will be posted and disseminated on the following websites:
- Bonfire (<https://flvs.bonfirehub.com>)
 - Florida Virtual School Procurement Opportunities (<https://flvs.net/about/procurement-opportunities/solicitations-open>)
- 4.6.1 Prior to submitting the response, it shall be the sole responsibility of each Proposer to determine if addenda were issued and, if so, to download such addenda from Bonfire or FLVS.net for attachment to the response (**Appendix E**).

NOTE: If you download a copy of this response from Bonfire you will be notified by Bonfire (as you listed, email or fax) of postings during the life of this solicitation. **You will not be notified if you downloaded a copy of this response from FLVS.net.**

4.6.2 All questions must be in writing and emailed to the Buyer (see cover sheet).

- 4.7 Any corrections or amendments will be posted as addenda issued no later than five (5) days prior to the response due date. Proposers should not rely on any statements other than those made in this RFP or written response to questions and/or addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.
- 4.8 All responses must be prepared and submitted in accordance with the instructions provided in this RFP. Each response received will be reviewed to determine if the response is responsive to the submission requirements outlined in the RFP. A responsive response is one that follows the requirements of the RFP, includes all documentation, supporting exhibits, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem your response non-responsive.
- 4.9 FLVS will receive sealed electronic responses until the date and time indicated on the cover page. Responses must be submitted electronically to the electronic drop box on <https://flvs.bonfirehub.com/>, as described on the cover page. No late submissions will be accepted. It will be the Proposer's responsibility to submit the electronic response to the drop box on time. Respondent shall contact Bonfire for technical support if they experience difficulty uploading their submission at Support@GoBonfire.com. Note that the official clock, for the purpose of receiving responses, is the Bonfire system timestamp.
- 4.10 **Purchase Order:** The award of the response shall not constitute an order. Before services rendered, Proposer must receive a purchase order from FLVS.
- 4.11 **Conflict of Interest**
- 4.1.1 No contract for goods or services shall be made with any business organization other than governmental agencies in which any of the following apply:
- a. The CEO/President or a member of the Board of Trustees has any financial interest whatsoever;
 - b. A spouse or child of the CEO/President or a member of the Board of Trustees has an employment relationship, or a material interest as defined by Section 112.312(15), Florida Statutes;
 - c. An employee of the FLVS has a material interest as defined by Section 112.312.(15), Florida Statute, unless the contract is based upon a competitive bid/RFP and the employee has not, directly, or indirectly, participated in the development of bid/RFP specifications or in the recommendation for purchase or award.
- 4.1.2 No employee or official of the Board of Trustees shall use bid/RFP prices or school prices or receive any other preferential treatment in the making of personal purchases. Neither shall any employee or official make purchases for personal use through the school or the school district (FLVS). Nothing contained herein shall be deemed to prohibit an employee from participating in activity or purchasing program that is publicly offered to all employees of FLVS.

4.1.3 Any violation of any provision of this subsection by an employee of FLVS shall be grounds for disciplinary action that could include dismissal.

4.1.4 No employee shall be the approver or initiator of purchases from any business organization in which a family member is the point of contact, the person performing the work, or works for the business organization. In this situation, the employee is required to recuse themselves from participating directly or indirectly in the procurement process.

5. SCOPE OF WORK

Florida Virtual School is seeking qualified service providers for Curriculum Development and Support Services. These services are segregated into specific areas, or “Lots” of subject matter expertise including course design & development, migration services, global course deployment and course support services, web design and development, mobile application development, game development, assessment and content writing, proofreading copyediting and fact checking, audio production, video production, animation/VFX, photography, and ancillary services (including curriculum mapping, prototype development, meta tagging, world language, de-flashing, and ADA compliance auditing) **or any of the individual components** listed below. Services may be used to support FLVS courses, curriculum, marketing and or media or other similar as needed. Services are provided on an as-needed basis, with no guaranteed or minimum spend.

Respondents shall demonstrate their ability to deliver creative and engaging content in response to the specific requirements of each Lot selected for response. Respondents shall submit proposals on a Lot-by-Lot basis by responding to any and all individual Lots listed. The proposal shall demonstrate the respondent’s relevant experience and subject matter expertise necessary to provide acceptable deliverables adherent with specified requirements and/or standards specified herein.

General Requirements for Responsiveness and Compliance

Requirements as specified within “General Requirements” (Section 5) shall apply to any and all Lots responded to by proposer. Proposer may elect to respond to one, several, or all Lots of work listed.

Training. Respondent shall provide training/knowledge transfer plan in technologies utilized in the creation of content that are necessary for FLVS staff to understand and to provide support and maintenance to course content. FLVS staff is conversant in HTML, Adobe Creative Suite and other relevant programs.

Resource Availability. Respondents shall be available for contact during FLVS normal business hours (8:00 AM – 6:00PM EST). Contractors agree to receive work assignment and materials via email.

Project Management/Single Point of Contact. FLVS requires a dedicated point of contact for procurement activity. All awarded SOWs will require either a project manager or a dedicated point of contact who will serve as the liaison to the FLVS point of contact. Agile project management is highly preferred.

Location. All work is performed remotely at Contractor’s facility. FLVS does not provide contractors with hardware, software, materials, internet connectivity or other needed for daily operational needs unless otherwise specified.

FLVS Holiday Schedule. FLVS typically observes the following office closures each fiscal year (July 1 through June 30): Martin Luther King, President’s Day, Memorial Day, Independence Day (5 business days), Labor Day, Veterans’ Day, Thanksgiving (3 business days), Winter Break (typically two weeks {pre-Christmas through New Year’s Day}).

Travel. No Travel requirements are incorporated into this RFP. Any unexpected travel must be approved in advance by FLVS and must be in accordance with FLVS Policy and Florida Statute F.S. 112.061.

Request Status. Contractor must respond to FLVS regarding the status of an outstanding request, within four hours of a request for status on SOWs.

Quality Expectation. It is the expectation that assets created, revised, and/or edited by the Contractor will be of high quality on first review, such that only one round of FLVS curriculum specialist's review moves the file to approval and completion. However, if the contractor submits assets that still do not meet the requirements as indicated by the feedback provided, the contractor will continue with the editing process until the items are approved and accepted by FLVS at no cost to FLVS.

Samples of Work. Respondent shall provide samples of work for each "Lot" of work for which a proposal is submitted. Quality of work product shall meet or exceed standards established with samples provided. Samples for each Lot shall be in accordance with the details provided and shall:

- Be relevant to the area of work;
- Demonstrate competency and experience of similar size and scope
- Be current (produced within the last three years)
- Samples shall demonstrate understanding of age appropriate (K-12) content and provide examples that are creative and engaging if applicable.

Respondents shall provide working URLs to available sample content. Samples shall be provided within the Lot response and be clearly labeled. Each sample submitted shall include the corresponding case study that details the effort contributed by the respondent.

Work Delays: The Contractor is expected to complete deliverables within agreed upon timeframes. In cases where delays are clearly not the Contractor's responsibility, FLVS may grant an extension to the work completion time. Any and all changes to deliverables and or deliverables dates or contents of an executed Statement of Work shall require prior written approval from FLVS and subsequent issuance of a Change Order.

Work Completion: Work shall not be considered complete until requirements within the statement of work are delivered and accepted by FLVS contact as designated.

Liquidated Damages. For non-performance on a SOW, FLVS reserves the right to utilize Liquidated Damages clause(s) to any RFQs or SOWs that result from this RFP. Standard Liquidated Damages include:

Liquidated damages shall apply if the Contractor fails to meet the project schedule as specified within the Statement of Work. FLVS may, at its discretion, elect to assess liquidated damages in the amount of \$<value to be determined> per business day (Monday through Friday) until the earlier of the date that:

- a. the Contractor completes the task
- b. FLVS secures the deliverable elsewhere
- c. FLVS needs otherwise cease

Set-Off Against Sums Owed by the Contractor. In the event the Contractor owes FLVS any sum under the terms of the Contract, pursuant to any judgment, or pursuant to any law, FLVS may set off the sum owed against any sum owed by FLVS to the Contractor in FLVS sole discretion.

Accessibility. Deliverables and development must adhere to Accessibility standards (WCAG 2.1 AA and 508 compliant)

Warranty of Deliverables. In the event defects of deliverables are identified within 12 months from the date of acceptance, Contractor shall execute corrections within 7 business from notification at no additional cost.

Data and Content Ownership

- All data collected shall remain the sole property of FLVS. Upon termination of contract, all data shall be returned to FLVS within five business days in the format specified.
- Respondent may utilize 'blind data' for the purpose of assessing performance metrics

- Any Student Data Registration Information collected shall reside in the FLVS Student Information System
- FLVS shall retain sole rights to utilize and / or modify all deliverables at its discretion.
- Upon award, FLVS shall retain all intellectual property rights in all written materials, video, graphics, or other multimedia materials, computer programs (including all source and object code, documentation, manuals or specifications relating to same) and any other works or materials created for FLVS under the awarded contract and subsequent statements of work as such rights are defined in any jurisdiction throughout the world (the "Work Product"). Contractor shall execute all documents that may be necessary to confirm FLVS' ownership of the Work Product, acknowledges that FLVS may use the Work Product in whatever way and for whatever purpose it chooses, in its sole discretion, and represents and warrants that any third parties who are permitted to contribute to the Work Product under this agreement are bound by all the obligations herein.
- Contractor will create or provide copyright permissions for all images.
- All delivered content shall remain exclusive property of FLVS in perpetuity free of copyright licensing without restriction from contractor and or subcontractor(s) in perpetuity.

FLVS Provided Documents. FLVS provides appropriate support documents to Contractors upon issuance of Statements of Work (SOW) and FLVS Purchase Orders. Required documentation may include but is not limited to FLVS Style Guides, Document Standards, Development Guidelines, Development Checklist, Proofreading Style Guide,

Other items may be provided such as scripts, images, or other content when scope determines content to be provided by FLVS.

Respondent Questionnaire and Requirements Tables. All Lots contain a Respondent Questionnaire section and **Requirements Table**. Respondents shall complete all forms as directed.

Functional and Technical Requirements Tables. Each of the Lots of Work contains a Functional and Technical Requirements Table. Respondents must complete the table for every Lot responded to by providing a response of "Yes" or "No." A response of "Yes" confirms that the requirement shall be met or exceeded and including within the proposed pricing.

Cost Proposal Forms. Respondents are required to submit their cost(s) according to the format provided for each Lot for which they are submitting a proposal. Alternative pricing may be offered in addition (not as a replacement) to the pricing structure requested.

- Proposed rates shall be all inclusive not to exceed rates for the duration of the contract.
- FLVS reserves the right to further negotiation proposed pricing
- Do not use "To Be Determined" or similar annotations in the cells for cost estimates.
- Acceptance of 100% of invoice payments via FLVS Visa Purchasing Card with no additional charges, fees or price increases assessed by the contractor for the use of P-cards during the life of any award resulting from this contract, and any applicable extensions. Proposer's acceptance of P-Card shall be acknowledged within the Lot Cost Proposal Form.
- Proposers may include pricing for additional services that may be available for consideration.
- The Proposer shall provide the best competitive prices on its initial submission Staff Classifications and Billing Rates.
- The Proposer shall also provide fully burdened hourly billing rates for the staff classifications. These rates may be used for any statements of work and/or change order work. The fully-burdened rates shall be inclusive of everything, including direct labor, profit, travel, etc. Upon request by FLVS, the Proposer shall provide proof of true cost through payroll or sub-contract paperwork.

P-Card Acceptance

Respondent shall accept payment via P-Card (with no additional Fees)

☐ Yes ☐ No
(Check one)

Cost Proposal General Notes:

- Unit price will be used to determine the correct extended price if calculation error is found.
- Extended price should be computed as Estimated Total Hours multiplied by the Proposed Unit Price
- All quantities are estimated for the purpose of respondent evaluation only and do not guarantee value of award.
- FLVS Travel Policy
Contractor proposals shall be inclusive of all overhead costs including travel costs. In compliance with 112.061, Florida Statutes, However, while not customary for the services contemplated herein there may be extenuating circumstances where it may become necessary. and only if pre-approved in writing, FLVS will reimburse contractors following the same policy that is set in place for all FLVS staff for ordinary, necessary, and reasonable expenses incurred in the course of business-related travel in compliance with Florida State Law, based upon the rates established in sections 112.061(3),(6),(7), Florida Statute s. Travel expenses must be supported by receipts when submitting a Contractor Travel and Expense Reimbursement Form. Florida Virtual School will only reimburse up to what is considered acceptable based on FLVS travel policy.

Awarded Contracts. FLVS will issue Requests for Quote(s) (RFQs) to contractors awarded under this RFP for Curriculum Development and Support Services. RFQs which may result in issuance of an SOW detailing the specific services or projects to be performed by the selected Contractor, which shall also be set forth in the contract or purchase order. FLVS at its sole discretion may choose to compete any requirement regardless of value at its sole discretion as in its best interest. Pursuant to section 287.056(2), F.S., RFQs performed within the scope of this RFP are not independent competitive solicitations and are not subject to the notice or challenge provisions of section 120.57(3), F.S.

- i. For requirements budgeted below \$25,000, FLVS at its sole discretion shall:
 - a.) request direct quotation from any qualified proposer(s) within the applicable Lot, **or**
 - b.) issue an RFQ to all proposers qualified within a specified Lot using an evaluation process outlined in the RFQ.
- ii. For requirements budgeted from \$25,000 up to \$49,999 FLVS at its sole discretion shall:
 - a.) request direct quotation from the two highest ranked qualified proposer(s) within the applicable Lot, **or**
 - b.) issue an RFQ to all proposers qualified within a specified Lot using an evaluation process outlined in the RFQ.
- iii. FLVS shall issue RFQs for all requirements budgeted at \$50,000 or above. FLVS shall issue an RFQ to all proposers qualified within a specified Lot using the evaluation process outlined in the RFQ.

FLVS reserves the right to make award(s) by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularity or technicality. Responders are cautioned to make no assumptions unless their proposal has been evaluated as being responsive. Cash discounts for prompt payment shall not be considered in determining the lowest net cost for bid/proposal evaluation purposes.

5.1 Lot Responses: To be completed and included with all submissions.

Respondents may provide proposals for any and all Lots below where they meet the specified Requirements. Complete the following table indicating for which services you are submitting a proposal by checking all that apply. Insert this page **immediately after the cover letter** of your response located in Tab 1 of your proposal.

Lot Number	Curriculum Development Lots & Minimum Components	Check All that Apply
Lot 1	Course Design and Development Page design and development Lesson writing and design Interactive Creation	
Lot 2	Course Migration Services	
Lot 3	Global Course Deployments & Course Support Course loading Course updates FLVS Global Client Support	
Lot 4	Web Design and Development Services Web Design Art Direction Programming and Page Development Course Conversion	
Lot 5	Mobile Application Development	
Lot 6	Game Development Simulations Serious Games Puzzle Games Role Play Games Adventure Games	
Lot 7	Assessment and Content Writing Math/Science English/Social Studies Specials including: World Language, Art, Music, and Physical Education Other including: Advanced Placement, Cambridge	
Lot 8	Proofreading, Copyediting and Fact Checking	
Lot 9	Audio Production Services	
Lot 10	Video Production Services Talent Management Video Production (shooting) Video Post-Production (editing)	
Lot 11	Animation VFX Production of Animated Videos	
Lot 12	Photography	
Lot 13	Ancillary Services <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Curriculum Mapping <input type="checkbox"/> Prototype Development <input type="checkbox"/> Meta Tagging </div> <div> <input type="checkbox"/> Language Translation <input type="checkbox"/> Deflashing (Mobile Friendly) <input type="checkbox"/> Accessibility Auditing Services </div> </div>	

5.1.1 **Lot 1 - Course Design and Development**

Description of Services. Minimum components include, but are not limited to page design and development, lesson writing and design, summative and formative assessment creation, and interactive creation. Respondent shall be responsible for performing edits/revisions to course lesson HTML content; performing edits/revisions to online assessments in FLVS LMS system for the content development team and providing quality assurance checks of on-screen and coded HTML changes completed by other development teams.

- FLVS will provide manuscripts for all content to be developed to the awarded Contractor.
- Development will adhere to FLVS guidelines, including but not limited to the Course Development Checklist and the Minimum Technical, System, and Business Application Requirements provided with issuance of SOW.
- Complete Quality Assurance of development work prior to delivery to FLVS including verified corrections of all defects. Defects may include but are not limited to accessibility, proofreading, and content errors.
- Delivery of work to the test environment for the FLVS Learning Management System.

Proof of Concept (POC)

Contractors may be required to submit one lesson per SOW for FLVS review and approval. The purpose of this process is to ensure that there is an understanding of the development and design requirements and allow FLVS to see a sample of developed content prior to developing content for a full module.

FLVS Course Development Checklist will be used to approve submitted modules. Course development efforts will strive to achieve the highest level of student engagement feasible by incorporating a variety of tools, dynamic presentation, and creative strategies.

FLVS High Level Project Workflow

The following represents standard FLVS project workflow practices. FLVS turnaround times have been provided. Respondent shall include in their response a completed project workflow that incorporates FLVS turnaround times and demonstrates ability to satisfy the stated FLVS project milestones and completion date.

- FLVS will schedule a storyboard review with contractor prior to start development upon finalization of manuscripts (optional).
- FLVS will provide and implement look & feel to course files which contractor will utilize as they design and develop manuscripts.
- Within two business days of receipt, FLVS reviews and approves production storyboard before development starts.
- Within three business days of lesson storyboard and approval, Contractor Instructional Designer and Web Developer develop lessons. Within three business days of receipt, Contractor Quality Assurance (QA) team completes a per module QA review.
- Contractor will utilize FLVS version control system for development and deployment of completed work.
- Within 24 hours from QA completion, Contractor delivers revised lesson content in FLVS Learning Management System (LMS) or server as specified by the project manager.
- Within 3-5 business days of delivery into LMS/server, Contractor participates in live on-screen reviews with FLVS.
- Within three business days, FLVS reviews using an issue and defect tracking system. Within two business days, Contractor will have access to a defect tracking system and will review and implement revisions identified by FLVS.

- Within two business days, FLVS completes a second review to verify all issues have been closed in defect tracking system.
- If needed, Contractor applies changes within 48 hours.
- Review process repeats as needed until FLVS approval (Quality Expectations apply)
- FLVS Quality Analyst completes final Cycle 2 testing within three business days of approval.
- Within two business days of FLVS approval, contractor delivers source files for the developed lesson.

The following will be provided to the awarded respondent upon execution of SOW:

- Manuscript for each lesson in the form of a Microsoft Word document which will be the content for the lesson. The manuscripts will be developed using the FLVS lesson script template. It will also detail the interactives, animations, and other media.
- To assist the contractor with the RFQ process, one content sample is provided. This sample shows a reflection of our courses and can be viewed by selecting this link. Complete mobile readiness specifications.
- A working design framework (HTML5), complete with look and feel artwork, navigation, and design document/cheat sheet.
- Documentation on design treatments and functionality of course framework.
- Detailed specifications on development requirements and naming conventions.
- Accessibility compliance requirement standards
- An interactive template resource site (jQuery/JavaScript/AngularJS/JSON) complete with user interface design specifications. These will be used to develop the suggested interactives from the lesson manuscripts.
- Access to necessary FLVS internal applications to complete work as determined by FLVS.
- Video codes and text versions.
- Any images for lessons and/or assessments as needed (shall be provided from respondent repository free from any copyright restrictions in perpetuity for FLVS use).

Samples of Work and Case Studies

Proposer shall include a minimum of three relevant samples of work demonstrating their understanding of the proposed scope and expected quality of the deliverables. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links shall impact the scoring of this category.

Proposal shall include the corresponding case study for each of the provided samples of work. It is highly preferred that submitted samples include prior development of other courses in the K-12 environment. FLVS is also interested in seeing age-appropriate content and/or samples that are consistent with FLVS standards.

Functional & Technical Requirements

Item #	Lot 1 - Course Design and Development Requirements	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent creates and edits content pages and assets per the FLVS Course Development Guidelines using approved web development technologies (described herein) and uploads to FLVS designated LMS environment or test environment as directed.	

2	Respondent agrees to provide FLVS Interactive Framework 4.0, FLVS Interactive Library and Templated lessons (preferred) or alternatively AngularJS library with jQuery.																		
3	Respondent provides Simple jQuery interactions (practice or self-checks such as matching, drag and drop, multiple choice, either template or custom designed with feedback and positive reinforcement.																		
4	Respondent provides Simple HTML, AngularJS or jQuery design treatments (including but not limited to click to reveal, tabbed panels, rollovers, and other similar) used throughout every lesson to keep scrolling to a minimum and to keep students interacting with the pages.																		
5	Respondent performs quality assurance and accessibility testing on all work prior to submitting to FLVS for approval utilizing the FLVS Course Development Guidelines.																		
6	Respondent maintains image subscriptions with resources such as Getty, or other similar sites in order to provide quality images within SOW timelines.																		
7	Respondent uploads course content and assets to FLVS systems as directed.																		
8	Respondent writes and uploads course source files and/or documentation to FLVS locations, intranet sites and/or other FLVS designated storage areas as directed.																		
9	Respondent provides Static Images including but not limited to photo collages, line drawings, static tables, graphs, flow charts as well as simple diagrams and graphic icons and, typography, infographics, revising/editing existing library images, typically used to indicate features such as notes, reminders, practice quiz, game, etc. – are presented throughout the modules.																		
10	Respondent creates or procures all images and media for the course, such that FLVS is permitted to use and distribute when courses are sold without restriction. This means the contractor must own or have cleared all rights with any copyright holders of external material so that FLVS has permission to use images for world-wide commercial use. The images must be appropriate and current for the FLVS targeted audience and should display diversity in races and gender.																		
11	<div>Delivered course content must function without issue in the following Learning Management Systems. Respondents shall indicate a “Yes” or “No” below for each system. A “Yes” confirms fully functional deliverables in the following LMS:</div> <table><tr><th>Learning Management System</th></tr><tr><td>Agilix Buzz</td></tr><tr><td>Canvas</td></tr><tr><td>Blackboard</td></tr><tr><td>D2L Brightspace</td></tr><tr><td>Schoology</td></tr><tr><td>Educator</td></tr><tr><td>Moodle</td></tr></table>	Learning Management System	Agilix Buzz	Canvas	Blackboard	D2L Brightspace	Schoology	Educator	Moodle	<table><tr><th>“Yes” or “No”</th></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table>	“Yes” or “No”								
Learning Management System																			
Agilix Buzz																			
Canvas																			
Blackboard																			
D2L Brightspace																			
Schoology																			
Educator																			
Moodle																			
“Yes” or “No”																			
12	Respondent agrees to include Wireframe development when requested.																		
13	Respondent follows FLVS Course Development Checklist.																		
14	Proposal includes working URL to three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.																		

Item #	Lot 1 Course Design & Development Content Requirements	Meets or Exceeds Requirement "Yes" or "No"
15	Respondent creates and edits content pages.	
16	Respondent reviews and updates HTML code for consistency and validation.	
17	Respondent creates text versions of content for accessibility.	
18	Respondent transcribes audio and/or video recordings.	
19	Respondent scopes assets in courses (Locates and documents images, media, and interactives in courses in detailed reports).	
20	Respondent sets up course content for a course reversion.	
21	Respondent executes dead link check.	
22	Respondent reviews course against FLVS guidelines provided upon issuance of SOW.	
23	Respondent performs required edits based on reviews, use defect tracking system to update content to specifications.	
24	Respondent creates interactives with AngularJS generator.	
Item #	Lot 1 Course Design & Development Assessment Requirements	Meets or Exceeds Requirement "Yes" or "No"
25	Respondent uploads assessments to FLVS designated LMS – assignments and exams.	
26	Respondent activates assessments in FLVS designated LMS.	
27	Respondent updates assessment settings – per FLVS guidelines provided to be provided with SOW.	
28	Respondent updates assessments – for live or in development courses.	
29	Removing assessments as directed.	
30	Respondent effort includes Setup of Gradebuilder.	
31	Respondent sets weighting for segment exams – per FLVS guidelines provided upon issuance of SOW.	
32	Respondent sets up discussion groups within course.	

Respondent Questionnaire – Course Design and Development Services Lot 1

Item #	Question and Response Section – Lot 1	
1	Question:	In detail, provide your standard methodology for course design and development services. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	

3	Question:	Describe your approach to project management including communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
6	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Cost Proposal

Respondent shall provide pricing as described herein. Prices provided shall represent the not to exceed rates for the life of the Agreement if awarded.

Part A: Sample/Fictitious Course for Evaluation Purposes: Lot 1 Course Design and Development World Language – French 1

Respondent shall provide pricing for development of a single FLVS course using the sample provided below. This value shall be used for evaluation purposes.

Course Development: Two Segment Course containing a total of six modules, 60 lessons, which equates to approximately 420 pages of content.

Segment Collaboration:

Images shall include vocabulary terms, assessments and culture, French punctuation characters, Infographics and Interactives.

Ancillary Documents include: Develop Getting Started, Welcome Folder, Glossary, Collaboration, and Tool bar

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Course Development	Per Lesson	60	\$	\$
Images	Per Lesson	60	\$	\$
Ancillary Documents	Per Course	30	\$	\$
Total Not to Exceed Project Cost				\$

B. Hourly Rates. Lot 1 – Course Design and Development. Respondent shall provide hourly rates for resources as indicated. Title may vary by proposer. “Developer” refers to programmer, content developer, writer or other similar role.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Lot 1 – Course Design and Development Services

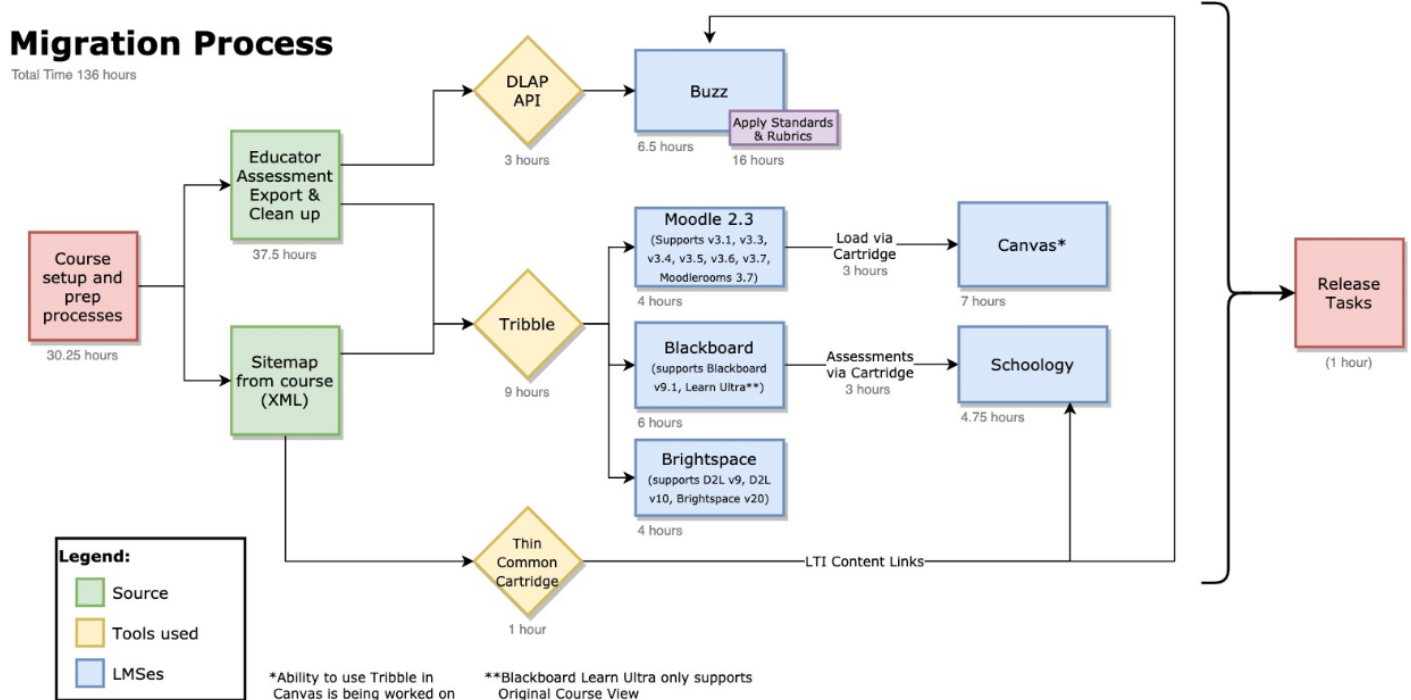
#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples of work and case studies demonstrating experience of similar size and scope	30%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	30%
4.	Cost	30%
	Total Possible	100%

5.1.2 Lot 2 – Course Migration Services:

Description of Services - Course Migration Services includes taking the FLVS version of courses and making them applicable for all non-Florida clients. This work is done by removing Florida specific information from HTML Page and assessment questions and ensuring that all activities are functional across various learning management platforms. The courses are migrated into the master system (i.e. Moodle, Buzz, Canvas, Blackboard, Schoology, and other similar; and perform quality assurance processes).

FLVS High Level Project Workflow

The following represents standard FLVS project workflow practices. FLVS turnaround times have been provided. Respondent shall include in their response a completed project workflow that incorporates FLVS turnaround times and demonstrates ability to satisfy the stated FLVS project milestones and completion date.



Samples of Work and Case Studies

Proposer shall include a minimum of three relevant case studies that demonstrate experience of similar size and scope. Case studies must include details of work effort, respondent contributions, workflow, timelines, outcome, and staffing descriptions. The summary of work performed should also provide key successes and lessons learned that support current best practices. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Case studies should contain relevant experiences that occurred within the last three years. It is highly preferred that submitted samples include prior experience supporting educational entities preferably in the digital K-12 environment.

Functional & Technical Requirements.

Item #	Lot 2 – Migration Services Requirements	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent resources edit content pages including accessibility features, assignments, and assessments used in FLVS course content per the FLVS	

	Course Development Guidelines using approved web development technologies.	
2	Respondent resources copy and or upload course content, assets, assignments, and assessments to the Learning Management system.	
3	Respondent resources write and upload course and client documentation to FLVS databases, internet sites and or other FLVS designated storage repositories as directed	
4	Respondent resources performs quality assurance on all work performed prior to submitting deliverables to FLVS Global using pre-created FLVS Global checklists.	
5	Respondent provides a dedicated, experience manager for the respondent resources assigned to any Statement(s) of Work issued.	
6	Respondent provides FLVS business-hours access to the assigned point of contact.	
7	Respondent guarantees all edited content and or materials are the sole property of FLVS in perpetuity for use without restriction for future licensing.	
8	Respondent submits invoices for services as agreed upon in Statement(s) of Work.	
9	Respondent provides a dedicated, experienced manager/project manager to serve as a single point of contact for contract management and issuance of new business, RFQs, dispute resolution and other business activities. This individual must be available during FLVS standard hours of business operation (8:00 AM to 6:00 PM EST). This role shall be a dedicated point of contact for the duration of the work and shall be available to FLVS during normal business hours and shall have a minimum of five years of experience managing projects of similar size and scope. Respondents shall include detailed CVs for this role.	
10	For awarded assignments, respondent shall provide either a single point of contact or a project manager (as requested). This contact will coordinate work efforts with the identified FLVS point of contact for the duration of the assignment. This individual must be available during FLVS standard hours of business operation (8:00 AM to 6:00 PM EST). Project Managers assigned to FLVS work efforts shall have a minimum of five years of relevant experience.	
Content		
11	Content developed by the awarded contractor will “play” properly (deliver to the end-user as intended without crashes or glitches) on computer systems that meet the minimum hardware/software specifications as specified on https://www.flvs.net/student-resources/system-requirements .	
12	Respondent resources clean/update HTML code for consistency and validation.	
13	Respondent resources create and edit answer key documents.	
14	Respondent resources scope assets in courses - locate and document images, media and interactives in courses in detailed reports.	
15	Respondent resources set up course content for course revisions.	
16	Perform dead link checks.	
17	Respondent resources review courses against FLVS Guidelines provided.	
18	Respondent resources perform required edits – based upon reviews, use defect tracking system to update content to specifications.	
Assessments		
19	Respondent resources upload assessments to LMS – assignments and exams.	
20	Respondent resources activate assessments in LMS.	

21	Respondent resources update assessment settings – per FLVS guidelines provided.	
22	Respondent resources edit assessments – for live or in development courses.	
23	Respondent resources remove assessments.	
24	Respondent resources setup Gradebooks in all LMS.	
25	Respondent resources set weighting for segment exams – per FLVS guidelines provided.	
26	Respondent resources setup discussion groups.	
Minimum Required Skills		
27	Respondent retains staff/resources that meet or exceed the following minimum skillsets for Course Migration Services. Note: FLVS recognizes Advanced Developers as having a minimum of five years of experience and Intermediate Developers having a minimum of three years of experience.	“Yes” or “No”
	HTML Development	Intermediate
	Microsoft Office Applications	Intermediate
	Browsers (Chrome, Internet Explorer, Safari and Firefox)	Advanced
	Adobe Reader	Intermediate
	Cascading Style Sheets	Advanced
	Javascript	Advanced
	XML	Advanced
	Graphic Design Experience	Intermediate
	Learning Management Systems: Moodle 2.x, Educator, Agilix Buzz, Blackboard 9.x, Brightspace, Canvas, Schoology (at a minimum)	Advanced
	Salesforce	Intermediate

Respondent Questionnaire – Course Migration Services Lot 2

Item #	Question and Response Section – Lot 2	
1	Question:	In detail provide your standard methodology for course migration services. Include best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
3	Question:	Describe your approach to project management including communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	

5	Question:	FLVS has provided a high-level workflow diagram for individual projects. What is your process and how does it differ?
	Response:	
6	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	

Hourly Rates. Lot 2 – Migration Services. - Respondent shall provide not to exceed hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Lot 2 - Migration Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of case studies demonstrating experience of similar size and scope	30%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	30%
4.	cost	30%
	Total Possible	100%

5.1.3 Lot 3 - Global Course Deployments & Course Support

Description of Services - Course Deployment includes taking the FLVS course content and assessments from our master location/repository and the FLVS LMS, and digitally 'pushing' them into client LMS systems (including but not limited to Moodle, Agilix Buzz, Blackboard, Desire2Learn, Canvas, Schoology, and other additions as deemed necessary).

Course Support includes but is not limited to working within the FLVS ticket system to triage client technical support tickets and solving them or routing them to the appropriate FLVS recipient for completion (i.e. problem escalation and resolutions). Respondent shall be responsible for ensuring completion of support tickets and providing clients with edits and follow up which may include performing updates to course HTML content and assessments in the above listed LMS systems.

FLVS High Level Project Workflow

Workflow between FLVS and the contractor shall be determined upon execution of Statement of Work and specific to the individual project scope. See "Lot 3 Requirements Course Deployment Services and Course Support" table below for standard tasks that will be included within issued SOWs.

Samples of Work and Case Studies

Proposer shall include a minimum of three relevant case studies that demonstrate experience of similar size and scope. Case studies must include details of work effort, respondent contributions, workflow, timelines, outcome and staffing descriptions. The summary of work performed should also provide key successes and lessons learned that support current best practices. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Case studies should contain relevant experiences that occurred within the last three years. It is highly preferred that submitted samples include prior experience supporting educational entities preferably in the digital K-12 environment.

Functional and Technical Requirements – Lot 3 Course Deployment Services and Support

Course Deployment Services and Course Support		
Item #	Lot 3 – Requirements	Meets or Exceeds Requirement "Yes" or "No"
Requirements Course Deployment Services (task durations shall vary as determined in SOW)		
1	Respondent resources update maintenance list.	
2	Respondent resources update notification system.	
3	Respondent resources setup LTI provider links in applicable LMS.	
4	Respondent resources backup course LTI package.	
5	Respondent resources restore cartridge within applicable LMS.	
6	Respondent resources update LTI information.	
7	Respondent resources complete required course modifications as needed.	
8	Respondent resources update gradebooks when required by LMS.	
9	Respondent resources complete Quality Assurance (QA) check.	
10	Respondent resources resolve QA items.	
11	Respondent resources update documentation for CTS team.	
Global Client Support		
12	Respondent resources monitor incoming Level 1 customer help tickets in Service Now.	

13	Respondent resources triage urgency and frequency of reported issues.	
14	Respondent resources collect basic details required for troubleshooting from customer.	
15	Respondent resources resolve customer issue which may include steps such as but not limited to the following: <ul style="list-style-type: none"> • Perform required course edits – based upon reviews, use defect tracking system to update content to specifications. • Add courses to LTI portal permissions. • Investigate within support documentation of appropriate LMS. • Report broken links to Curriculum Development via Service Now • Reset user permissions following password lockout. • Replicate problem in stated LMS and course prior to escalation. • Share steps to clear cache or verify other system settings. 	
16	Respondent resources shall copy and/or upload course content, assets and assessments to the Learning Management Systems.	
17	Respondent resources shall write and upload course source files and/or documentation to FLVS databases, intranet sites, and/or other FLVS designated storage areas or repositories as requested.	
18	Respondent resources shall perform quality assurance on all work prior to submitting to FLVS for approval utilizing the FLVS Course Development Guidelines.	
19	Respondent resources shall warrantee their work for twelve months and shall abide by the service level agreement (SLA) outlined in the statement of work.	
20	Respondent resources shall deliver all source files to FLVS on the prescribed medium and shall guarantee that the material is solely owned by FLVS, free of any restrictions for future licensing.	
21	Respondent resources shall submit invoices for services as agreed upon in the statement of work.	
22	Respondent resources shall track and update defects in the FLVS tracking system.	

Minimum Required Skills for Course Deployment and Support Services		
	Respondent retains staff/resources that meet or exceed the following minimum skillsets for Course Deployment and Support Services. Note: FLVS recognizes Advanced Developers as having a minimum of five years of experience and Intermediate Developers having a minimum of three years of experience, Beginner Developer 1-3 years experience.	“Yes” or “No”
	HTML Development	Intermediate
	Microsoft Office Applications	Intermediate
	Browsers (Chrome, Internet Explorer, Safari and Firefox)	Advanced
	Adobe Reader	Intermediate
	Cascading Style Sheets	Advanced
	Javascript	Advanced
	XML	Advanced
	Graphic Design Experience	Intermediate
	Learning Management Systems: Moodle 2.x, Educator, Agilix Buzz, Blackboard 9.x, Brightspace, Canvas, Schoology (at a minimum)	Advanced
	Salesforce	Beginner
	Service Now	Intermediate

Respondent Questionnaire – Course Deployment and Support Services Lot 3

Item #	Question and Response Section – Lot 3	
1	Question:	In detail provide your standard methodology for course deployment and support services. Include best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
3	Question:	Describe your approach to project management including communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
6	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.

	Response:	
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Hourly Rates. Lot 3 Course Deployment and Support Services. - Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Lot 3 Course Deployment and Support Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of case studies demonstrating experience of similar size and scope	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	20%
4.	Cost	30%
	Total Possible	100%

5.1.4 Lot 4 - Web Development and Design Services:

Description of Services

Respondents shall possess the necessary skills and resources required to design, develop, update and edit assets and web pages for FLVS Courses. The awarded service provider shall deliver the newly developed content in accordance with the FLVS requirements and specifications as directed. The scope of services includes planning, design, content production, development, CMS integration, and QA testing. Additional ongoing support for updates, enhancements or development of additional content may be requested at the sole discretion of FLVS.

High Level Workflow

The following represents standard FLVS project workflow practices. FLVS turnaround times have been provided. Respondent shall include in their response a completed project workflow that incorporates FLVS turnaround times and demonstrates ability to satisfy the stated FLVS project milestones and completion date.

- FLVS will schedule a review with contractor prior to start development within 3 business days of SOW execution.
- Contractor Developer to create visual concepts and layouts that communicate learning concepts, inform, and captivate student-based learning activities as per the storyboard, delivery within 3 business days of receiving scripts.
- FLVS reviews and approves production storyboard before development starts within 2 business days of receipt of storyboard.
- Contractor Instructional Designer and Web Developer develop content within 3 business days of lesson storyboard review and approval.
- Contractor Quality Assurance (QA) team completes QA review within 3 business days per module.
- Contractor delivers revised lesson content in FLVS Learning Management System (LMS) or server as specified by the project manager within 24 hours from QA completion.
- Contractor participates in live on-screen reviews with FLVS within 3-5 business days of delivery into LMS/server.
- FLVS reviews using an issue and defect tracking system within 3 business days.
- Contractor will have access to a defect tracking system and will review and implement revisions within 2 business days to correct any defects identified by FLVS.
- FLVS completes a second review to verify all issues have been closed in a defect tracking system within 2 business days.
- Contractor applies changes if needed within 48 hours.
- Review process repeats if needed until FLVS approval (Quality Expectations apply)
- FLVS Quality Analyst completes final Cycle 2 testing within 3 business days of approval.
- After Contractor receives FLVS approval for the developed lesson, contractor delivers sources files within 2 business days.

Samples of Work and Case Studies

Proposer shall include a minimum of three relevant samples of work (including development and design work) demonstrating their understanding of the proposed scope and expected quality of the deliverables. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links shall impact the scoring of this category.

Proposal shall include the corresponding case study for each of the provided samples of work. Case studies shall demonstrate design problems with solutions provided. It is highly preferred that submitted

samples include prior experience providing similar services in the K-12 environment. FLVS is also interested in seeing age-appropriate content and / or samples that are consistent with FLVS standards.

Functional and Technical Requirements Lot 4 – Web Design and Development Services

Item #	Lot 4 Web Development Requirements	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent creates and edits content pages and assets per the FLVS Course Development Guidelines using approved web develop technologies.	
2	Respondent provides staff with a minimum technical skill level per the intermediate and advanced technical skills outlined herein.	
.3	Respondent performs quality assurance on all work prior to submitting to FLVS for approval utilizing the FLVS Course Development Guidelines	
.4	Respondent develops content as Learning Objects, with applicable standards tagging, metadata, and assessments (if required.)	
.5	Respondent uploads course content, assets, and assessments to FLVS systems as requested.	
.6	Respondent writes and uploads course source files and/or documentation to FLVS databases, intranet sites and/or other FLVS designated storage areas as requested.	
.7	Respondent delivers source files to FLVS in the specified format.	
.8	Respondent provides a case study demonstrating ability to satisfy requirements. Case study shall offer proven track record of problem solving and resulting solution.	
.9	Respondent provides resources possessing skills including HTML5, CSS2/2.1/Globally compatible CSS3, Javascript, jQueryUI, Angular, Git, Adobe Photoshop, Adobe Illustrator, cross-browser issues, mobile compatibility, HTML validation, common interface design standards, Accessibility (WCAG 2.1 AA, Section 508).	
10	Respondent provides storyboards, wireframes, mood boards or rough layout designs prior to proceeding with final design work (as directed).	
11	Proposal includes 3 relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	
12	Respondent delivers final file format and source files in the requested format.	

Item #	Lot 4 Web Design and Development Services Technical Requirements		Meets or Exceeds Requirement
13	System Compatibility - Delivered course content function without issue in the following environments. Respondents shall indicate a "Yes" or "No" below for each system. A "Yes" confirms the deliverables will be fully functional.		
			"Yes" or "No"
13	Google Chrome		
	Microsoft Edge		
	Mozilla Firefox		
	Safari		
	Mobile for Android		
14	Content developed by the awarded contractor will "play" properly (deliver to the end-user as intended without crashes or glitches) on computer systems that meet the minimum hardware/software specifications as specified on https://www.flvs.net/student-resources/system-requirements .		
Item #	Lot 4 Web Design and Development Services Resource Requirements		Meets or Exceeds Requirement "Yes" or "No"
15	Respondent retains staff/resources that meet or exceed the following minimum skillsets for Web Design and Development Services. Note: FLVS recognizes Advanced Developers as having a minimum of 7 years of experience and Intermediate Developers having a minimum of 5 of years' experience.		
			"Yes" or "No"
	HTML 5+ Development & Validation	Intermediate	
	Microsoft Office Applications	Intermediate	
	Browsers (Chrome, Internet Explorer, Safari and Firefox	Advanced	
	Adobe Reader	Intermediate	
	Adobe Photoshop	Intermediate	
	Adobe Illustrator	Intermediate	
	Cascading Style Sheets	Advanced	
	CSS2/2.1/Globally Compatible CSS3	Advanced	
	Javascript	Advanced	
	XML	Advanced	
	JSON	Intermediate	
	Graphic Design Experience	Intermediate	
	Cross-browser Issues	Intermediate	
	jQuery UI	Intermediate	
	Accessibility (WCAG 2.1 AA, Section 508 Compatible)	Intermediate	
	Angular	Intermediate	
	Git	Intermediate	
	Mobile Compatibility	Intermediate	
	Common Interface Design Standards	Intermediate	

16	Respondent provides a dedicated, experienced manager/project manager to serve as a single point of contact for contract management and issuance of new business, RFQs, dispute resolution and other business activities. This individual must be available during FLVS standard hours of business operation (8:00 AM to 6:00 PM EST). This role shall be a dedicated point of contact for the duration of the work and shall be available to FLVS during normal business hours and shall have a minimum of 5 years of experience managing projects of similar size and scope. Respondents shall include detailed CVs for this role.	
17	For awarded assignments, respondent shall provide either a single point of contact or a project manager (as requested). This contact will coordinate work efforts with the identified FLVS point of contact for the duration of the assignment. This individual must be available during FLVS standard hours of business operation (8:00 AM to 6:00 PM EST). Project Managers assigned to FLVS work efforts shall have a minimum of five years of relevant experience.	

Respondent Questionnaire

Item #	Question and Response Section – Lot 4 Web Development	
1	Question:	In detail, provide your standard methodology for web design and development services. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
3	Question:	Describe your approach to project management including communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
6	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Cost Proposal

Respondent shall provide pricing as described herein. Prices provided shall represent the not to exceed rates for the life of the Agreement if awarded.

Part A. Fixed Fee for Project Sprint Lot 4 Web Design and Development Services

Respondent shall provide not to exceed rates for a sample web development project. The project shall consist of a blended rate for combined resources over a period of time performing web development services as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Web Development Project that requires one (1) Advanced Developer, two (2) Intermediate Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Part B: Hourly Rates. Lot 4 Web Design and Development Services. Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total fees				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Services – Lot 4 Web Design and Development Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples assessments adherence with requirements and guidelines and case studies demonstrating experience of similar size and scope	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	25%
4.	Cost	25%
	Total Possible	100%

5.1.5 Lot 5 - Mobile App Development

Description of Services

Mobile Application Development may include but is not limited to applications developed for FLVS students and or teachers to assist with access to overall content within the FLVS environment. Items may provide functionality, enhancement, or add-ons to existing product or may include development of wholly owned applications.

High Level Workflow

The following represents standard FLVS project workflow practices. FLVS turnaround times have been provided. Respondent shall include in their response a completed project workflow that incorporates FLVS turnaround times and demonstrates ability to satisfy the stated FLVS project milestones and completion date.

- FLVS will schedule a review with contractor prior to start development within 3 business days of SOW execution.
- Contractor Developer to create visual concepts and layouts that communicate learning concepts, inform, and captivate student-based learning activities as per the storyboard, delivery within 3 business days of receiving scripts.
- FLVS reviews and approves production storyboard before development starts within 2 business days of receipt of storyboard.
- Contractor Instructional Designer and Web Developer develop content within 3 business days of lesson storyboard review and approval.
- Contractor Quality Assurance (QA) team completes QA review within 3 business days per module.
- Contractor delivers revised lesson content in FLVS Learning Management System (LMS) or server as specified by the project manager within 24 hours from QA completion.
- Contractor participates in live on-screen reviews with FLVS within 3-5 business days of delivery into LMS/server.
- FLVS reviews using an issue and defect tracking system within 3 business days.
- Contractor will have access to a defect tracking system and will review and implement revisions within 2 business days to correct any defects identified by FLVS.
- FLVS completes a second review to verify all issues have been closed in a defect tracking system within 2 business days.
- Contractor applies changes if needed within 48 hours.
- Review process repeats if needed until FLVS approval (Quality Expectations apply)
- FLVS Quality Analyst completes final Cycle 2 testing within 3 business days of approval.
- After Contractor receives FLVS approval for the developed lesson, contractor delivers sources files within 2 business days.

Samples of Work and Case Studies

Proposer shall include a minimum of 3 relevant samples of work demonstrating mobile development skills and their understanding of the proposed scope and expected quality of the deliverables. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links shall impact the scoring of this category.

Proposal shall include the corresponding case study for each of the provided samples of work. Case studies shall demonstrate design problems with solutions provided. It is highly preferred that submitted samples include prior experience providing similar services in the K-12 environment and experience of pedagogical models. FLVS is also interested in seeing age-appropriate content and / or samples that are consistent with FLVS standards.

Samples demonstrate collaborative efforts, strategic thinking, problem solving, digital architecture, and user interface experience. .

Functional and Technical Requirements

Item #	Lot 5 Mobile Application Development Services Requirements	Meets or Exceeds Requirement 'Yes or No'
1	Respondent provides Consulting on definition of production and delivery objectives for mobile content.	
2	Respondent creates mobile content using full graphic design, programming and/or other approved technology as specified by the project and staff to support professional mobile content production.	
3	Respondent provides consulting and planning for LMS integration needs for mobile content. LMS specifications will be provided based on the project.	
4	Respondent provides consulting on delivery technology and methodology for mobile solutions.	
5	Respondent is responsible for the hiring of all talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.	
6	Respondent delivers source files to FLVS in the specified format.	
7	Proposal includes 3 relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	
Item #	Lot 5 Mobile Application Development Services Technical Skills Requirements	Meets or Exceeds Requirement 'Yes or No'
8	Respondent provides a dedicated, experienced manager/project manager to serve as a single point of contact for contract management and issuance of new business, RFQs, dispute resolution and other business activities. This individual must be available during FLVS standard hours of business operation (8:00 AM to 5:00 PM EST). This role shall be a dedicated point of contact for the duration of the work and shall be available to FLVS during normal business hours and shall have a minimum of 5 years of experience managing projects of similar size and scope. Respondents shall include detailed CVs for this role.	

9	Respondent retains resources that meet or exceed the following minimum skillsets for Mobile Application Development Services. Note: FLVS recognizes Advanced Developers with a minimum of 5 years of experience and Intermediate Developers with a minimum of 3 of years experience.		"Yes" or "No"
	HTML 5+ Development & Validation	Intermediate	
	Microsoft Office Applications	Intermediate	
	Browsers (Chrome, Internet Explorer, Safari and Firefox)	Advanced	
	Adobe Reader	Intermediate	
	Adobe Photoshop	Intermediate	
	Adobe Illustrator	Intermediate	
	Cascading Style Sheets	Advanced	
	CSS2/2.1/Globally Compatible CSS3	Advanced	
	Javascript	Advanced	
	XML	Advanced	
	Graphic Design Experience	Intermediate	
	Azure (Linux and Windows)	Intermediate	
	Cross-browser Issues	Intermediate	
	jQuery UI	Intermediate	
	Accessibility (WCAG 2.1 AA, Section 508 Compatible)	Intermediate	
	AngularJS	Intermediate	
	Git	Intermediate	
	Mobile Compatibility	Advanced	
	Common Interface Design Standards	Intermediate	
	AWS (Linux)	Intermediate	
Item #	Lot 5 Mobile Application Development Services Technical Requirements		Meets or Exceeds Requirement "Yes" or "No"
10	System Compatibility - Delivered course content must function without issue in the following environments. Respondents shall indicate a "Yes" or "No" below for each system. A "Yes" confirms the deliverables will be fully functional.		"Yes" or "No"
11	Respondent works within an Azure hosted environment		
12	Respondent project manages using Agile methodology.		
13	Content developed by the awarded contractor will "play" properly (deliver to the end-user as intended without crashes or glitches) on computer systems that meet the minimum hardware/software specifications as specified on https://www.flvs.net/student-resources/system-requirements .		

Respondent Questionnaire.

Item #	Question and Response Section – Lot 5 Mobile Application Development	
1	Question:	Describe in detail prior experience developing mobile applications.
	Response:	

2	Question:	Describe how you can meet each of the required mobile components. Provide examples of previous work where applicable.
	Response:	
3	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
4	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
6	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
7	Question:	In detail, provide your standard methodology for mobile application and development services. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
8	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Cost Proposal

Respondent shall provide pricing as described herein. Prices provided shall represent the not to exceed rates for the life of the Agreement if awarded.

Part A. Fixed Fee for Project Sprint – Lot 5 Mobile Application Development

Respondent shall provide not to exceed rates for a sample web development project. The project shall consist of a blended rate for combined resources over a period of time performing web development services as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Web Development Project that requires one (1) Advanced Developer, two (2) Intermediate Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Price	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Part B: Hourly Rates. Lot 5 Mobile Application Development - Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total fees				\$

Part C: Lot 5 Mobile Application Development - Hourly Rates by Application

Mobile Application	Unit of Measure	Quantity	Unit Price	Extended Cost
Web App	Per Hour	40	\$	\$
Apple Device	Per Hour	40	\$	\$
Android Device	Per Hour	40	\$	\$
Total Cost				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Lot 5 – Mobile Application Development Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples and case studies demonstrating prior experience of similar size and scope.	30%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	30%
5.	Cost	30%
Total Possible Points		100%

5.1.6 Lot 6 - Game Development Services:

Description of Services

Minimum components include but are not limited to developing and maintaining Simulations, Serious Games, Puzzle Games, Roleplay Games, and Adventure Games.

High Level Workflow

The following represents standard FLVS project workflow practices. FLVS turnaround times have been provided. Respondent shall include in their response a completed project workflow that incorporates FLVS turnaround times and demonstrates ability to satisfy the stated FLVS project milestones and completion date.

- FLVS will schedule a review with contractor prior to start development within 3 business days of SOW execution.
- Contractor Developer to create visual concepts and layouts that communicate learning concepts, inform, and captivate student-based learning activities as per the storyboard, delivery within 3 business days of receiving scripts.
- FLVS reviews and approves production storyboard before development starts within 2 business days of receipt of storyboard.
- Contractor Instructional Designer and Web Developer develop content within 3 business days of lesson storyboard review and approval.
- Contractor Quality Assurance (QA) team completes QA review within 3 business days per module.
- Contractor delivers revised lesson content in FLVS Learning Management System (LMS) or server as specified by the project manager within 24 hours from QA completion.
- Contractor participates in live on-screen reviews with FLVS within 3-5 business days of delivery into LMS/server.
- FLVS reviews using an issue and defect tracking system within 3 business days.
- Contractor will have access to a defect tracking system and will review and implement revisions within 2 business days to correct any defects identified by FLVS.
- FLVS completes a second review to verify all issues have been closed in a defect tracking system within 2 business days.
- Contractor applies changes if needed within 48 hours.
- Review process repeats if needed until FLVS approval (Quality Expectations apply)
- FLVS Quality Analyst completes final Cycle 2 testing within 3 business days of approval.
- After Contractor receives FLVS approval for the developed lesson, contractor delivers sources files within 2 business days.

The following shall be provided to awarded contractors for executed SOWs

- FLS Style Guide

Samples of Work and Case Studies

Respondents shall provide three working samples of games previously developed. Samples shall be submitted via URL. Game samples should be accessible for demonstration/play for evaluation of usability. Proposal shall include the corresponding case study for each of the provided samples of work. Submitted samples preferably will include prior development of other training or courses. FLVS is also interested in seeing age-appropriate content and / or samples that are consistent with FLVS standards.

Functional & Technical Requirements.

Item #	Lot 6 Game Development Services	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent provides Consulting on definition of production and delivery objectives for gaming content.	
2	Respondent creates gaming content using full graphic design, programming and/or other approved technology as specified by the project and staff to support professional gaming content production.	
3	Respondent provides consulting and planning for LMS integration needs for gaming content. LMS specifications will be provided based on the project.	
4	Respondent provides consulting on delivery technology and methodology for gaming solutions.	
5	Respondent hires talent (including actors and voiceover talent) and full production of all audio and video used in the mobile content unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio/image/video will vary as specified by project.	
6	Respondent delivers source files to FLVS in the specified format.	
7	Respondent meets or exceeds all FLVS' technical requirements for hosting and platforms including: Meeting maximum size requirements, responsive design, output to desktop, tablet and mobile phone, can be hosted in our environment. Respondent shall satisfy this requirement.	
8	For games that will be developed for app stores, we require clients to publish builds of each game for all approved app stores in addition to source file. Respondent supports this requirement.	
9	All plugins, assets or game engines used in the development of the game(s) will be approved and licensed for each will be as such that they allow for resale, publishing, etc. Respondent agrees. All content shall remain sole property of FLVS in perpetuity free of licensing fees.	
10	Respondent agrees to complete Quality Assurance tests for each game before deploying or completion.	
11	Proposal includes 3 relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	

Respondent Questionnaire.

Item #	Question and Response Section – Lot 6 Game Development	
1	Question:	Describe in detail how you can meet each of the required gaming components. Provide examples of previous work where applicable.
	Response:	
2	Question:	Describe in detail your experience building game content.
	Response:	

3	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
4	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
6	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
7	Question:	In detail, provide your standard methodology for game and development services. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
8	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Cost Proposal

Respondent shall provide pricing as described herein. Prices provided shall represent the not to exceed rates for the life of the Agreement if awarded.

Part A. Fixed Fee for Project Sprint – Lot 6 Game Development

Respondent shall provide not to exceed rates for a sample web development project. The project shall consist of a blended rate for combined resources over a period of time performing web development services as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Web Development Project that requires one (1) Advanced Developer, two (2) Intermediate Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Part B: Hourly Rates. Lot 6 Game Development - Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Project Manager	Per Hour	40	\$	\$
Total fees				\$

Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Evaluation Criteria Lot 6 – Game Development Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples assessments adherence with requirements and guidelines and case studies demonstrating experience of similar size and scope	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	20%
5.	Cost	30%
	Total Possible Points	100%

5.1.7 Lot 7 - Assessment and Content Writing:

Proposers shall check boxes below for each type of service/course where they are seeking to become a qualified service provider with FLVS. Responses shall include supporting details for each box checked below.

A. <u>Assessment Writing</u>		B. <u>Content Writing</u>	
English/Social Studies/Art/Music	<input type="checkbox"/>	English/Social Studies/Art/Music	<input type="checkbox"/>
Career and Technical Education/Math/Science	<input type="checkbox"/>	Career and Technical Education/Math/Science/Health/Physical Education	<input type="checkbox"/>
Health/Physical Education	<input type="checkbox"/>		<input type="checkbox"/>
World Language	<input type="checkbox"/>	World Language	<input type="checkbox"/>
College Level/Advanced Placement/Cambridge	<input type="checkbox"/>	College Level/Advanced Placement/Cambridge	<input type="checkbox"/>

Description of Services

Assessment and Content Writing shall be evaluated by sub-categories including English/Social Studies/Art/Music, Career and Technical Education/Math/Science, and World Language/College Level/Advanced Placement/Cambridge. All deliverables must adhere with Department of Education Guidelines and Complexity requirements.

A. Assessment Writing

Creation and delivery of module and segment exams for FLVS Course(s) based on assessment blueprints provided by FLVS. FLVS is seeking proposals for assessment writing of low, moderate, and high complexity multiple choice items. FLVS may award to one or multiple contractors as determined by the evaluation process.

B. Content Writing:

Content Writing shall be evaluated by sub-categories as listed above. FLVS may award to one or multiple contractors as determined by the evaluation process. Deliverables must be without bias, be engaging, grade level appropriate (reading levels etc.), and be in accordance with FLDO standards and development guidelines provided.

Assessment Development Guidelines

Assessments shall reference the corresponding lesson, appropriate standard coding schema, and the cognitive complexity of the item. In addition, items must be copyedited and submitted in FLVS LMS format (currently Educator) (as defined by the FLVS Curriculum Development Guidelines). Items must also include appropriate copyright information, where applicable.

- Assessment items may include module pre-test item(s), module level exam items, lesson level quizzes, and/or segment exam level items.
- Assessment items requested may include parent and/or clone items of low, moderate, or high complexity as needed.

***Parent item:** an original item that meets a benchmark and level of cognitive complexity and can be used as a model to generate additional items with the same or a very similar structure.

****Clone item:** an identical item to the parent, with different variables, testing the same benchmark at the same level of cognitive complexity.

Guidelines for Multiple Choice Items:

The items will:

- Measure a predefined benchmark (a given educational standard)
- Have content that is accurate and up to date.
- Address the desired cognitive level.
- Be written clearly, using straightforward vocabulary and sentence structure.
- Avoid gender, cultural, age, and socioeconomic bias.
- Have content that is critically important or frequently used; avoids nice-to-know, trivial, or rote memory items; avoids lifting items straight from the text.
- Have a difficulty (content or reading) level appropriate for the students and purpose of the test; avoids “tricky” or uncommon technical language.
- Be stated positively, avoiding words such as *not*, *except*, etc.
- Avoid using absolute words such as “all”, “always”, “only”, and “never”.
- Be independent – an item should not have to be completed before answering other items and should not help answer other items.
- Exhibit correct grammar, spelling, punctuation, etc.
- Follow the FLVS Proofreading Style Guide
- Follow FLVS Educator Assessment Guideline Style/Format
- Follow the provided item writing guidelines.
- Include copyediting that complies with the FLVS Proofreading Style Guide

The stem will:

- Be a complete statement of the question or problem. A content expert should be able to answer the item without seeing the options.
- Only contain information pertinent to the question or problem unless it is used for a specific purpose or follow a sample item from the specification document.
- Be as concise and brief as possible.
- Be free of grammatical constructions that are not used in regular speech (“and/or,” “he/she,” etc.).

The response option will:

- Include four options with one correct answer and three distractors.
- Exhibit only one correct or **best** answer that can be agreed upon by content experts.
- Include plausible and attractive distractors representing common errors.
- Be arranged in logical order (i.e., numerical, alphabetical, chronological, etc.).
- Avoid “all of the above” or “none of the above”.
- Avoid repetitive words. If words are repeated in each option, move them to the stem if possible.
- Be formatted per FLVS development guidelines.
- Provide alternative text tags (alt tags) or alt descriptions for all assessment image descriptions that align with WCAG 2.1.

Advanced Placement Assessments/Cambridge Assessments Development Guidelines

Creation and delivery of summative exam items based on assessment blueprints (to include required cognitive complexity level) provided by FLVS. AP/Cambridge-style multiple choice items, fall into two categories:

1. Text only – could include a brief scenario requiring student calculation or similar activity.
2. Visual stimulus – includes a table or a graph.

Both question types require application of skills and concepts. Approximately one-third of the questions will require a quantitative visual stimulus such as a table or graph. The stimulus must be required to answer the question in applicable questions.

All assessment items must reference the learning objective and essential knowledge coding as shown in the College Board Course and Exam Description released in 2019 as well as the cognitive complexity level of the item. In addition, items must be copyedited and submitted in LMS (Educator) format (as defined by the FLVS Curriculum Development Guidelines). Items must also include appropriate copyright and source information for text or image stimuli. Images must include alt-text and meet web accessibility guidelines. Response based assessments (long and/or short response) shall be inclusive of rubrics and sample responses.

High Level Workflow

- FLVS will provide assessment blueprints and access to corresponding course lessons within 24 hours of kick off.
- Contractor reviews blueprints and lessons, then writes parent items within five business days.
- FLVS curriculum team will review the parent assessment items and provide feedback within three business days of delivery.
- Contractor will make edits as required by feedback and have the items copyedited to eliminate errors within two business days of receiving feedback.
- FLVS will conduct final review and acceptance within two business days of delivery of revised items.
- The above process repeats with writing of clones.

The following shall be provided to awarded contractors for executed SOWs

- Item writing guidelines
- Assessment guidelines
- Webb's DOK Chart

See these resources for more information pertaining to "Measuring Text Complexity" within Common Core State Standards Initiative.

[Measuring Text Complexity: Three Factors](#)

Note: All quantities are estimated, and the total number of questions may change following the award to contractors. A blueprint outlining the complexity level for each benchmark and a proposed schedule will be provided to the respondent following award of SOW.

Quality Expectation for Assessments

It is the expectation that the assessment items will be delivered to FLVS with high quality on first review such that only one round of feedback is required to gain approval. However, should there be items that still do not meet the requirements as indicated by the feedback provided, the contractor will continue with the editing process until the items are approved and accepted by FLVS. If a rewrite is requested for any item that does not align with the requirements above, benchmark, course content, complexity level, and/or reading level, it will be rewritten at no cost to FLVS.

Resource Requirements

Provide copies of item writer CVs. CVs shall demonstrate appropriate skills needed to develop required assets. FLVS will not pay for writing samples.

Samples of Work and Case Studies for Core and Specials (excluding AP and Cambridge)

Include three samples of work demonstrating your understanding of the proposed scope and expected quality of the deliverables. Samples shall demonstrate specific areas of subject matter expertise. Respondents may include additional samples if responding to multiple subjects however samples must

be relevant to scope and requirements. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposal shall include the corresponding case study for each of the provided samples of work. Submitted samples preferably will include prior development of other training or courses. FLVS is also interested in seeing age-appropriate content and/or samples that are consistent with FLVS standards.

Proposal shall include the corresponding case study for each of the provided samples of work. Case studies shall demonstrate design problems with solutions provided. It is highly preferred that submitted samples include prior experience providing similar services in the K-12 environment and experience of pedagogical models. FLVS is also interested in seeing age-appropriate content and / or samples that are consistent with FLVS standards.

Samples demonstrate collaborative efforts, strategic thinking, problem solving, digital architecture, and user interface experience.

Samples for AP / Cambridge of Work

Please provide five (5) total sample assessment items that could be used to measure the listed learning objectives and essential knowledge statements. Questions should not be recall-based, but require application of skills and knowledge. Both items with and without visual stimuli should be included. All samples must be clearly labeled indicating the learning objective/essential knowledge statements and cognitive complexity. If providing response-based assessments rubric must be included and be aligned with assessments standards.

Note: Samples shall represent standard quality of all deliverables.

Requested Sample Items

Sample Item	Lot 7 – Assessment and Content Item Requirements
1	<p>Type: visual stimulus</p> <p>Complexity: high</p> <p>Lesson Topic: Short-Run Production Costs</p> <p>Learning Objective: PRD-1.A part c. Calculate (using data from a graph or table as appropriate) the various measures of productivity and short-run and long-run costs.</p> <p>Essential Knowledge: PRD-1.A.5 Marginal cost, average (fixed, variable, and total) cost, total cost, and total variable cost change as total output changes, but total fixed cost remains constant at all output levels, including zero output.</p>
2	<p>Type: text only</p> <p>Complexity: moderate</p> <p>Lesson Topic: Price Elasticity of Demand</p> <p>Learning Objective: MKT-3.E part b. Explain (using graphs where appropriate) measures of elasticity and the impact of a given price change on total revenue or total expenditure.</p> <p>and/or part c. Calculate (using data from a graph or a table as appropriate) measures of elasticity.</p> <p>Essential Knowledge: MKT-3.E.5 The impact of a given price change on total revenue or total expenditure will depend on whether demand is elastic, inelastic, or unit elastic.</p>
3	<p>Type: visual stimulus</p> <p>Complexity: moderate</p> <p>Lesson Topic: Socially Efficient and Inefficient Market Outcomes</p> <p>Learning Objective: POL-2.C part b. Calculate (using graphs where appropriate) the deadweight loss resulting from the production of a non-efficient quantity.</p>

	<p>Essential Knowledge: POL-2.C.1 Equilibrium allocations can deviate from efficient allocations due to situations such as monopoly; oligopoly; monopolistic competition; negative and positive externalities in production or consumption; asymmetric information; and insufficient production of public goods.</p> <p>POL-2.C.2 Producing any non-efficient quantity results in deadweight loss.</p>
4	<p>Type: text only</p> <p>Complexity: high</p> <p>Lesson Topic: Monopsonistic Markets</p> <p>Learning Objective: PRD-4.D part b. Explain (using graphs where appropriate) the profit-maximizing behavior of firms buying labor (with other inputs fixed) in monopsonistic markets.</p> <p>and part c. Calculate (using data from a graph or table where appropriate) measures representing the profit-maximizing behavior of firms buying labor (with other inputs fixed) in monopsonistic markets.</p> <p>Essential Knowledge: PRD-4.D.1 In a monopsonistic labor market, a typical firm hires additional labor as long as the marginal revenue product is greater than the marginal factor (resource) cost (the wage of a new unit of labor plus the wage increase given to all existing labor).</p>
5	<p>Type: visual stimulus</p> <p>Complexity: high</p> <p>Lesson Topic: Oligopoly and Game Theory</p> <p>Learning Objective: PRD-3.C part b. Explain (using tables as appropriate) strategies and equilibria in simple games and the connections to theoretical behaviors in various oligopoly market and non-market settings.</p> <p>and/or part c. Calculate (using tables as appropriate) the incentive sufficient to alter a player's dominant strategy.</p> <p>Essential Knowledge: PRD-3.C.3 A game is a situation in which a number of individuals take actions, and the payoff for each individual depends directly on both the individual's own choice and the choices of others.</p>

Functional & Technical Requirements.

Item #	Lot 7A Assessment Writing Services	Shall Meet or Exceed Requirement "Yes" or "No"
1	Respondent writes all assessment items to appropriate educational standards and cognitive complexity levels as identified by FLVS.	
2	Respondent provides copyediting and proofreading of any assessment items based on the FLVS style guide prior to submission for review.	
3	Respondent revises items based on feedback from FLVS as needed.	
4	Respondent delivers the assessments in FLVS specified format (including, but not limited to, HTML mark-up if needed).	
5	Respondent provides three sample parent assessments. Respondent also provides three sample clones per sample assessment. Clones include one correct answer and three distractors.	

6	Samples provided demonstrate clear understanding of complexity levels and include low, moderate, and high complexity items.	
7	Respondent provides multiple choice items that align with Assessment Guidelines specified herein.	
8	Respondent provides Images that align with Guidelines specified herein.	
9	Respondent provides alternative text descriptions (alt-tags) necessary for 508 compliance and accessibility.	
10	Respondent provides stem items that: <ul style="list-style-type: none"> • Are a complete statement of the question or problem. A content expert should be able to answer the item without seeing the options • Only contain information pertinent to the question or problem unless it is used for a specific purpose or follow a sample item from the specification document • Are as concise and brief as possible • Are free of grammatical constructions that aren't used in regular speech ("and/or," "he/she," etc.). 	
11	Respondent delivers assessment items in adherence with all guidelines provided, complexity levels as described, and Florida Department of Education Requirements.	
Item #	Lot 7 B Content Writing Services	<i>Shall Meet or Exceed Requirement "Yes" or "No"</i>
12	Respondent provides subject matter expert(s) (SME) for each proposed written course or course asset development project. FLVS will be a part of the selection process for the SME and retains the ability to refuse any candidates that do not demonstrate the required ability or experience. A CV and sample lesson will be provided for any proposed SME performing content writing. All SMEs will be trained in FLVS pedagogy. FLVS will provide this training in a "train the trainer" model to Respondent. Respondent will be required to deliver all subsequent training, if necessary.	
13	Respondent correlates any lesson content, assignment, and/or assessment item to the educational standards identified by FLVS.	
14	Respondent provides copyediting and proofreading of any content prior to submission for review. The proposal should include costs for these services.	
15	Content adheres to state requirements and guidelines.	
16	Content delivered shall align with growth mindset.	
17	Respondent creates and delivers content that is mobile ready and easily deployed to multiple learning management systems (LMS agnostic).	

18	All lessons will be designed to meet Americans with Disabilities Act (ADA) Section 508 Web accessibility guidelines. All interactive content will be designed following 508 accessible guidelines as well. Whenever inaccessible content is unavoidable, reasonable effort will be made to provide alternative content that is 508 accessible.	
19	Respondent performs quality assurance on all work prior to submitting to FLVS for approval utilizing the FLVS Course Development Guidelines (Attachment 1).	
20	Proposal includes three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent	

Respondent Questionnaire

Item #	Question and Response Section – Lot 7 Assessment & Content Writing	
1	Question:	If responding to assessment item creation, describe your assessment validation methods.
	Response:	
2	Question:	Respondent will fully describe previous work in item writing, including work with various item types and any applicable rubrics or scoring guides.
	Response:	
3	Question:	Respondent will describe the criteria for item writer selection and training and include CVs of current writers with item writing samples.
	Response:	
4	Question:	Describe how items will be reviewed for content and accuracy, grammar, formatting, readability and grade appropriateness, text complexity, cognitive complexity (depth of knowledge), accessibility, and best practices in item writing.
	Response:	
5	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum skills as described.
	Response:	
6	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
7	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	

8	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
9	Question:	In detail, provide your standard methodology for assessment and content writing. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
10	Question:	Who will serve as the main point of contact to FLVS? Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	
11	Question:	FLVS requires Respondent resources to possess the appropriate subject matter expertise to deliver quality content in alignment with FLVS and FDOE Standards. Provide evidence of subject matter expertise in content area(s) being proposed.
	Response:	
12	Question:	FLVS offers courses in multiple world languages. List any languages in addition to English for which you can provide assessments.
	Response:	

Cost Proposal Form

Lot 7 A. Assessment Items (Standard Core Content and Specials): Respondents shall complete the following Cost Proposal Form for Assessment Items.

This table shall be used for evaluation purposes. Pricing shall also serve as the Not to Exceed Cost per item for the life of the agreement.

Level of Complexity	Description of Item	Unit of Measure	Estimated Quantity	Unit Cost	Extended Cost
Low Complexity items	Multiple-choice parent item	each	25		\$
	Multiple-choice parent item with visual stimulus	each	25		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	50		\$
Moderate Complexity items	Multiple-choice parent item	each	25		\$
	Multiple-choice parent item with visual stimulus	each	25		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	50		\$
High Complexity items	Multiple-choice parent item	each	25		\$

	Multiple-choice parent item with visual stimulus	each	25		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	50		\$
Open Ended / Short and Long Response Based Assessment Items	Short response parent item	each	2		\$
	Long response parent item with visual stimulus	each	4		\$
	short response clone item	each	2		\$
	long response clone item with visual stimulus	each	4		\$
Passages (copyright free content)	Passage directing student written response	Each	2		
Total Fixed Fees					\$

Assessment Items 7B (Advanced Placement and Cambridge). This table shall be completed by any proposer responding to the AP and Cambridge Assessment Writing. Do not complete if not included within respondent's proposal.

Level of Complexity	Description of Item	Unit of Measure	Estimated Quantity	Unit Cost	Extended Cost
Low Complexity items	Multiple-choice parent item	each	25		\$
	Multiple-choice parent item with visual stimulus	each	50		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	25		\$
Moderate Complexity items	Multiple-choice parent item	each	25		\$
	Multiple-choice parent item with visual stimulus	each	50		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	25		\$
High Complexity items	Multiple-choice parent item	each	25		\$
	Multiple-choice parent item with visual stimulus	each	50		\$
	Multiple-choice clone item	each	50		\$
	Multiple-choice clone item with visual stimulus	each	25		\$
Open Ended / Short and Long Response Based Assessment Items	Short response parent item	each	2		\$
	Long response parent item with visual stimulus	each	4		\$
	short response clone item	each	2		\$
	long response clone item with visual stimulus	each	4		\$
Passages (copyright free content)	Passage directing student written response	Each	2		
Total Fixed Fees					\$

B. Content Writing:

Pricing shall be provided on a per resource basis. The sample pricing table below shall be used for evaluation purposes. Pricing shall represent the respondents best available not to exceed rates which shall apply for the life of the agreement.

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Writer Resource	Per Lesson*	1	\$	\$
Writer Resource	Per Page	1	\$	\$
Total Fixed Fees				\$

*Per Lesson content includes approximately five learning targets each, on-screen pages shall include complementary visual elements with ALT tags, opportunities for student activity (approximately 1 to 3). Authentic Lesson level assessment aligns with learning target.

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria Lot 7 Assessment and Content Writing

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples assessments adherence with requirements and guidelines and case studies demonstrating experience of similar size and scop	50%
3.	Ability to meet or exceed stated requirements & responses to questionnaire	20%
4.	Cost	20%
	Total Possible Points	100%

5.1.8 Lot 8 Proofreading, Copyediting and Fact Checking Services

Proposers shall check boxes below for each type of service/course where they are seeking to become a qualified service provider with FLVS. Responses shall include supporting details for each box checked below.

<u>A Proofreading</u>		<u>B Copyediting</u>		<u>C Fact Checking</u>	
English/Social Studies/Art/Music	<input type="checkbox"/>	English/Social Studies/Art/Music	<input type="checkbox"/>	English/Social Studies/Art/Music	<input type="checkbox"/>
Career and Technical/Math/Science/Health/Physical Education	<input type="checkbox"/>	Career and Technical/Math/Science/Health/Physical Education	<input type="checkbox"/>	Career and Technical/Math/Science/Health/Physical Education	<input type="checkbox"/>
World Language	<input type="checkbox"/>	World Language	<input type="checkbox"/>	World Language	<input type="checkbox"/>
College Level/Advanced Placement/Cambridge	<input type="checkbox"/>	College Level/Advanced Placement/Cambridge	<input type="checkbox"/>	College Level/Advanced Placement/Cambridge	<input type="checkbox"/>
		Global Requests for Proposal (RFP) and similar	<input type="checkbox"/>		

Description of Services – Proofreading, Copyediting, and Fact Checking

The services within this Lot shall be evaluated by subject or sub-categories including English/Social Studies/Art/Music, Career and Technical Education/Math/Science/Health/Physical Education, World Language, College Level/Advance Placement/Cambridge, and Global Requests for RFPs or similar (copyediting only). For this Lot, FLVS shall award to multiple service providers as determined by the evaluation process. The evaluation committee shall review all respondents by service in each area of subject matter expertise and shall i) qualify them within the specific service area ii) Rank each qualified respondent by subject or sub category type .

- Proofreading, copyediting, and fact checking courses and course content for Grades K-12 including all course content, assessments, onscreen assets, ancillary documents, etc. Respondent shall provide the appropriate number of qualified resources to proofread and copyedit content as directed to satisfy all stated requirements. Project management may be required.
- When needed, the Project Manager will be responsible for serving as the single point of contact coordinating all proofreading efforts, while being responsible for quality of performance and adherence with required timelines.
- FLVS shall provide access to the onscreen version of the course along with corresponding spreadsheets for posting comments. Respondent assigns experienced, qualified resources who possess understanding of subject content.
- Respondent must have one single point of contact who will communicate with FLVS managers during normal business hours (8:00 am – 6:00 pm EST).
- Respondent assigned internal resources remain assigned for the duration of the Statement of Work for the purpose of consistency. Should a resource terminate its relationship with the awarded respondent, an appropriate replacement shall be assigned within 5 business days. FLVS reserves the right to request a replacement if a resource fails to perform in accordance with the specified standards and timelines.

- Quantity is subject to change based on the completion of writing for the course.

General High-Level Workflows:

- FLVS will provide access to corresponding course lessons, assessments, ancillary documents, and/or content to contractor within two business days of kickoff meeting.
- Contractor records proofreading errors on the Proofreading Spreadsheet, copyedits and/or fact checks content (as appropriate) within five business days.
- FLVS curriculum team reviews the proofreading comments/copyedited or fact checked deliverables and provides feedback (as needed) within three business days.
- Contractor performs edits and applies feedback to deliverables to FLVS within two business days.
- Contractor will record proofreading errors on the Proofreading Spreadsheet (provided by FLVS)/perform copyediting/perform fact checking as appropriate within two business days.
- FLVS curriculum team reviews the proofreading comments and provides feedback (if needed) within two business days.
- Respondent shall make any final edits and apply feedback within one business day.

Samples of Work and Case Studies

Proposer shall include a minimum of three relevant case studies that demonstrate experience of similar size and scope. Case studies must include details of work effort, respondent contributions, workflow and staffing descriptions. The summary of work performed should also provide key successes and lessons learned that support current best practices. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Case studies should contain relevant experiences that occurred within the last three years. It is highly preferred that submitted samples include prior experience supporting educational entities preferably in the digital K-12 environment.

Functional & Technical Requirements.

Item #	Lot 8A Proofreading Requirements	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent proofreads the previously copyedited course materials after they are uploaded to the website to ensure that no spelling, punctuation, or grammatical errors were introduced in the final layout.	
2	Respondent notates the errors in a spreadsheet or bug tracking system as specified by the project manager.	
3	Proposer aligns Proofreading to FLVS Style Guide for Proofreaders and to Chicago Manual of Style, 17th edition.	
4	Proposer has resources capable of proofreading Modules (groups of 5-10 lessons), or equivalent batches of content, that must be completed within three business days. Actual delivery schedule will be defined and agreed upon at the time of the statement of work.	
5	Lesson proofreading includes all module components – lessons pages, text versions, alternative text, interactives, etc.	
6	Assessment proofreading (per segment) is based on average assessment items per segment.	
7	Respondent resources possess strong command of written and spoken English Language.	

8	Respondent performs on screen proofreading of lessons, assessments, and ancillary documents.	
9	The proofreader is responsible for providing comprehensive review of assessments items and lesson content on screen to detect proofreading errors for the specified course(s) based on the approved FLVS Style Guide, using proof shell access and providing comments via an FLVS provided template. FLVS will provide all required documentation and access to course content described in the Project Timeline and Milestones.	
10	Respondent provides Proofreading for English/Social Studies/Art/Music for grades K-12.	
11	Respondent provides Proofreading for Career and Technical Education/Math/Science/Health/Physical Education for grades K-12.	
12	Respondent provides Proofreading for World Languages.	
13	Respondent provides Proofreading for College Level/Advance Placement/Cambridge Courses.	
14	Respondent agrees Lesson proofreading is (per module, including all module components – lesson pages, text versions, pop-up content, linked documents (.pdf's), vocabulary words, alternative text, interactives, rubrics, etc.) based on an average length of each module listed in the SOW.	"Yes" or "No"
	Proofreading is conducted within the FLVS Learning Management System (LMS) -reviewing content on-screen (web pages).	
	Proofreading errors are documented by contractor on the review comments spreadsheet, using the required format and location specifications.	
	Review comments spreadsheets are submitted to FLVS via email within three business days after notice that module is ready for proofreading.	
	Contractor-assigned resources for proofreading with understanding of subject content.	
15	Respondent agrees Assessment proofreading is (per module) based on average assessment items.	"Yes" or "No"
	Proofing is conducted within the FLVS LMS, reviewing on-screen assessments (web pages).	
	Errors are documented by contractor in the review comments spreadsheet, using the required format and location specification.	
	Review comments spreadsheet is submitted to FLVS via email within three business days after notice that segment's assessments are ready for proofreading.	
16	Proposal includes three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	

Item #	Lot 8 B Copyediting Requirements	Meets or Exceeds Requirement "Yes" or "No"
17	Respondent reads and copyedits the Microsoft Word documents refining the language and making suggestions to improve clarity and quality of the language.	
18	Respondent copyedits documents including lesson content, assessments, media, interactive as well as audio and visual scripts, materials pages, syllabi, and course descriptions.	
19	Proposer shall provide copyediting that aligns to FLVS Style Guide for Proofreaders and to Chicago Manual of Style, 17th edition.	
20	Respondent copyeditors will use Microsoft Word's Track Changes feature to correct the following:	"Yes" or "No"
	Grammatical inaccuracy including incorrect syntax and non-parallel	
	construction	
	spelling mistakes	
	punctuation	
	consistency in style usage, including word usage tense, and continuity	
	run –on sentences	
	fragments	
	Wordiness	
	sexist language	
	awkward construction	
	vague language	
	misused words	
	inappropriate tone	
	missing cross references	
	major organizational problems	

21	Respondent copyeditors shall deliver completed batches of content such as lessons (groups of 3-4 lessons), or equivalent within 24-48 hours.	
22	Respondent has resources with ability to copyedit approximately 3 – 4 manuscripts per week per contracted course (within an awarded SOW).	
23	Respondent resources possess strong command of written and spoken English Language.	
24	Respondent provides Copyediting for English/Social Studies/Art/Music.	
25	Respondent provides Copyediting for Career and Technical/Math/Science/Health/Physical Education.	
26	Respondent provides Copyediting for World Language.	
27	Respondent provides Copyediting for College Level/Advance Placement/Cambridge Courses.	
28	Respondent agrees Ancillary Documents Copyediting includes (per course)	"Yes" or "No"
	Getting Started Module	
	Toolbar Items	
	Glossary	
	Checklist	
	Toolbox	
	Objectives	
	Resources	
	Index Page	
	Welcome Folder	
29	Materials	
	State Standards by Module	
	State Standards by Lesson	
	National Standards by Module	
	National Standards by Lesson	
	Pace Charts	
30	Respondent agrees to copyedit additional types of similar items at the request of FLVS.	
31	Proposal includes three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	
Item #	Lot 8C Fact Checking	<i>Meets or Exceeds Requirement "Yes" or "No"</i>
32	Respondent agrees to perform fact-checking within FLVS designated Learning Management System (LMS), reviewing on-screen assessments (web pages).	
33	Respondent resources document fact-checking errors and suggested corrections in the review comments spreadsheet using the required format and location specification.	

33	Respondent resources upload spreadsheets to FLVS within 8 – 10 business days after notice that the segment's assessments are ready for fact-checking.	
34	Respondent resources possess strong command of written and spoken English Language.	
35	Respondent performs factchecking on components including but not limited to assessment items (including pretests, lesson-level and segment level combined counts) and provides suggested corrections.	
36	Respondent provides Fact Checking for English/Social Studies/Art/Music.	
37	Respondent provides Fact Checking for Career and Technical Education/Math/Science/Health/Physical Education.	
38	Respondent provides Fact Checking for World Language.	
39	Respondent provides Fact Checking for College Level/Advance Placement/Cambridge Courses.	
40	Proposal includes three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	

Respondent Questionnaire

Item #	Questions & Response – Proofreading, Copyediting, and Fact Checking	
1	Question:	<p>This lot includes Proofreading, Copyediting, and Fact Checking Services for English/Social Studies/Art/Music, Career and Technical/Math/Science/Health/Physical Education; World Language; College Level/Advance Placement/Cambridge courses.</p> <p>In detail, identify the areas of work (proofreading, copyediting, factchecking) and corresponding subjects where you have the specific skillsets needed. Include specific details for each specified subject area within the category. If you cannot support the entire category, specify the subjects wish to support.</p>
	Response:	
2	Question:	<p>Describe in detail your standard methodology for proofreading, copyediting, and fact checking. Include best practices, project management, and risk mitigation. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.</p>
	Response:	
3	Question:	<p>Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skills as described.</p>
	Response:	
4	Question:	<p>Describe your communication process for on-going assignments (frequency, point of contact, methodology).</p>
	Response:	

5	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
6	Question:	FLVS has provided a high-level workflow for individual projects. What is your process and how does it differ?
	Response:	
7	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	
8	Question:	Provide a list of all World Languages you have the ability to proofread.
	Response:	
9	Question:	Provide a list of all World Languages you have the ability to copyedit.
	Response:	
10	Question:	Provide a list of all World Languages you have the ability to fact check.
	Response:	

Cost Proposal – Lot 8 Proofreading, Copyediting, and Fact Checking Services

Respondents shall use the following example to providing pricing for proofreading, copyediting and fact checking services. Pricing for this example shall be used for evaluation purposes and shall serve as the not to exceed unit pricing for the life of the agreement.

Example of Key Deliverables

Sample Course FLVS International History. This example shall consist of the following:

Description of Course Modules	6 modules, 9 lessons per module with approximately 9 pages per lesson
Closed captioning on all videos (this effort is incorporated into the “per lesson” cost)	Approximately 1400 videos (18 of these are 2 minutes or less, the remaining are either vocabulary words or short phrases)
Introductory/ Getting Started Module	Approximately 12 – 14 pages in length
One Collaboration Lesson	Approximately 7 - 9 pages in length
Assessment Items (questions) (Modules 1 – 6 and Segment Exams 1 and 2)	Items - 1500
Course Information pages (Pace Charts, Standards, Materials, Glossary, Resources, Media Gallery)	Approximately 10 – 15 pages

Description	Unit of Measure	Estimated Quantity	Unit Cost	Extended Cost
On Screen Proofreading English/Social Studies	Per Lesson	54	\$	\$
Proofreading Assessment Items	Per Item	1500	\$	\$
Ancillary Documents	Per Page	15	\$	\$
Copyediting Course Manuscript	Per Lesson	54	\$	\$
Fact Checking Content	Per Lesson	54	\$	\$
Total Not to Exceed Cost				\$

Proofreading Unit Cost

On Screen Proofreading “PER Lesson”

Pricing shall be the respondents not to exceed unit cost. Unit price shall be applicable to the unit of measure listed. The “per item” unit of measure refers to a single assessment question (or ‘item’). All proofreading is performed on-screen.

Description- On Screen Proofreading	Unit of Measure	Quantity	Unit Cost
On Screen Proofreading English	Per Lesson	1	\$
On Screen Proofreading Social Studies	Per Lesson	1	\$
On Screen Proofreading Art	Per Lesson	1	\$
On Screen Proofreading Music	Per Lesson	1	\$
On Screen Proofreading Career and Technical Education	Per Lesson	1	\$
On Screen Proofreading - Math	Per Lesson	1	\$
On Screen Proofreading - Science	Per Lesson	1	\$
On Screen Proofreading - World Languages	Per Lesson	1	\$
On Screen Proofreading Health and Physical Education	Per Lesson	1	\$
On Screen Proofreading - College Level	Per Lesson	1	\$
On Screen Proofreading - Advance Placement	Per Lesson	1	\$
On Screen Proofreading – Cambridge Course	Per Lesson	1	\$
On Screen Proofreading Ancillary Documents	Per Page	1	\$
Proofreading Assessment Items in LMS – English	Per Item	1	\$
Proofreading Assessment Items in LMS – Social Studies	Per Item	1	\$
Proofreading Assessment Items in LMS - Art	Per Item	1	\$
Proofreading Assessment Items in LMS - Music	Per Item	1	\$
Proofreading Assessment Items in LMS - Career and Technical Education	Per Item	1	\$
Proofreading Assessment Items in LMS – Math	Per Item	1	\$
Proofreading Assessment Items in LMS - Science	Per Item	1	\$
Proofreading Assessment Items in LMS - World Language	Per Item	1	\$
Proofreading Assessment Items in LMS – Health and Physical Education	Per Item	1	\$
Proofreading Assessment Items in LMS – College Level	Per Item	1	\$
Proofreading Assessment Items in LMS – Advance Placement	Per Item	1	\$
Proofreading Assessment Items in LMS – Cambridge Course	Per Item	1	\$

Copyediting of Manuscript Unit Cost

Pricing shall be the respondents not to exceed unit cost. Unit price shall be applicable to the unit of measure listed. Microsoft Word shall be utilized for copyediting services. Unit pricing shall be on a “per page” basis.

Copyediting Manuscript Content & Assessments	Unit of Measure	Quantity	Unit Cost
English Manuscript	Per Page	1	\$
Social Studies Manuscript	Per Page	1	\$
Art Manuscript	Per Page	1	\$
Music Manuscript	Per Page	1	\$

Career and Technical Education Manuscript	Per Page	1	\$
Math Manuscript	Per Page	1	\$
Science Manuscript	Per Page	1	\$
Health/Physical Education Manuscript	Per Page	1	\$
World Languages Manuscript	Per Page	1	\$
College Level Manuscript	Per Page	1	\$
Advanced Placement Course Content Manuscript	Per Page	1	\$
Cambridge Course Content Manuscript	Per Page	1	\$
English/Language Arts Assessments	Per Page	1	\$
Social Studies Assessments	Per Page	1	\$
Art Assessments	Per Page	1	\$
Music Assessments	Per Page	1	\$
Career and Technical Education Assessments	Per Page	1	\$
Math Assessments	Per Page	1	\$
Science Assessments	Per Page	1	\$
Health and Physical Education Assessments	Per Page	1	\$
World Languages Assessments	Per Page	1	\$
College Level Assessments	Per Page	1	\$
Advanced Placement Course Content Assessments	Per Page	1	\$
Cambridge Course Content Assessments	Per Page	1	\$

Fact Checking Unit Cost

Fact Checking Cost for On Screen in LMS “PER Lesson”

Pricing shall be the respondents not to exceed unit cost. Unit price shall be applicable to the unit of measure listed. The “per item” unit of measure refers to a single assessment question (or ‘item’). All Fact Checking is performed on-screen.

Fact Checking On-Screen Course Content & Assessments	Unit of Measure	Quantity	Unit Cost
English Manuscript	Per Page	1	\$
Social Studies Manuscript	Per Page	1	\$
Art Manuscript	Per Page	1	\$
Music Manuscript	Per Page	1	\$
Career and Technical Education Manuscript	Per Page	1	\$
Math Manuscript	Per Page	1	\$
Science Manuscript	Per Page	1	\$
Health/Physical Education Manuscript	Per Page	1	\$
World Languages Manuscript	Per Page	1	\$
College Level Manuscript	Per Page	1	\$
Advanced Placement Course Content Manuscript	Per Page	1	\$
Cambridge Course Content Manuscript	Per Page	1	\$
English/Language Arts Assessments	Per Page	1	\$
Social Studies Assessments	Per Page	1	\$
Art Assessments	Per Page	1	\$
Music Assessments	Per Page	1	\$
Career and Technical Education Assessments	Per Page	1	\$
Math Assessments	Per Page	1	\$
Science Assessments	Per Page	1	\$
Health and Physical Education Assessments	Per Page	1	\$
World Languages Assessments	Per Page	1	\$
College Level Assessments	Per Page	1	\$
Advanced Placement Course Content Assessments	Per Page	1	\$
Cambridge Course Content Assessments	Per Page	1	\$

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria Lot 8 Proofreading, Copyediting, and Fact Checking Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of sample content writing; adherence with requirements and guidelines and case studies demonstrating experience proofreading and fact checking of similar size and scop	35%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	25%
4.	Cost	30%
	Total Possible Points	100%

5.1.9 Lot 9 Audio Production Services

Description of Services

Audio services include but are not limited to providing support for voice over recordings that will be used in an online educational setting. Audio production includes but is not limited to studio recordings, voice over recordings, may include music, mixing and editing. Contractor collects voice over demos or auditions based on FLVS specifications to secure talent as needed.

- FLVS provides all manuscripts in an MS Word document which may include letter sounds, pronunciation direction, words, sentences and paragraphs.
 - Scripts vary in length depending upon the specific project and may consist of the various styles which may include but would not be limited to the following examples: podcasts, job interviews, and traditional video scripts.
- FLVS supervises voice over recording sessions and decides final Voice Over based on casting provided by Contractor. (Supervision may be via conference line or Zoom).
- Recordings may be broken into multiple session as determined by the required quantities.
- All voice overs are solely owned by FLVS free of any restrictions for future licensing and can be used in perpetuity in any FLVS course, as needed at the sole discretion of FLVS.
- FLVS will review audio files for accuracy and quality. If re-work is required due to engineer error, Contractor will absorb that cost and provide revised files within three business days of notification.
- All work will comply with state standards and FLVS development guidelines provided within the RFQ and herein.
- FLVS Courses are delivered virtually in the State of Florida, as well as nationally and internationally, to our Global clients.

High Level Workflow

- Contractor delivers first review of audio within three business days of recording session.
- FLVS provides feedback within two business days.
- Contractor makes and deliver revisions, if needed, within 48 hours.
- FLVS reviews / approves changes within two business days.
- If needed, a second round of revisions will be done within 48 hours.
- Upon approval of final audio, Contractor will provide audio files in the format listed in Audio/Video specs.

Technical Requirements

- File format: .mp3 and or WAV
- 44.1kHz mono 64kbps
- Music Specs: 44.1kHz stereo 128kbps

Samples of Work and Case Studies

Include 3 samples of Audio work produced demonstrating your understanding of the proposed scope and expected quality of the deliverables. These samples may include work performed for other clients and demonstrate prior recording experience with videos recorded, voice overs, and those mixed with music, and/or sound effects. Proposal shall include the corresponding case study for each of the provided samples of work. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Samples shall be consistent with FLVS technical requirements provided.

Definitions

Session Materials: May include any physical item required to deliver the final asset to FLVS (i.e., flash drive, file transfer fee, or other such item).

Functional and Technical Requirements

Item #	Lot 9 Audio Production Requirements	<i>Meets or Exceeds Requirement "Yes" or "No"</i>
1	Respondent creates or provides copyright permissions for all audio files produced. All audio files that substantiate or are supplemental to the content must be tagged to academically describe the narrative for WCAG 2.1 AA and Section 508 compliance purposes to the fullest extent possible. Respondent will pay any subscription costs to use copyrighted audio or music.	
2	Respondent provides demos or auditions, voice talent, music, sound effects and studio for recording and mixing.	
3	Respondent is responsible for the hiring of all professional talent (including actors and voiceover talent) and full production of all audio unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for audio will vary as specified by project (if applicable).	
4	FLVS may provide voice talent at its discretion as needed. If option is exercised by FLVS to provide talent, respondent agrees to utilize said talent and apply agreed upon up charges.	
5	Respondent has high-speed Internet or equivalent quality for recording voice talent from outside studios.	
6	FLVS retains ability to supervise recording sessions via telephone patch, video conference or other similar for remote monitoring.	
7	Respondent agrees that FLVS reserves the right to supervise and provide editorial direction over recording sessions either virtually or on-site as directed by project requirements.	
8	Proposal includes three relevant samples of work with corresponding case studies as directed above. Samples provided represent the standard quality of work that is provided by the respondent.	
9	Respondent secures talent as needed for voice over recordings.	
10	Respondent edits, saves and labels each audio clip as requested on provided manuscript(s).	
11	Respondent agrees to allow FLVS to select final voice over talent based on casting provided by respondent.	
12	Respondent conducts multiple recording sessions when necessary	
13	Respondent emails digital file or link to FLVS for review. See Audio/Video specs for final output.	
14	Respondent guarantees that all voice over recordings are solely owned by FLVS free of any restrictions for future licensing and can be used in perpetuity in any FLVS course, as needed at the sole discretion of FLVS.	
15	Following FLVS review of audio files for accuracy and quality, if re-work is required due to engineer error, respondent absorbs that cost and provides revised files within three business days of notification.	

16	All respondent deliverables comply with state standards and FLVS development guidelines provided within the RFQ and herein.	
17	Respondent acknowledges that FLVS Courses are delivered virtually in the State of Florida as well as nationally and internationally to our Global clients.	
18	Respondent deliverables adhere with technical specifications provided herein.	

Item #	Question and Response Section – Lot 9 Audio Production	
1	Question:	In detail, provide your standard methodology for audio production. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Include your approach to securing voice over talent. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum skills as described.
	Response:	
3	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	

Cost Proposal – Lot 9 Audio Production Services

A. Respondents shall complete the following Sample Cost Proposal Form for Audio Production Services.

This table shall be used for evaluation purposes. Pricing shall also serve as the Not to Exceed Cost per item for the life of the agreement. Sample project includes using talent to provide voice overs for FLVS scripted content for English Language Arts Grade 6. Script content will not exceed 2 minutes in length. Total cost shall be all inclusive. This cost shall be used for evaluation purposes.

Item Description	Unit of Measure	Unit Cost	Estimated Quantity	Extended COST
Studio – recording	Hourly	\$	8	\$
Voice over Talent (one adult male talent)*	Per Hour	\$	8	\$
Studio – mixing	Hourly	\$	8	\$
Session materials	Per session	\$	4	\$
ISDN	Per hour	\$	8	\$
Total Cost			\$	
Additional 30 second increments			\$	

B Pricing Menu for Audio Services

Description	Unit of Measure	Estimated Quantity	Unit Cost
Studio Fee - 1 Hour	Per Hour	1	\$
Studio Fee – Additional 15 minutes	Per Interval	1	
Studio Fee - Additional 30 minutes	Per Interval	1	
Needle Drop Music (Non-broadcast)	Per Drop	1	\$
Needle Drop Music for Social media (FLVS You Tube, Facebook etc.)	Per Drop	1	\$
Sound Effects	Per Effect	1	\$
ISDN/High Speed Internet Fees (if applicable)	Per Hour	1	\$
Session Materials	Per Session	1	\$
Voice Talent (Non-broadcast script) Average Hourly Rate	Per Hour	1	\$
Voice Talent for Social Media (FLVS You Tube, Facebook, Podcast, etc.) Average Hourly Rate	Per hour	1	\$
Voice Talent for World Languages Average Hourly Rate	Per Hour	1	\$
*Fees for Additional Audio Services (not specified)	See below		

*Proposer shall provide their full pricing menu/rate card including additional related services offered. Rate card shall include type of service, description, inclusions, exclusions, unit price and unit of measure (per hour/per minutes/per resource, etc.).

FLVS recognizes that voice over talent shall vary from project to project. Respondents shall provide their best rate above for evaluation purposes. During the RFQ process respondents shall have opportunity to quote voice over rates specific to the project.

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria – Lot 9 - Audio Production

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples and case studies demonstrating prior experience of similar size and scope.	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	25%
4.	Cost	25%
	Total Possible	100%

5.1.10 Lot 10 - Video Production (Live Videos):

Minimum components include but are not limited to Talent Management, Video Pre-Production (including but not limited to storyboarding, look and feel, acquiring props, securing location, scheduling shoot(s), and pre-production planning meeting(s) as needed), Video Production (shooting), and Video Post-Production (editing). Production includes staff, crew, talent, location, materials, catering and other related costs.

Description of Services

Video types may include but are not limited to live action, dialogue, or bird's eye view. Videos may range from five seconds to two minutes. Course videos may include single words, short phrases, concepts/culture/problem solving/explainer (typically less than :30), dialogue videos (approximately two minutes long), concepts/culture (over 30 seconds).

Dialogue videos will be used in an online educational setting for FLVS courses. Videos are usually no longer than two minutes and may include two to three on-camera talent on a white background or other. Videos may take place at a local Orlando studio or on location and include the need for props. (See sample script "Enclosures/Attachments" section below.)

Hosted or Talent Hosted Videos. Videos feature a host who will explain/teach concepts or act on screen. Videos will include (as needed) stock music, sound effects, animations, supers and simple props. These videos will average between one and two minutes in length and include a minimum of 1 talent to be provided by the contractor.

Bird's Eye Videos. Video(s) will feature a host, demonstrating in an overhead view, how to situations or problem-solving scenarios, write words, sentences and use punctuation. Videos will be 1-2:00 minutes in length and may include (as needed) Stock music, sound effects, , supers, voice overs and simple props.

See samples under "Birds Eye Video Examples": <https://www.myflvs.net/curriculum-rfq/>

High Level Workflow for Birds Eye Video

- Contractor conduct first review of video scripts within five (5) business days of receipt from FLVS.
- Contractor provides storyboard to FLVS within five (5) business days.
- FLVS will provide feedback on storyboard(s) within 48 hours.
- Contractor will make and deliver revisions within 48 hours.
- FLVS will review / approve changes within 48 hours.
- Contractor will complete second round of revisions within 48 hours (if applicable).
- Following FLVS approval, Contractor will shoot video and provide alpha version of video within 3 business days.
- FLVS will provide feedback of delivered video within 48 hours.
- Contractor will make and deliver revisions within 48 hours .
- FLVS will review / approve changes within 48 hours or receipt of revisions.
- Contractor will complete second round of revisions within 48 hours (if applicable).
- FLVS will provide final approval within 48 hours. Contractor will complete final audio mix within 48 hours.
- FLVS will provide feedback or final approval within 24 hours.
- Upon approval of final video, Contractor will provide video in the format listed in Audio/Video specs within three (3) business days.

Technical Requirements

- File format: .mp4 (h.264)
- Profile (if applicable): baseline
- 16/9 Resolution: 640x352 is preferred*; 640x360 is acceptable
 - (*divisibility by 16 ensures most efficient mp4 decoding)
- 16/9 Bitrate: 1Mbps VBR

Samples of Work and Case Studies

Proposers shall include in their response a minimum of three (3) samples of prior videos produced. Preferably samples shall demonstrate a variety of experience including live action videos, bird's eye video and dialogue videos. These samples may include work performed for other clients. Samples should demonstrate experience, creativity, and engaging subject matter expertise fitting the academic setting. Ideally, examples should demonstrate understanding of K-12 audience. Samples may be provided via html links to available content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Respondents shall also include corresponding case studies that explain the work they performed within each sample. Samples shall be representative of the quality of work that will be delivered.

Functional & Technical Requirements.

<i>Item #</i>	Lot 10 Video Production Services Requirements	<i>Meets or Exceeds Requirement "Yes" or "No"</i>
1	Respondent hires talent (including actors and voice over talent) and completes full production of all videos unless otherwise approved by FLVS in writing. Professional talent needs (adults, teenagers, gender and ethnicity) for image/video will vary as specified by project. (if required).	
2	Respondent delivers source files to FLVS in the specified format.	
3	Respondent emails digital file or link to FLVS for review. .MOV files acceptable during review process in accordance with output specifications.	
4	FLVS will review videos for accuracy and quality. If re-work is required due to engineer error, Contractor will absorb that cost and provide revised files within five business days of notification.	
5	Respondent works from FLVS provided .mp3 or .wav file (if applicable) of final audio mix, contractor will lay back to video and provide final output based on technical specs provided.	
6	Respondent includes in their response a minimum of 3 work samples of prior videos produced. These samples may include work performed for other clients. Samples should demonstrate experience, creativity, and engaging subject matter expertise fitting the academic setting and represent the quality of work provided.	
7	Respondent conducts shoots locally at Orlando studios or at the VLC as needed.	
8	Respondent agrees to use FLVS provided on camera talent as necessary	
9	Respondent agrees to use FLVS provided props as necessary.	
10	Respondent sources and contracts locations, provides sets including white or solid color background (color to be determined as directed), builds sets upon request, or shoots on location as necessary	
11	Respondent acknowledges that FLVS staff will attend video shoots.	
12	Respondent provides appropriate equipment necessary to perform services contracted within SOW.	

13	Respondent provides all necessary equipment for video shoot including but not limited to lighting, cameras, and teleprompter system(s) for the talent to read from.	
14	Respondent delivers video content and quality in accordance with the provided technical specifications.	
15	Respondent provides a post-production schedule based on delivering videos in batches.	
16	Respondent guarantees that any contractor provided content is solely owned by FLVS, free of any restrictions for future licensing and can be used in perpetuity in any FLVS course if needed. If other uses are needed, outside of a course material, additional fees will be estimated and invoiced upon approval by FLVS.	
17	Respondent agrees that talent, location and props are all subject to FLVS approval prior to engagement.	
18	FLVS may request ambient audio track to the dialogue videos. If requested, a sample dialogue video provided by FLVS will have ambient sound to understand this request. It will be determined prior to the shoot/edit if this will be needed.	
19	Respondent produces videos using talent talking/acting on camera.	
20	Respondent edits each video per manuscript instructions to include graphics, stock image(s), music, sound effects, and art materials as instructed in the Project Deliverables section.	
Item #	Lot 10 Live Action Birds Eye Video Production Services Requirements	Meets or Exceeds Requirement "Yes" or "No"
21	Respondent tailors Birds-eye videos to specific art medium or technique as directed.	
22	Respondent videos feature a host using their hands to demonstrate technique in an overhead view on a plain surface showing the featured art materials with a voice over will discuss each technique.	
23	Respondent produces videos between 1 and 2 minutes long	
24	Respondent Videos include necessary Stock Music, Art Materials/Props.	

Item #	Question and Response Section – 10 Video Production	
1	Question:	In detail, provide your standard methodology for video production. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Include your approach

		to securing talent. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum skill level described.
	Response:	
3	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	

Cost Proposal – Lot 10 Video Production

A. Respondents shall complete the following Sample Cost Proposal Form for Video Production Services. This table shall be used for evaluation purposes. Pricing shall also serve as the Not to Exceed Cost per item for the life of the agreement.

Item Description	Unit of Measure	Unit Cost	Estimated Quantity	Extended COST
Bird's Eye Video (1 to 2 and ½ minutes per video)	Per video	\$	6	\$
Additional 30 Second Intervals	Per interval	\$	1	\$
TOTAL FIXED PRICE FOR ALL SERVICES PROVIDED				\$

B. Pricing Menu for Video Production Services

Item Description	Unit of Measure	Estimated Quantity	Unit Cost
Director	Per day	1	\$
Producer	Per day	1	\$
Cameraman	Per day	1	\$
Director of Photography	Per day	1	\$
Key Grip	Per day	1	\$
Gaffer	Per day	1	\$
Prop Master	Per day	1	\$
Hair and Make-up Artist (including staff, products and supplies)	Per day	1	\$
Sound Mixer	Per day	1	\$
Production Assistant	Per day	1	\$
Editor	Per hour	1	\$
Editing Suite	Per hour	1	\$
Edit Prep	Per hour	1	\$
Color Correction	Per hour	1	\$
Audio Engineer	Per hour	1	\$
Sound Design/Mix	Per hour	1	\$
Needle Drop Music*	Per track	1	\$
Sound Effects	Per effect	1	\$
Camera equipment	Per day	1	\$
Lighting Equipment	Per day	1	\$

Audio equipment	Per day	1	\$
Studio rental	Per day	1	\$
Teleprompter	Per day	1	\$
Craft Services	Not to Exceed per person per day	1	\$

*Needle drop music for use in course only.

Additional Fees for Upcharges

Production Fee Markup	Percentage	1	%
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This fixed fee percentage would apply to services where respondent provides invoice for deliverable to charge FLVS actual cost-plus additional markup fees when applicable (i.e. talent).

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria – Lot 10 Video Production

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples and case studies demonstrating prior experience of similar size and scope.	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	25%
4.	Cost	25%
	Total Possible	100%

5.1.11 Lot 11 - Animation /VFX:

Description of Services

Animated videos that will be used in an online educational setting, varying in length, subject matter, and style. Animations shall vary in length and subject matter. Contractor ensures that all videos and content therein are solely owned by FLVS, free of any restrictions for future licensing for any FLVS course. FLVS is seeking a respondent that will deliver age-appropriate content that is creative and engaging to the target student audience for K-12 education. FLVS will provide approved manuscripts and voice over casting specifications. All delivered content or work product shall be the sole property of FLVS to be used at its sole discretion in perpetuity free from any copyright restrictions.

High Level Workflow

- Contractor submits storyboard within five (5) business days of receipt of manuscript.
- FLVS will provide feedback within 48 hours.
- Upon approval of storyboard, Contractor delivers first review of video within five (5) business days.
- FLVS will provide feedback within 48 hours.
- Contractor will make and deliver revisions within 2 business days.
- FLVS will review / approve changes within 3 business days.
- If needed, a second round of revisions will be done within 2 business days.
- FLVS will provide final approval on picture before going to audio mix.
- Upon approval of final mixed video, Contractor will provide video in the format listed in Audio/Video specs.
- See milestones/timeline for suggested delivery dates.

Technical Requirements

- File format: .mp4 (h.264)
- Profile (if applicable): baseline
- 16/9 Resolution: 640x352 is preferred*; 640x360 is acceptable.
 - (*divisibility by 16 ensures most efficient mp4 decoding)
- 16/9 Bitr

Complexity/Creative Levels. The following defines levels of creative complexity for Video Animations.

Animation: High Complexity

- Custom detailed illustration
- Custom backgrounds
- Multiple character illustrations
- Complex, realistic movements
- 3+ background changes
- High amount of post-production (editing/graphics)
- Music and sound effects
- Voice over talent and production

Animation: Medium Complexity

- Minimal detailed illustration
- Mostly stock illustration
- Stock photo or solid backgrounds
- Minimal background changes
- Minimal character illustrations
- Moderately realistic movements

- Medium amount of post-production (editing/graphics)
- Music and sound effects
- Voice over talent and production

Animation: Low Complexity

- Mostly stock illustration
- Stock photo or solid backgrounds
- Minimal background changes
- Basic repeating movements
- Minimal character illustrations
- Low amount of post-production (editing/graphics)
- Music and sound effects
- Voice over talent and production

Samples of Work and Case Studies

Include 3 samples of work demonstrating your understanding of the proposed scope and expected quality of the deliverables. Samples may be included with the proposal or respondent may provide URL to share sample content. Samples shall include examples of creative range demonstrating understanding of “Low,” “Moderate” and “High” Creative. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Case studies should contain relevant examples from the last three years that support educational entities preferably in the digital K-12 environment. Samples shall be representative of the quality of work that will be delivered.

Functional & Technical Requirements.

Item #	Lot 11 Animation Services Requirements	Meets or Exceeds Requirement “Yes” or “No”
1	Respondent creates and provides copyright permissions for all videos/images/illustration required by the course creation project.	
2	Respondent hires voice over talent and completes full production of all videos unless otherwise approved by FLVS in writing. Talent requirements shall vary by project (age/gender/etc.)	
3	Respondent adheres with all requirements listed in the FLVS Course Development Guidelines provided.	
4	Respondent provides storyboards prior to proceeding with final animation/VFX work as directed.	
5	Respondent has included relevant samples of previous work within their proposal response. Samples of work are relevant and represent the level of quality consistently provided.	
6	Respondent emails digital file or link for FLVS for review. .MOV files acceptable during review process; see Audio/Video specs for final output.	
7	Respondent delivers content in accordance with provided technical specifications	

8	Respondent agrees to use the FLVS provided .mp3 or .wav file (if applicable) of final audio mix, contractor will lay audio back to video and provide final output based on technical specs provided on awarded SOWs.	
9	Respondent provides one single point of contact who will communicate with FLVS managers during normal business hours (8:00 am – 6:00 pm EST)	
10	Respondent agrees to use FLVS provided and approved manuscripts and voice over casting specs as directed.	
11	Respondent edits video per manuscript instructions to include the voice over, graphics, stock image(s), animation, music, sound effects, final mix or other requested content in accordance with SOW.	
12	FLVS will supervise voice over recording sessions and decide final voice over based on casting provided by Contractor. In the event FLVS is unable to supervise based on contractor's process, it is understood that FLVS reserves the right to request a revised voice over recording which will include our feedback for corrections.	
13	Contractor guarantees that all voice overs, graphics, stock images or Contractor-provided content are solely owned by FLVS free of any restrictions for future licensing and can be used in perpetuity in any FLVS course, as needed at the sole discretion of FLVS.	
14	FLVS will review videos for accuracy and quality. If re-work is required due to engineer error, Contractor will absorb that cost and provide revised files within five business days of notification.	
15	Contractor will provide a storyboard or style frames of their creative idea for these videos with their response to this RFQ upon request if applicable to project.	
16	Contractor agrees to storyboard or style frames of creative idea(s) for videos are based on sample script provided upon request if applicable to project.	

Item # Question and Response Section – Lot 11 Animation Services		
1	Question:	Describe in detail the types of animation you have experience providing to clients including low, moderate, or high creative. For example, low creative might include basic stick figure animations whereas high creative might include complex high-quality animations at all creative levels.
	Response:	
2	Question:	What is your standard methodology for Animation Services? Include best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
3	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Include your approach to securing talent. Respondent shall provide sample blind CVs demonstrating

		their ability to staff multiple and complex projects and demonstrating available resources possessing minimum skills as described.
	Response:	
4	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
5	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
6	Question:	FLVS has provided a high-level workflow for individual projects. Explain how your process will integrate with the FLVS workflow provided.
	Response:	
7	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Cost Proposal – Lot 11 Animation Services

A. Respondents shall complete the following Sample Cost Proposal Form for Animation Services. This table shall be used for evaluation purposes. Pricing shall also serve as the Not to Exceed Cost per item for the life of the agreement.

Sample Project

Item Description	Unit of Measure	Unit Cost	Estimated Quantity	Extended COST
Animated Video (Medium Creative) between 2 and 3 minutes in length	Per Video	\$	11	\$
Additional 30 Second Intervals	Per 30 Seconds	\$	1	\$
TOTAL FIXED PRICE FOR ALL SERVICES PROVIDED				\$

Animation/VFX Pricing by Creative Level

Description	Quantity	Unit of Measure	Unit Cost
Low Creative Intensity	1	Per 2 Minute Video	\$
Additional 30 Second Intervals	1	Per Interval	\$
Medium Creative Intensity	1	Per 2 Minute Video	
Additional 30 Second Intervals	1	Per Interval	\$
High Creative Intensity	1	Per 2 Minute Video	
Additional 30 Second Intervals	1	Per Interval	\$
Total All or None Cost			\$

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria – Lot 11 Animation Services

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of samples and case studies demonstrating prior experience of similar size and scope.	40%
3.	Ability to meet or exceed stated requirements and responses to questionnaire	25%
4.	Cost	25%
	Total Possible	100%

5.1.12 Lot 12 – Photography:

Description of Services

Professional photography services may include but are not limited to studio photography, portraits, on-location photography shoots, and creation of photo catalogs. Photo catalogs may be used in campaigns and across collateral and environmental spaces. All content resulting from a photoshoot shall be considered Work Project and sole property of FLVS (including negatives if applicable). Contractors may not use FLVS photos for alternative purposes.

FLVS may request that talent be provided. FLVS at its sole discretion shall determine if contractor will provide talent. If respondent is providing talent, makeup and wardrobe fees shall be included in the per talent fee (see pricing table).

Production fees shall be all inclusive except where expressly identified within the rate card.

High Level Workflow

The workflow for Photography projects shall be determined upon issuance of Statement of Work. Respondents shall provide an overview of their standard process for consideration.

Samples of Work and Case Studies

Include a sample portfolio of work demonstrating your prior experience and quality of deliverables and creative capabilities. Prior experience with K-12 digital education is highly desirable. Samples may be included with the proposal or respondent may provide URL to share sample content. Proposer is cautioned to ensure that URLs (or links) to Samples of Work are functional and accessible as provided. Broken or non-working links may impact the scoring of this category. Samples should demonstrate quality, creativity, and engaging subject matter. Samples should be from work performed within the last five years with photographer credit noted.

Functional and Technical Requirements

Item #	Lot 12 Photography Services Requirements	Meets or Exceeds Requirement "Yes" or "No"
1	Respondent provides the services of Professional Staff Photographer possessing technical proficiency.	
2	All photos are of high quality with a minimum 5,000 by 3,000 pixels.	
3	All photos are shot with professional camera equipment.	
4	All deliverables are the sole property of FLVS and free from any licensing or copyright restrictions.	
5	Photographer supplies all equipment needed including camera(s), lighting, and other similar needed for Photography shoot.	
6	Respondent agrees to use FLVS provided technology props (such as laptops or other mobile devices) as directed.	
7	FLVS designers will art direct in collaboration with the photographer.	
8	Respondent may coordinate photography shoot with a producer (subcontracted by the photographer) as needed.	

9	Photographer may provide additional props as needed.	
10	Respondent identifies and contracts shoot locations as directed. For location sub-contracting, respondent will provide invoices and agreements to FLVS that detail associated costs. Respondent shall provide their fixed fee for any markups or administrative fees associated with location management. All locations are subject to FLVS approval.	
11	Contractor has experience with producing photos that are upbeat and vibrant (not muted) and reflect our brand tones of “cool” and “smart.”	
12	Respondent can support shoots that require multiple settings as well as additional locations as recommended to feature other aspects of lifestyle: travel (i.e. airport terminal or RV with family), sports (gym, sports court/field, dance studio), musicians, artists, academic achievers.	

Respondent Questionnaire – Lot 12 Photography

Item #	Question and Response Section – Lot 12 Photography	
1	Question:	Describe in detail the types of photography services offered. Include experience in educational market preferably K-12 and corporate photography.
	Response:	
2	Question:	What is your standard methodology for a Photography Shoot? Include best practices, project management, and risk mitigation.
	Response:	
3	Question:	Describe your resource pool including ability to staff additional headcount in response to high work volumes and multiple projects. Include your approach to securing talent.
	Response:	
4	Question:	Describe your communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
5	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
6	Question:	Describe your workflow process for studio photography shoots as well as shoots done on location (client or scouted location).
	Response:	

Cost Proposal – Lot 12 Photography

A. Sample Project for Evaluation. Respondents shall complete the following Sample Cost Proposal Form for Photography. This table shall be used for evaluation purposes. Pricing shall also serve as the Not to Exceed Cost per item for the life of the agreement.

Sample Project: One photographer taking portraits of 3 FLVS Students for marketing materials. The Shot List shall include a minimum of **8 to 10 stand-alone photos** against a solid white backdrop.

Item Description	Unit of Measure	Unit Cost	Estimated Quantity	Extended COST
Photographer	Per day	\$	1	\$
Production Costs	Per day	\$	1	\$
Equipment (lighting/camera(s))	Per day	\$	1	\$
Additional Staff	Per day	\$	1	\$
Wardrobe	Per day	\$	1	\$
Hair/Makeup	Per day	\$	1	\$
Talent	Per day	\$	1	\$
Studio	Per day	\$	1	\$
TOTAL NOT TO EXCEED PRICE FOR ALL SERVICES PROVIDED				\$

B. Photography Pricing Menu

Respondents shall provide line-item pricing for all relevant services that may apply.

Item Description	Unit of Measure	Unit Cost	Estimated Quantity	Extended COST
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
TOTAL NOT TO EXCEED PRICE FOR ALL SERVICES PROVIDED				\$

Note: Respondents may add lines to the pricing menu as needed.

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

Scoring Criteria – Lot 12 Photography

#	Criteria Description	Weight
1.	Qualifications of business and compliance	10%
2.	Quality of portfolio and samples adherence with requirements; and case studies Demonstrating experience of similar size and scope	40%
3.	Demonstrated ability to meet or exceed requirements and responses to questionnaire	25%
4.	Cost	25%
	Total Possible	100%

5.1.13 Lot 13- Ancillary Services

Description of Services. FLVS is seeking service providers for additional service and on-going support areas. These areas include Curriculum Mapping, Prototype Development, Meta Tagging, Foreign Language Translation, Deflashing, and Auditing for ADA and 508 compliance.

Respondents are directed check the boxes below that correspond with the areas of work they are seeking to become qualified services providers for FLVS.

- | | |
|---|---|
| <input type="checkbox"/> A. Curriculum Mapping Services | <input type="checkbox"/> D. World Language Translation |
| <input type="checkbox"/> B. Prototype Development | <input type="checkbox"/> E. Deflashing |
| <input type="checkbox"/> C. Meta Tagging | <input type="checkbox"/> F. Auditing for ADA and 508 Compliance |

For each box checked respondents shall provide the following:

The following must be provided for each category within this Lot in order to be considered for qualification within each area specified.

Samples of Work and Case Studies

Respondent shall include samples of work and corresponding case studies for each Ancillary Area of Subject Matter Expertise. Samples shall demonstrate understanding of the proposed scope and expected quality of the deliverables. Samples may be included with the proposal or respondent may provide URL to share sample content. Respondent is responsible for ensuring URLs to sample content are functional. Proposal shall include the corresponding case study for each of the provided samples of work. Submitted samples preferably demonstrate prior experience working within education sector, specifically the K-12 environment. FLVS is also interested in seeing engaging, age-appropriate content and / or samples that are consistent with FLVS standards.

Item #	Question and Response Section – Complete for Each Section	
1	Question:	In detail, provide your standard methodology for each area selected above. Include overall process, best practices, project management, and risk mitigation. Explain how your process aligns with the stated requirements as well as how you will address any differences.
	Response:	
2	Question:	Describe your resource pool, including ability to staff additional headcount in response to high work volumes and multiple projects. Respondent shall provide sample blind CVs demonstrating their ability to staff multiple and complex projects and demonstrating available resources possessing minimum technical skill level per the intermediate and advanced technical skills outlined below.
	Response:	
3	Question:	Describe your approach to project management including communication process for on-going assignments (frequency, point of contact, methodology).
	Response:	
4	Question:	Do you have any assumptions pertaining to this work? If yes, list them.
	Response:	
5	Question:	Respondent shall provide CV or biography of business contact responsible for the day-to-day management of the contract.
	Response:	

Item #	Lot 13 Ancillary Services Description	Shall Meet or Exceed Yes or No
13A	<p>Curriculum mapping – Mapping FLVS course content against FLVS Guidelines, Florida Department of Education standards, and other industry standards. Respondents for curriculum mapping must demonstrate proficiency in all subject matter areas, including but not limited to, English, Social Studies, Art, Music, Career and Technical Education, Math, Science, World Language, College Level, Advance Placement, and Cambridge Courses. The FLVS course catalogue includes educational content for grades K-12. Respondent has understanding of educational standards, Florida Department of Education requirements, subject matter expertise in course content. Respondent would conduct review of content as compared to standards, document recommendations for remediation, provide feedback to FLVS and perform updates as directed.</p>	
13B	<p>Prototype Development – Prototype application development may include web and or mobile virtual learning prototypes. Prototypes shall represent sustaining and disruptive online instruction models for K-12 students. Respondents must be qualified to develop functioning prototypes off site with deliverable compatibility for FLVS hosted ASW and Azure environment using Agile methodology. Experience with Angular.js highly preferred.</p>	
13C	<p>Meta Tagging - Review existing content and create metadata tags based on FLVS specified schema and standards/benchmarks. Given a set of standards or sub-standards, identify and tag granular learning objects. Create a set of sub-standards based on an anchor standard. Technical skills requirements may include Microsoft Office Applications, Browsers (IE, Chrome, Safari, Firefox, and iOS), LMS. Use of the FLVS Looter Tool. Fields included during tagging process may include: Standard(s), Intend Grade Level, Standard Type, Learning Target(s), LMS Assessments, Asset Type, Instructional Purpose, Duration, Assessment Type, Cross-Content, Learning Preference, Student Interest, Complexity Level, Designed For, Language For, Language Text, External Links, Materials Required, Copyright Holder, Name of Text, Lexile Level of Text.</p>	
13D	<p>Translation Services – Converting FLVS content from one language to another. This includes English to other languages, and other languages to English. Conversion may be at an asset level or entire course level. Respondents with translation experience shall provide a list of available languages, a description of the resource pool available and case studies of prior translation work performed over the last three years for other educational clients.</p>	

13E	<p>Deflashing Support includes recreating Flash interactives and video content for FLVS courses, using the current FLVS course framework including de-Flashing interactive lesson assets and videos to make them compatible with both desktop (Windows/Apple) and mobile platforms.</p> <ul style="list-style-type: none"> • Respondent makes no updates to the FLVS course framework. • Respondent uses provided templates and “cheat sheets” to comply with FLVS Style guide. • Respondent creates all .swf media assets using FLVS template tools, FLVS jQuery (v 2.1.0) Interactive Library, free-standing jQuery, or other tools. All conversions must validate to HTML5 standards. Adobe Flash source files, .fla, will be provided if available. • Converted content and assets must meet FLVS Course Development Guidelines including but not limited to: • Validate all lesson pages and interactive elements using a current, standard W3C validation method against HTML5, CSS3 coding standards. • Verify accurate functionality of all content. • Verify spelling and grammar. • Test in FLVS supported browsers and devices: <ul style="list-style-type: none"> ▪ Microsoft Edge ▪ Firefox (Current Version) ▪ Chrome (Current Version) ▪ Safari (Current Version) ▪ Chromebooks (Current OS) • Test in FLVS supported operating systems: <ul style="list-style-type: none"> ▪ Windows 7/8.1/10 ▪ Mac OS X 10.8+ ▪ Mac OS 10.2+ ▪ iOS 6+ ▪ Android 4.0+ • Respondent resources must have the minimum technical skills outlined below: <ul style="list-style-type: none"> ▪ HTML 5 ▪ CSS2/2.1 + Globally Compatible CSS3 ▪ jQuery and jQuery UI ▪ Git (or similar version control systems) and version control best practices ▪ Angular development experience is preferable • Respondent ensures the interactive assets are 508 compliant, • Respondent copies and/or uploads course content and assets to designated FLVS systems. • Respondent performs quality assurance on all work prior to submitting to FLVS for approval utilizing the FLVS Course Development Guidelines. • Respondents meets or exceeds compatibility with FLVS technology requirements as specified in the link provided within the information and definitions section provided below. 	
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13F	Accessibility Auditing Services – Respondent provides auditing services for Accessibility of FLVS utilities, applications, websites, or other as needed to determine WCAG 2.1 AA and Section 508 Compliance. FLVS would provide access to the content for on-going compliance auditing at its sole discretion on an as needed basis. Respondent shall provide auditing reports in adherence with the scope defined within the Statement of Work. FLVS at its discretion may direct the respondent to perform remediation efforts.	
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Pricing for A. Curriculum Mapping Services

Part A. Fixed Fee for Project Sprint

Respondent shall provide not to exceed rates for Curriculum Mapping Services. The project shall consist of a blended rate for combined resources over a period of time performing curriculum mapping services as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Curriculum Mapping Sample Project that requires one (1) Advanced Developer, one (1) Intermediate, and one (1) Entry Level Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Curriculum Mapping Hourly Rates. Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Entry Level Developer	Per Hour	40		
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Pricing for B. Prototype Development

Fixed Fee for Project Sprint

Respondent shall provide not to exceed rates for Prototype Development Services. The project shall consist prototype development as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Prototype Development Project – Learning Content System that requires one (2) Advanced Developer, one (1) Intermediate, and one (1) Entry Level Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Prototype Development Hourly Rates. Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$
Intermediate Level Developer	Per Hour	40	\$	\$
Entry Level Developer	Per Hour	40		
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Pricing for C. Meta Tagging Services

Fixed Fee for Project Sprint

Respondent shall provide not to exceed rates for Meta Tagging Services. The project shall consist of a blended rate for combined resources over a period of time performing meta tagging services as described here in using the following example. The total cost of the sample project shall be used for evaluation purposes.

Meta Tagging Project Sample that requires one (1) Advanced Developer, one (1) Intermediate, and one (1) Entry Level Developers and one (1) half time Project Manager. The project shall be conducted using Agile Methodology. Sprints shall consist of 2 Week Periods over to be completed within one month (2 sprints).

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Sprint 1 – 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Sprint 2 2 weeks of combined resource effort	Per Sprint	1	\$	\$
Total Fixed Fee for Project				\$

Meta Tagging Hourly Rates. Respondent shall provide hourly rates for resources as indicated.

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Advanced Level Developer	Per Hour	40	\$	\$

Intermediate Level Developer	Per Hour	40	\$	\$
Entry Level Developer	Per Hour	40		
Project Manager	Per Hour	40	\$	\$
Total Not to Exceed Fees				\$

Pricing for D. Foreign Language Translation

Description	Unit of Measure	Quantity	Unit Price	Extended Price
Translation Services	Per Hour	1	\$	\$
Translation Services	Per Word	1	\$	\$
Translation Services	Per Sentence/Phrase	1		
Translation Services	Per Page	1	\$	\$
Total Not to Exceed Fees				\$

Pricing for E. "Mobile Friendly" Deflashing (Menu)

Itemized Pricing Menu		
Interactive Type	Unit Cost (Custom)	Unit Cost (Template)
Animated Image	\$	\$
Animated Slideshow	\$	\$
Animation	\$	\$
Audio	\$	\$
Video	\$	\$
Card Flip	\$	\$
Click/Audio	\$	\$
Click and Drag	\$	\$
Click to Reveal	\$	\$
Click to Reveal/Audio	\$	\$
Click to Reveal/Multiple Choice	\$	\$
Drag and Drop	\$	\$
Drop Down	\$	\$
Fill In the Blank	\$	\$
Flip Book	\$	\$
Flip Cards/Audio	\$	\$
Matching	\$	\$
Menu (different screens)	\$	\$
Multiple Choice	\$	\$
Reveal Tabs	\$	\$
Rollover	\$	\$
Rollover with Audio	\$	\$
Running Continuously	\$	\$
Slideshow	\$	\$
Slideshow Animation	\$	\$
Slideshow/Audio	\$	\$
Slideshow/Drag and Drop	\$	\$
Slideshow/Reveal	\$	\$
Slideshow/Select Logical or Flawed	\$	\$

Slideshow/Video	\$	\$
Slideshow/Video/Audio	\$	\$
Static Image	\$	\$
Timeline Reveal	\$	\$
Timeline Rollover	\$	\$
True or False	\$	\$
Video	\$	\$
Video/Reveal	\$	\$
Video/Audio	\$	\$
Other: (list types)	\$	\$

Pricing for F. Auditing for Accessibility

Respondent shall provide fixed fee pricing for online content review per web page: \$_____

Respondent shall provide fixed fee pricing for online content review per hour: \$_____

Respondent shall accept payment via P-Card (with no additional Fees) ☐ Yes ☐ No
(Check one)

Exceptions/Alternatives to the Scope: Proposers shall specify exceptions requested for consideration to any section of the Lot specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

#	Lot 13 Scoring Criteria - Ancillary Services	Weight
1.	Qualifications of Business and Compliance	10%
2.	Requirements Tables and Respondent Questionnaire	30%
3.	Samples or Work and Case Studies	30%
4.	Cost	30%
	Total Possible Points	100%

6. Additional Supporting Information

6.1 Exhibits

- Course Development Checklist (Exhibit 1)
- Audio/Video Specifications: (Exhibit 2)
- Contractor Development Guidelines (Exhibit 3)
- Guide to Webb's DOK / DOK Chart (Depth of Knowledge Guide)
<http://sites.sau4.org/high-school-redesign/home/standards-based-education/competencies/webb-s-depth-of-knowledge> (Exhibit 4)

6.2 FLVS Service Levels for Support Related Services

- **Urgency:** Defined by user upon creation of incident record. The best practice is not to change this field if value is set by the user. 1 - High (Blocking Critical Business), 2 - Medium (Preventing Some Non-Urgent Work), 3 - Low (No Immediate Urgency)
- **Impact:** Defines the scope of the problem and is determined by the ITIL user (Technician). 1 - High (everyone), 2 - Medium (one group), 3 - Low (single user)
- **Priority:** Generated from Urgency and Impact.

Urgency	Impact	Priority
1 – High	1 – High	1 - Critical
2 – Medium	1 – High	2 – High
3 – Low	1 – High	3 - Moderate
1 – High	2 - Medium	2 – High
2 - Medium	2 - Medium	3 - Moderate
3 – Low	2 - Medium	4 – Low
1 – High	3 – Low	3 - Moderate
2 - Medium	3 – Low	4 – Low
3 – Low	3 – Low	5 - Planning

The following table defines the five priority levels that can be assigned to an issue and the Response and Resolution Time goals for Level 1 and 2 Support. Level 3 Support service targets follow the prioritization and workflow described by the FLVS System Development Lifecycle (SDLC).

- **Response Time** refers to how quickly a technician responds to a technical issue being raised via phone, email or other methods.
- **Resolution Time** refers to how long it takes from the time an issue is logged until it is fully resolved. If escalation is required, Resolution Time refers to the time in which the incident is communicated and the first notification email is distributed.

Priority Level	Urgency	Definition	Level 1 Support Target Response and Resolution Time	Level 2 Support Target Response and Resolution Time
1	CRITICAL	<ul style="list-style-type: none"> • A service incident that adversely affects critical systems or user capabilities and for which no workaround is 	Response Time: - within 5-10 minutes (phone/self-serviceticket)	Response Time: - within 5-15 minutes

		available, therefore requiring an immediate solution.	Resolution Time: - 4 business hours (if no escalation required)	Resolution Time: - 30-60 minutes
2	HIGH	<ul style="list-style-type: none"> A service incident that adversely affects systems or user capabilities but does not create an outage of key business tasks. An immediate response is required to communicate workaround or scheduling information, and a resolution must be prioritized as determined by FLVS. 	Response Time: - within 5-10 minutes (phone/self-service ticket)	Response Time: - within 1 hour during business hours - within 8 hours during on-call hours
			Resolution Time: - 8 business hours	Resolution Time: - 2 hours during business hours
3	MODERATE	<ul style="list-style-type: none"> A service incident that adversely affects a single system or low number of users but does not create an outage of key business tasks. The incident must have a documented workaround and must be scheduled for resolution by a specific day and time. 	Response Time: - within 15-45 minutes Self-service tickets: - within 4-16 hours	Response Time: - within 8 hours during business hours
			Resolution Time: - 16 business hours	Resolution Time: - 16 hours during business hours
4	LOW	<ul style="list-style-type: none"> A service incident that affects a non-critical function of a system or that has a low number of reported occurrences. A change request from a user group not represented by the 	Response Time: - within 15-45 minutes Self-service tickets: - within 4-24 hours	Response Time: - within 8 hours during business hours
		Change Control Board (CCB). <ul style="list-style-type: none"> The incident should have a documented workaround and the solution is included for prioritization by FLVS IT. 	Resolution Time: - 32 business hours	Resolution Time: - 24 hours during business hours
5	PLANNING	<ul style="list-style-type: none"> Category for feature requests that are pending Change Control Board (CCB) approval. 	N/A	N/A

6.3 Definitions

- Amendment (AMD): Contractual document to amend or change a contract or Master Services Agreement.
- Blended Learning — A formal education program in which a student learns: at least in part through online learning, with some element of student control over time, place, path, and/or pace; at least in part in a supervised brick-and-mortar location away from home; and the modalities along each student's learning path within a course or subject are connected to provide an integrated learning experience. (Horn and Staker, 2013)
- Change Order (CO): Contractual Document to request to change a SOW.
- Clone - An identical item to the parent with different variables testing the same benchmark at the same level of cognitive complexity
- Components of the average half credit (one semester) course. The following quantities are based upon averages for FLVS Courses. Actual quantities may be higher or lower. Approximately six Modules containing approximately 6 lessons per module (approximately 5 pages per lesson), ancillary documents including Develop Getting Started, Welcome Folder, Glossary, Collaboration, and toolbar (approximately 30 pages). Deliverables may also include but are not limited to graphics, images, and or custom images.
- Components of a Lesson
 - Title
 - Identified objectives/learning targets
 - Instruction following commonly used curriculum framework directly aligned to identified educational standards and objectives/learning targets.
 - Engaging and relevant page headers/titles
 - Consistent voice and tone (active voice)
 - Student engagement focus, including logical order of topics
 - Appropriate level of rigor per identified educational standards, including adequate scaffolding of skills and knowledge
 - Clear and concise text written at appropriate reading levels (identified in script)
 - Real world application where applicable
 - Graphic organizers and/or note-taking aids as appropriate
 - Dynamic delivery of content where appropriate (i.e. tabs, click to reveals, storybooks, audio) including text versions where applicable
 - Interactive practice(s) aligned to identified educational standards and objectives/learning targets
 - Visual elements complementing the instruction and student audience (i.e. images, infographics, diagrams, maps, charts, graphs, including alt text), including appropriate text lead-ins for these design elements.
 - Video elements used to teach difficult concepts and engage student audience including text version
 - Glossary terms with definitions
 - Lesson recap
 - Authentic or traditional lesson level assessment aligned to lesson content and identified educational standards at appropriate level of cognitive complexity and difficulty
 - Assignments broken into clear, manageable steps (numbering of steps)
 - Rubrics are clear, concise, aligned to assessment instructions, and use a consistent format
- DOK – Depth of Knowledge
- Educator – FLVS Learning Management System
- English Language Learners (ELL) - students with limited English language proficiency <http://www.fldoe.org/academics/eng-language-learners/rules-legislation.stml>
- Gradual Release of Responsibility Learning Model - a plan of instructions that includes demonstration, prompt, and practice.

- Growth Mindset Philosophy - In a growth mindset, people believe that their most basic abilities can be developed through dedication hard work, and resiliency
<https://www.mindsetworks.com/science/>
- .json file – When a learning target is tagged with its corresponding learning assets from the course and the contractor hits the “submit” key, it produces a .json file that an FLVS team member can review and approve.
- LCMS – Learning Content Management System
- Learning Asset - An innovative chunk of content designed to meet a learning target
- Learning Target - A granular learning objective defined as a necessary component of a larger curriculum standard
- Lot – A category of work or services that when responded to shall be evaluated and awarded independently that is part of a larger solicitation such as a Request for Proposal.
- Module - Method for presenting materials in a course as a smaller unit of study that includes lessons that center around a common learning goal.
- PLI – Personalized Learning Initiative
- Purchase Order (PO): A purchaser’s written document to a contractor formalizing all the terms and conditions of a proposed transaction, such as a description of the requested items, delivery schedule, terms of payment, and transportation.
- Request for Proposal (RFP): All documents, whether attached or incorporated by reference, utilized for soliciting competitive proposals, a solicitation method used for requirements exceeding authorized limits when it is expected that negotiations with one or more proposers may be required with respect to any aspect of the requirements, or other factors will be considered in the selection of the contractor in addition to price, or only one source is being solicited.
- Request for Quotation (RFQ or QTE): An informal procurement process which solicits pricing information from several sources. May be received in written or verbal form depending on dollar value.
- Standard - Learning goals for what students should know and be able to do at each grade level
- Parent - an original item that meets a benchmark and level of cognitive complexity and can be used as a model to generate additional items with the same or a very similar structure
- Passages – Reading content used for assessments, may support short and/or long response scenarios.
- Secondary Bid/RFQ: an RFQ issued under an awarded formal solicitation or bid.
- Science Technology Engineering and Math Education (STEM) - An interdisciplinary and applied approach that is coupled with hands-on, problem-based learning
<http://www.fldoe.org/academics/standards/subject-areas/math-science/stem/defining-stem.stml>
- Shortest Path to Mastery - FLVS curriculum development philosophy focused on tight alignment to curriculum standards using the shortest method of teaching a learning target resulting in student mastery.
- Statement of Work (SOW): A detailed description of the specific services or tasks a contractor is required to perform under a contract.
- Student Information System (FLVS SIS) – repository for student records
- Understanding by Design/Backwards Design - lesson design strategy in which a clear learning goal is identified first, then an assessment is created that establishes clear evidence that the learning goals has been met, and finally the instructional strategies and learning activities are designed.
- VLC – Virtual Learning Center (FLVS physical location)
- VFX Visual Effects within Animation and Video Production
- Web Content Accessibility Guidelines (WCAG) 2.1
<https://www.w3.org/TR/WCAG21/>

7. GENERAL TERMS AND CONDITIONS

7.1 FLVS may, at its sole and absolute discretion, reject any and all, or parts of any and all responses; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP, or in the responses received as a result of this RFP. FLVS also reserves the right to request clarification of information from any Proposer.

7.2 All expenses involved with the preparation and submission of responses to FLVS, or any work performed in connection therewith, shall be borne by the Proposer. No payment will be made for any responses received, any other effort required of or made, or expenses incurred by the Proposer.

7.3 FLVS has implemented a Purchasing Card Program to streamline our procurement process.

7.3.1 By making purchases with the Visa Purchasing Card, we can more effectively control our procurement activities and achieve a significant cost savings over our current paper purchasing/payment system. Our Awardees also achieve cost saving results by accepting our Purchasing Card.

7.3.2 FLVS may, at their sole option, elect to make payment by use of a Purchasing/Bank/Charge card. No additional charges, fees or price increases may be assessed by the contractor for the use of Procurement/Charge/Bank cards during the life of any award resulting from this contract, and any applicable extensions.

7.4 This RFP and the related responses of the selected Proposer(s) will constitute the basis of the formal contract between the Proposer(s) and FLVS. No modification of this RFP, except by addendum issued by FLVS, shall be binding on FLVS.

7.5 It is understood and agreed between the parties hereto that FLVS shall be bound and obligated hereunder only to the extent that the funds shall have been appropriated and budgeted for the purpose of this RFP. In the event funds are not appropriated and budgeted in any fiscal year for payments due under this RFP, FLVS shall immediately notify Awardee(s) of such occurrence and this RFP shall terminate on the last day of the fiscal year for which an appropriation(s) was (were) received without penalty or expense to FLVS of any kind whatsoever.

7.6 The awards made pursuant to this RFP are subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose, with their response, the name of any officer, director, or agent who is also an employee of FLVS. Further, all Proposers must disclose the name of any FLVS employee who owns directly, or indirectly, an interest of five percent (5%) or more in the Proposer or any of its branches/subsidiaries.

7.7 Purchasing Agreements with Other Government Agencies. All proposers submitting a response to this Request for Proposal agree that such response also constitutes a bid/proposal to all political subdivisions under the same conditions, for the same prices and the same effective period as this bid/proposal, should the proposer feel it is in their best interest to do so.

This agreement in no way restricts or interferes with the right of any political subdivision to rebid any or all items.

7.8 Proposers, their agents, and/or associates are subject to the provisions of the Florida Sunshine Law, Florida Statute 286.011.

7.9 There shall be no discrimination permitted by any party under this engagement as to race, sex, color, creed, national origin, or handicap.

7.10 The Procurement Director may terminate this solicitation in whole or in part when it is in the best interest of FLVS. Notification of termination must be in writing and issued by the Procurement Director or designee. This action will be publicly posted as described above.

7.11 Should any Proposer fail to enter into a contract with FLVS, on the basis of the submitted response by said Proposer, the Proposer acknowledges that Proposer shall be liable to FLVS for any lost revenue.

7.12 Venue for any and all legal action regarding or arising out of the transactions covered herein shall be solely in Florida Court in and for Orange County, State of Florida. The laws of the State of Florida shall govern this transaction.

7.13 Attached as Appendix L(in the Required Forms Packet), is the most current version of FLVS' standard contract. By submitting a response to this RFP, submitters acknowledge and agree that they have reviewed this standard form and have no objection to it. Further, if selected by FLVS, Submitters acknowledge and agree that they will execute this standard form contract, subject to FLVS' right to make revisions and modifications thereto prior to execution, where FLVS has determined, in its sole discretion that such revisions or modifications are in FLVS' best interest.

During contract negotiations, the respondent is expected to make every effort to timely respond to issues to ensure final contract agreement. FLVS will provide certain deadlines to meet during negotiations. Failure to meet the deadlines may be cause for termination of negotiations. In the event negotiations are terminated, FLVS will follow the procedures outlined in Section 2.3.5.

7.14 This contract or agreement is personal to the parties herein and may not be assigned, in whole or in part, by the Proposer without prior written consent of the School. The Proposer herein shall not assign payments under this contract or agreement without the prior written consent of the School.

7.15 With the consent and agreement of the Awardee(s), purchases may be made under this response by other school boards and governmental agencies Services are to be furnished in accordance with the Contract of said product(s) and/or service(s) resulting from this Response. Such purchases shall be governed by the same terms and conditions as stated herein. It is hereby made a part of this RFP that the submission of any response, in response to this advertised request, shall constitute a response made under the same conditions, for the same contract price, and for the same effective period as this response to all public entities if they so request.

7.16 Most Favored Nation/Pricing: Contractor guarantees that all of the benefits and terms granted to FLVS herein are at least as favorable as the benefits and terms granted by Contractor to any other public-school district or school board in Florida. Should the Contractor enter into any agreement with any other public school district or school board in Florida for the delivery of any good(s) or service(s) in this Agreement which provides for benefits or terms more favorable than those contained herein, then this Agreement shall be deemed to be modified to provide FLVS with those more favorable benefits and terms. For this purpose, the Contractor shall promptly notify FLVS of the existence of such more favorable benefits and terms and FLVS shall immediately receive the more favorable benefits and terms.

7.17 All accounting and invoicing correspondence must reference FLVS purchase order number. Invoicing for rental equipment or "tools of trade" will not be allowed. Rental equipment for special circumstances must be pre-approved by FLVS. Invoices and requests for payment must be accompanied by detailed cost sheets for each project denoting equipment, labor, disposal fees, etc. These items must be received by FLVS consultant/representative at least

ten (10) working days before the deadline for submission of Awardee's request for payment dates.

7.18 Insurance Requirements: Awardee(s) shall obtain and maintain in full force prior to performance and effect throughout the initial Term and any Renewal Term no less than 5 years past the completion of the project with a reputable insurance carrier qualified to do business in the state or states in which the Premises are located and having a rating of not less than "A" from A.M. Best & Company.

7.18.1 All policies of insurance shall be written on a per occurrence basis. All such insurance policies shall, to the extent permitted under applicable law, provide that (a) the policies shall not be cancelled nor shall any material change be made therein without at least ten (10) days prior written notice to Florida Virtual School (FLVS) and (b) FLVS is to be named as an additional insured party with respect to Proposer activities.

7.18.2 General Liability Insurance of not less than One Million (\$1,000,000.00) per occurrence and Two Million (\$2,000,000.00) General Aggregate for bodily injury, property damage liability, personal injury, advertising liability, and shall include errors and omissions coverage. The General Liability policy should be on CGL 0001 (12/04) or equivalent form. Insurance shall be primary and non-contributory to any other insurance of the certificate holder and shall name the certificate holder, owners and any other required by written contract or an agreement as additional insured.

a. Policy should be endorsed with a "per project aggregate". All coverages should include contingent liability and contingent property damage liability. If coverage is written on a Claims made basis the retroactive and continuity dates should be at least the first day services begin with FLVS. Policy should include an endorsement waiving all rights to subrogate against FLVS.

b. The above policies for General Liability insurance must be so written as to include Contingent Liability and Contingent Property Damage Insurance to protect the contract against claims arising from the operation of subcontractors.

6.18.3 Worker's Compensation Insurance: The Awardee(s) shall maintain during the life of this Contract, Worker's Compensation Insurance in accordance with Florida Statute 440. Contractors shall require all subcontractors to maintain such insurance during the life of this Contract Employer's Liability Insurance: The Contractor shall maintain, Employer's Liability Insurance shall be in the amounts not less than Five Hundred Thousand Dollars (\$500,000.00) each accident for bodily injury by accident, Five Hundred Thousand Dollars (\$500,000.00) each employee for bodily injury by disease, and Five Hundred Thousand Dollars (\$500,000.00) policy limit for bodily injury by disease.

6.18.4 Automobile Liability Insurance: Automobile Liability Insurance shall be maintained, by contractor as to ownership, maintenance, and use, including loading and unloading, of all owned, non-owned, leased or hired vehicles with limits of not less than One Million Dollars (\$1,000,000.00) combined single limit each accident for bodily injury & property damage liability.

7.18.5 Professional Liability and Cyber Liability including: Technology Errors and Omissions, Telecommunications Errors and Omission, or Multimedia Professional Liability whichever is applicable not less than One Million Dollars (\$1,000,000.00), and Network Security Liability, Privacy Liability, Crisis Management, Cyber Extortion, and Media Liability not less than One Million Dollars (\$1,000,000.00).

7.19 Legal Requirements: It shall be the responsibility of the Awardee(s) to be knowledgeable of all federal, state, county and local laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Lack of knowledge by the Awardee(s) will in no way be a cause for relief from responsibility. Awardee(s) doing business with FLVS are prohibited from discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.

7.20 After notification of award, the Awardee(s) shall indemnify and hold harmless FLVS as specified in Florida Statutes Section 725.06. Nothing in the award, resulting agreement, contract, or purchase order shall be deemed to affect the rights, privileges and immunities of FLVS as set forth in Florida Statutes.

7.20.1 Successful Proposer shall, in addition to any other obligation to indemnify Florida Virtual School and to the fullest extent permitted by law, protect, defend, indemnify and hold harmless the School, their agents, officers, elected officials and employees from and against all claims, actions, liabilities, losses (including economic losses), costs arising out of any actual or alleged;

- a. Bodily injury, sickness, disease or death, or injury to or destruction of tangible property including the loss of use resulting there from, or any other damage or loss arising out of, or claimed to have resulted in whole or in part from any actual or alleged act or omission of the contractor, subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable in the performance of the work; or
- b. Violation of law, statute, ordinance, governmental administration order, rule or regulation by contractor in the performance of the work; or Liens, claims or actions made by the contractor or any subcontractor or other party performing the work.
- c. The indemnification obligations hereunder shall not be limited to any limitation on the amount, type of damages, compensation or benefits payable by or for the contractor or any subcontractor under workers' compensation acts; disability benefit acts, other employee benefit acts or any statutory bar.
- d. Any costs or expenses, including attorney's fees, incurred by Florida Virtual School to enforce this agreement shall be borne by the Contractor and venue shall be in Orange County.

7.21 Patents and Royalties. The Proposer, without exception shall indemnify and hold harmless FLVS and its employees from liability of any nature or kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by Florida Virtual School. If the Proposer uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work. In addition, FLVS shall maintain all rights to the written documentation, electronic media and other materials provided by the Contractor in response to this Response.

7.22 All information submitted in response to this request shall be submitted in compliance with Florida Statutes Chapter 119.07 Public Records and 812-081 Trade Secrets. All information submitted as "Trade Secret" shall be submitted in a separate envelope and so labeled. If challenged, the Proposer who submits the "Trade Secret" information shall bear all costs associated with defending their position.

7.23 Financial Terms and Conditions.

7.23.1 Payment

Contractor will provide all Services, as defined in the RFP. All travel and related expenses are included. Payment shall be made in arrears as follows: in accordance with the Statement of Work with NET45 terms.

7.23.2 Conditions to Payment

Payment to contractor of the amounts due shall be conditioned strictly upon satisfaction of the conditions for such payment set forth in the Pricing Schedule under the Contract and specifically upon the successful and timely completion of the Acceptance Tests specified for the particular deliverable. FLVS reserves the right to determine the acceptance process which may include the approval and release of funds.

7.23.3 Maintenance Services

FLVS shall pay to Contractor the annual maintenance fee (after the warranty period has ended) set forth in the Pricing Schedule in accordance with the Maintenance Services Schedule, if applicable. Maintenance Services shall be invoiced on July 1 of each applicable year and be payable in accordance with the provisions of paragraph 6.23.6. This fee shall cover all Maintenance Services, updates and Releases to the Licensed Software during the period to which such annual maintenance fee shall apply. These are for all purchase products and/or modules, Enhancements and Releases.

7.23.4 Scope of Work (SOW)

In the event that FLVS shall issue a SOW (Scope of Work) for Services, under this Contract, FLVS shall pay to contractor an amount determined by the hourly rates under the Pricing Schedule, not to exceed the maximum cumulative amount for a Scope of Work under this Contract. Invoices for each SOW shall itemize the time and materials expended on the particular SOW.

7.23.5 Payment Terms Our Payment Clause

- a. FLVS will remit full payment on all undisputed invoices within forty- five (45) days from receipt by the appropriate person(s) (to be designated at time of contract) of the invoice(s) or receipt of all products or services ordered.
- b. By submitting a Proposal to the FLVS, the contractor expressly agrees that if awarded a contract, FLVS may withhold from any payment, monies owed by the contractor to FLVS for any legal obligation between the contractor and FLVS.

7.23.6 Form of Invoicing

Invoices shall itemize services, dates, and deliverables consistent with the terms of the Contract.

7.23.7 Performance Bond – INTENTIONALLY OMITTED

7.23.8 State on the Response Price Sheet the Terms and Conditions you will accept for a payment discount. (i.e.: 2% net 45 days, upon receipt of invoice). FLVS shall pay to Provider the fees for services as per State Statute Net 45 days of receipt of approved invoice. The School shall not pay Federal Excise and State taxes on direct purchases of tangible personal property. This exemption does not apply to purchases of tangible personal property made by contractors who use the tangible personal property in the performance of contracts for the improvement of School Board-owned real property as defined in Chapter 192 of the Florida Statutes. The tax exemption number is 85-8013320819C-8.

- 7.24 FLVS will monitor and enforce compliance by all Awardees and sub-contractors that provide services and/or products to FLVS.

7.24.1 It is the intent of FLVS that all Awardees and sub-contractors supplying services and/or products shall at no time cause unsafe conditions or acts that could have any impact on the safety and health of students, employees, or visitors to FLVS operations. The Awardee(s) may be required to supply a written copy of their Safety Program/Manual for review after contract award. Periodic review of the Awardee's safety manual and operations may be conducted. All Awardees and their employees, including sub-contractors, performing work under the terms of this contract will follow the best safe working practices at all times, as well as comply with all Federal, State, Local, and FLVS safety policies and procedures. This includes the operation of vehicles and equipment on FLVS owned property. Any accidents, injuries, or incidents occurring on FLVS property shall be immediately reported to FLVS Facilities Office.

7.24.2 All awardees shall comply with Chapter 442, Florida Statutes to any product or item delivered or used when providing goods or services under this contract by providing Material Safety Data Sheets (MSDS) when applicable.

7.24.3. The Awardee(s) and their employees, including sub-contractors, performing work under the terms of this contract will follow the best environmental working practices at all times. The Awardee(s) shall not cause any unsafe conditions or acts that could have an impact on the safety and health of students, employees, or visitors to FLVS operations, as well as comply with all Federal, State, Local, and FLVS environmental policies and procedures. The Awardee(s) may be required to supply a written copy of their Environmental Program/Manual for review after contract award. Periodic review of the Awardee's environmental manual and operations may be conducted. Awardees and sub-contractors will be responsible for removal and cleanup of all contamination (or potential contamination) when it occurs or is identified by FLVS Safety Office. All incidents shall be immediately reported to FLVS Safety Office.

- 7.25 Federal Provisions [THESE PROVISIONS MAY NOT BE APPLICABLE TO THIS CONTRACT BUT FLVS IS REQUIRED BY THE UNIFORMED GRANT GUIDANCE TO HAVE THIS IN ALL CONTRACTS UTILIZING FEDERAL FUNDS]

7.25.1 Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

7.25.2 All Contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity including the manner by which it will be affected and the basis for settlement.

7.25.3 Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts

and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

- 7.25.4 Environmental Protection. Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and sub grants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the regional office of the Environmental Protection Agency (EPA).
- 7.25.5 Debarment and Suspension Certification. Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.
- 7.25.6 Lobbying Certification Contract must adhere to: Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). Contractors that apply or submit proposal(s) for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

8.SPECIAL PROVISIONS

8.1 Renewals: It is understood and agreed that this contract may be renewed under the same terms, conditions, and specifications governing the original contract, and any request for a change in the contract conditions shall be interpreted as a request not to renew the contract at the end of the current contract period.

8.2 FLVS, at its sole discretion, may exercise options to extend the contract for the number of renewals referenced in Section 1.2.a, based upon funding availability and by mutual written consent of both parties. Respondent understands that any rate increases must be requested in writing with supporting documentation, approved by FLVS, and shall not exceed the average CPI for All Urban Consumers U.S. City Average for the renewal periods.

8.2.1 Price Increase – INTENTIONALLY OMMITTED

8.3 Contract Termination: FLVS shall have the right at any and all times to terminate this agreement, with or without cause, upon written notice of such termination provided not less than ninety (90) days prior to the date that such termination is to be effective, or with such lesser notice as FLVS may deem appropriate under the circumstances. Such right to terminate this contract without cause is hereby reserved by and to FLVS. In the event FLVS shall elect to terminate this contract without cause, FLVS shall compensate the Proposer for all work and services provided or supplied prior to the date of termination. In the event that an advance notice of termination is given, the Awardee(s) agree to abide and perform all covenants and provisions of this contract until the date of the termination specified in the written notice of termination. The Awardee(s) shall have no further rights, and FLVS shall have no further obligation to the Awardee(s), subsequent to the date of termination of this contract as specified in the written notice.

8.4 Minimum Qualifications/Experience: The Awardee(s) shall maintain a current business license. The Awardee(s) shall keep current all licenses and permits, whether Municipal, County, State, or Federal, required for the performance of its obligations and functions, hereunder, and shall pay promptly when due all such fees. Awardee(s) shall provide documentation of applicable license, certification, and/or commercial experience involving the services described herein. FLVS reserves the right to request documentation at any time during the contract period.

8.4.1 Proposer(s) shall include a copy of all applicable licensing with their response.

8.4.2 Inspection of Proposer's Facilities: FLVS reserves the right to inspect the Proposer's facilities and vehicles prior to awarding this contract.

8.4.3 It shall be the sole responsibility of the Awardee(s) performing services for this contract to safeguard their own materials, tools, and equipment. FLVS shall not assume any responsibility for vandalism and/or theft of materials, tools, and/or equipment.

8.5 Awardee(s) Personnel: Awardee's staff members are to present a professional appearance. Personnel shall be neat, clean, well groomed, properly uniformed, and conduct themselves in a respectable and courteous manner while performing duties and while at any FLVS facility.

8.5.1 Qualifications of new people working under this contract will be submitted to FLVS, in writing, for approval prior to them conducting any service under this contract. Submit a list of all employees who will be working under the current contract, any intention for additional personnel, and back-up personnel for each function.

8.5.2 Effective September 1, 2005, as per Section 1012.465 of the Florida State Statutes all Florida education agencies and Contractual personnel must be in

compliance with the Jessica Lunsford Act. Awardees meeting any of the criteria including those permitted access on school grounds when students are present, or those who have direct contact with students, or those who have access to or control of school funds are required to be Level II fingerprinted and screened by our Human Resources Department. This consists of a FDLE/FBI criminal record and fingerprint search. Contractor shall assign no person to perform work hereunder who has any form of criminal record without the prior written authorization of FLVS.

The term "contractor" means any proposer, individual, or entity under contract with a school or with the school board who receives remuneration for services performed for FLVS or a school, but who is not otherwise considered an employee of the FLVS. The term also includes any employee of a contractor who performs services for the school district or school under the contract and any subcontractor and its employees.

The Technical Assistance paper for the Jessica Lunsford Act can be accessed at <http://info.fldoe.org/docushare/dsweb/Get/Document-3151/k12%2005-107a>.

8.6 E-Verify Compliance. In accordance with section 448.095, Florida Statutes, Contractor shall utilize the U.S. Agency of Homeland Security's E-Verify system, <https://e-verify.uscis.gov/emp>, to verify the employment eligibility of all employees hired during the term of this Agreement. Contractor shall also require all subcontractors, if any, performing work under this Agreement to utilize the E-Verify system for any employees they may hire during the term of this Agreement. Contractor and its subcontractors shall complete and return the FLVS E-Verify Certification and Affidavit, attached hereto as Appendix K.

8.7 Public Entity Crimes. A person or affiliate who has been placed on the convicted contractor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity, may not submit a bid/proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids/proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted contractor list.

8.7.1 The Awardee(s) certifies by submission of this RFP, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

8.8 Communications: Awardee(s) must provide a means to receive direct communications from FLVS. A copy of all written communication concerning contract discrepancies, issues, or concerns from FLVS and the Awardee(s) shall be forwarded to the Procurement/Contract Specialist upon issuance.

8.9 Contract Administration: FLVS will periodically inspect work to assure that the requirements of this contract are being met. Should it be found that the requirements specified herein are not being satisfactorily maintained, the Awardee(s) shall be contacted and any discrepancies, inconsistencies, or items not meeting the specifications contained herein, are to be corrected immediately at no additional cost to FLVS. A second discrepancy notice shall serve as notification that any future discrepancies, inconsistencies, or items not meeting specifications contained herein, will result in termination of the Awardee's right to proceed further with this work. In such event, the Awardee(s) will be paid only for materials used. The Awardee(s) and their sureties may be liable to FLVS for any additional cost incurred by FLVS to complete the job. At this point, the Awardee(s) shall be considered in default and the contract

subject to termination. Performance ratings may be considered during award of future contracts by FLVS.

8.9.1 Failure of the Awardee(s) to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract, at the discretion of FLVS.

8.9.2 FLVS reserves the right to terminate this contract, in whole or in part, should the need for the services cease to exist.

8.9.3 Awardee(s) shall be subject to periodic performance evaluations by FLVS personnel. Continued unsatisfactory ratings shall be cause to find the Awardee(s) in default of the contract.

8.9.4 Upon cancellation of any ensuing agreement, FLVS reserves the right to award the contract to the responsible Proposer(s) offering the next highest rated response to FLVS for the unexpired term of the canceled contract, or for a full year period, whichever is deemed to be in FLVS's best interest.

8.10 FLVS Facility Security: All personnel must coordinate with the facility's front office or security personnel. Awardee's employees must be properly identified and must sign in and sign out when working or making deliveries during operational hours. All personnel must remain in the assigned work area.

8.11 Marketing Agreement/Use of Product: Trademark License. Neither party shall without the other party's written consent and approval: (i) permit usage of corporate logos, names and trademarks in marketing materials, provided such usage shall be subject to a limited license and shall be in conformance with such party's logo usage and trademark guidelines; (ii) at its own expense and in its sole discretion, furnish to the other party reasonable quantities of marketing collateral and other sales promotion materials upon request; (iii) list the other party as an Partner on their website; and (iv) issue with the other party a joint press release announcing formation of the referral relationship between the parties, provided, however, that neither party shall issue any press release regarding the other party without the other party's prior written consent.

8.12 Identical Qualifying Bids/Proposals: In the event of identical qualifying bids/proposals, FLVS will execute the tie breaking procedure contained in its policies and procedures manual, Section F11 purchasing.2A General Provisions Related to Competitive Solicitations.

8.13 Family Educational Rights and Privacy Act (FERPA): (including software related purchases) Proposer acknowledges that FLVS has a duty to maintain the privacy of student records, including without limitation education records as defined by the Family Educational Rights and Privacy Act (20 USC § 1232g; 34 CFR Part 99) ("FERPA"), and further acknowledges that as a contractor to whom FLVS has outsourced certain institutional services or functions: a.) Confidential information about FLVS' students is contained in records provided to and maintained by Proposer, and Proposer will protect the privacy of all student education records to the fullest extent required of FLVS under FERPA; b.) Proposer is performing an institutional service or function that has been outsourced by FLVS and for which FLVS would otherwise use its employees; c.) Proposer is under the direct control of FLVS with respect to the use and maintenance of education records, as defined by FERPA; d.) Proposer is subject to all FERPA requirements governing the use and re-disclosure of personally identifiable information from education records, including without limitation the requirements of 34 CFR § 99.33(a); e.) Even in circumstances that might justify an exception under FERPA, Proposer may not disclose or re-disclose personally identifiable information unless FLVS has first authorized in writing such disclosure or re-disclosure; and f.) Proposer will not use any personally identifiable information

acquired from FLVS for any purpose other than performing the services or function that are the subject of this agreement.

8.14 ADA Compliance: Under Title II of the Americans with Disability (ADA) Act. The ADA requires that persons with disabilities are provided both physical and programmatic access to all programs and services offered by public entities. Contractor complies with all rules and regulations under the Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation. Contractor agrees to comply with all with WCAG 2.1 A.A. and 508 Accessibility Standards specified within:

- [Section 508 of the Rehabilitation Act of 1973, as amended \(Sec. 508\)](#)
- [Americans with Disabilities Act of 1990, as amended \(ADA\)](#)

8.15 Force Majeure: Neither party to this Agreement shall be liable for delays or failures in performance under this Agreement resulting from acts or events beyond the reasonable control of such party ("Force Majeure Event"), including acts of war, terrorism, acts of God, epidemic or pandemic, any police action of the federal, state, or local government, an earthquake, flood, embargo, riot, sabotage, labor dispute, governmental act, failure of the internet, power failure, or energy, utility, or telecommunications interruptions.