



Procurement

160 South Hollywood Street • Room 126 • Memphis, TN 38112 • (901) 416-5300

RFP # 031621 -Digital Content Grades K-12 Questions and Answers

1. Is the district willing to award to multiple vendors to include a vendor that specializes in K6-12? **One vendor with one contract**
2. Will the lack of a native APP for iOS & Android disqualify a vendor from being awarded this RFP? **It is preferable but does not disqualify**
3. Will the district accept a solution that allows SCS to independently purchase a third-party plagiarism tool to be used in conjunction with the solution? **Yes**
4. Can you expand on the communication and data sharing requirements for the requirement that states “Must be able to communicate and share data with current Curriculum and Instruction used in the district”? **The end-user data and course content must be accessible to district officials to review and edit.**
5. Requirements 1.14.15 - 1.14.19 read as though SCS is looking for a vendor to write assessment items based on the district’s specifications. Can you clarify if this is the case as it does not appear to be in line with the RFP purpose which states this RFP is to supply curriculum, not author it specifically for SCS. **The course modules must have the ability for instructor to make changes in order to meet the scope and sequence determined by the district (Ex: some instructors may need to add assignments for activities to meet district and state guidelines.**
6. Due to the pandemic and continued work from home mandates in ours and many states, will SCS:
 - Accept emailed or electronic copies (flash drives) in lieu of hard copies? **Procurement will accept mailed or hand delivered proposals. Electronic proposal will NOT be accepted**
 - Accept electronic signatures in lieu of wet signatures on required forms? **Yes electronic signatures are acceptable.**
 - Forgo the notarization requirement on forms. **Notarization of documents is required.**
7. Is this bid opportunity only for a complete K-12 comprehensive digital solution or could a single grade level be considered? **The bid is for K-12. We have to be able to support all grades in a virtual setting, just as we have done in the past.**

8. Question: Are you looking for one solution to provide all content or are you considering individual content. We provide a supplemental single-discipline software as a service. [See response to question 7.](#)
9. What Learning Management System (LMS) will be utilized for the project and how long has SCS used it? [Canvas since 2015](#)
10. Does SCS plan to continue using the current LMS through the entire contract Period of Performance? [Yes](#)
11. Will any specific Scope of Work requirement disqualify a vendor from consideration for a contract award? [If scope of work submitted by Respondent differs from the required Scope of work may cause disqualification \(the services sought by SCBE will require the Respondent to provide digital content for grades K-12.\)](#)
12. Will any specific Scope of Services requirement disqualify a vendor from consideration for a contract award? [If a vendor does not have 24/7 technical support and services provided by a Domestic Vendor \(No International Outsourcing must be US based.\)](#)
13. How many instructors will need to be trained by grade band (elementary, middle, high school)? [Our district schools: 78- elementary, 26-middle, 10-k-8, 27- high, 2-alternative, 4-CTC, 2- special, 1- adult, 1-early learning, 1 – virtual, 56-charter, 7 - programs \(Approximately 2200 teachers grades K-5, approximately 2200 teachers grades 6-8, approximately 2200 teachers grades 9-12\)](#)
14. How many administrators will need to be trained by grade band (elementary, middle, high school)? [Approximately 200 administrators k-5, approximately 200 administrators 6-8, approximately 200 administrators 9-12, and an additional 100 for central office personnel \(Our district currently has 84 elementary serving students in grades K-5, 52 middle serving students in grades 6-8 and 48 high schools serving students in grades 9-12\)](#)
15. What is the date training needs to begin, and what is the date training needs to conclude? [During fiscal year time frame - July 1 - June 31.](#)
16. Can SCS provide clarification on the face-to-face training expectations (virtual face-to-face through a meeting platform such as Zoom or in a physical face-to-face environment)? [Yes, Face-to-Face training expectation means that the vendor must be able to provide and have flexibility to train teachers and administrators using the TEAM platform and provide access to any material online. Training in a physical face-to-face means that the vendor must be able to come to District Location to train teachers and administrators as needed, as well as provide any and all printed material.](#)
17. Offeror agrees to provide Certificate(s) of Insurance with the required coverage within two weeks of contract award. Will that satisfy the intent of Appendix G? [Yes](#)
18. Does SCS plan to award one contract or multiple contracts? [One vendor with one contract](#)
19. Offeror believes a Bid Bond is not applicable to this RFP. Please confirm. [Bid bond is not applicable to this RFP](#)
20. Please provide an example of current Curriculum and Instruction mentioned in 1.3.6. for data sharing. [The TN Academic Standards identify what students are expected to know and be able to do in each content area at each grade level <https://www.tn.gov/education/instruction/academic-standards.html>](#)

21. Please provide an example of a vendor partner to whom we will need to provide API access as mentioned in 1.3.11. **Canvas, Clever**
22. Please provide a copy of or link to the SCS Course Development Guidelines mentioned in 1.3.3., 1.4.4., 1.4.6., and other locations. <https://www.tn.gov/education/instruction/academic-standards.html>
23. Please clarify the intent of 1.4.12, “Respondent will provide Consulting on definition of production and delivery objectives for mobile content.”
- **Delivering traditional enterprise content (word, pdf, ppt etc.), associated transactional content centric functionality and workflow across mobile devices.**
 - **Delivering web content and associated functionality across mobile devices.**
24. We provide content and programming for K-8 math. The proposal lists K-12. Can we still apply? **Yes**
25. Are you able to share with me who your current K-5 core math content provider is. **Tennessee Department of Education:** <https://www.tn.gov/education/instruction/academic-standards.html>
26. Does the K-8 cohort use any digital math technology, currently? **Yes**
27. We provide content and programming for K-8 math. The proposal lists K-12. Can we still apply? **Yes**
28. Are you able to share with me who your current K-5 core math content provider is. **Tennessee Department of Education:** <https://www.tn.gov/education/instruction/academic-standards.html>
29. Does the K-8 cohort use any digital math technology, currently? **Yes**
30. Does Shelby County Schools plan to use their district teachers, vendor teacher, or both? **District teachers**
31. How many total students does Shelby County Schools anticipate serving in the virtual learning program for the 2021-22 school year? How many students per grade span; K-5, 6-8, and 9-12? **Approximately 52k k-5, 25k 6-8, 30k 9-12**
32. How many students does Shelby County Schools currently serve virtually? **Approximately 100k**
33. How many students has Shelby County Schools served virtually over the past three years? **30k**
34. Is Shelby County Schools planning to offer virtual summer school courses? **Yes**
35. In consideration of COVID safety precautions, is Shelby County Schools still requiring in-person, face to face training? **Both**
36. Is the full-time Implementation and Adoption Consultant required to reside in Shelby County School District? **Yes**
37. Is Shelby County Schools looking for digital content to fully integrate with Canvas and/or another Shelby County LMS? **Yes**

38. Would you please clarify what is meant by robust TCC (Thin Common Cartridge) format support in requirement 1.3.12 of the RFP? **Vendors should be able to provide TCC format or other Canvas ported format.**
39. In Section V.1.3.4, page 14, SCS states that free access is required to Production, Test, and Beta environments for the solution. This is an unusually significant degree of access for a solution of this nature. Can SCS provide access, or with a reduced level of access? **Reduced level access is acceptable**
40. In Section V.1.4.7, page 15, SCS states a specific requirement for Learning Objects to include metadata. Will SCS require access to view and edit the metadata of all Learning Objects included in the solution? **Yes, SCS will require access to view and edit metadata.**
41. If SCS requires access to view and edit the metadata of all Learning Objects included in the solution, can SCS provide clarification on why metadata access is required? This is an unusual requirement for solutions of this nature. Would SCS be willing to accept and approve a response that does not include full access to the metadata? **Reduced level access is acceptable.**
42. In Section 1.4.9, Page 15, SCS requires that the respondent provide source files and/or documentation to SCS databases, intranet sites, or other designated storage areas on request. Direct access to source files is not a typical requirement on digital content solutions of this nature. Can SCS provide clarification on why source files would be required, and how often it expects to place requests for this material? **Accommodations can be made at the time of presentation**
43. Given the lead-time required for shipping, bidders have just one-to-two days to adjust their proposals between the date the Q&A addendum is posted and the date we will need to print our proposals. Will SCS extend the RFP due date to March 19 to give bidders adequate time to make adjustments based on the Q&A before printing and shipping our proposals? **Vendor questions are answered daily via e-mail. The proposal due date will not be extended. All questions and answers will post March 9, 2021 by COB.**
44. The Evaluation Criteria cite the Functionality and Service, Technology, and Services and Support Requirements in Part V: Scope of Services (Details), but the criteria do not cite the Respondent's Requirements. Does this mean we do not provide proposal responses for the Respondent's Requirements, because those requirements are not part of the evaluation? **Please respond to ALL requirements of the Scope of Service.**
45. Regarding the deadline of March 16, 2021 @ 2:00 PM, CST, would SCS consider an extension of time to submit proposal responses? **Due to time constraints the proposal due date will not be changed.**
46. Regarding section 1.3.3. Respondent will create and edit content pages and assets per the (SCS) Course Development Guidelines using approved web develop technologies:
- What are the Course Development Guidelines mentioned in the following requirement?
The TN Academic Standards identify what students are expected to know and be able to do in each content area at each grade level and also follow instruction provide by Curriculum and Instruction Dept. (C&I) at <http://www.scsk12.org/ci/index>
 - What is the scope of this work, could you provide an idea of the kind of content creation and editing involved? **The TN Academic Standards identify what students are expected to know and be able to do in each content area at each grade level and also follow instruction provide by Curriculum and Instruction Dept. (C&I) at <http://www.scsk12.org/ci/index>**
47. Regarding section 1.3.4. Architecture: Free access to three environments- Production, Test, and Beta, will you consider proposals that do not meet this requirement? **Reduced level access is acceptable**

48. Regarding section 1.3.7. Ability to modify the course content by Curriculum and instruction department:
- Will providing editable documents meet this requirement? **Yes**
 - Would all content need to be editable? **Yes**
49. Regarding section 1.4.3. Respondent will write and upload course source files and/or documentation to SCS databases, intranet sites and/or other SCS designated storage areas as requested, will you consider programs where we host our source files and provide them to SCS via Common Cartridge (LTI)? **Yes**
50. Regarding section 1.4.7. Respondent will develop content as Learning Objects, with applicable standards tagging, metadata, and assessments (if required.) and 1.4.10. Respondent will deliver source files to SCS in the specified format, will you accept Common Cartridge LTI? **Yes, SCS will require access to view and edit metadata**
51. Regarding section 1.4.17. Respondent will write all assessment items to appropriate educational standards and cognitive complexity levels as identified by SCS:
- Can you provide examples of what this might look like? **The TN Academic Standards identify what students are expected to know and be able to do in each content area at each grade level.**
 - What is the turnaround time from when you would provide the information and when you would expect the assessment items to be completed? **All items needed as soon as contract is awarded.**
52. Regarding section 1.4.19. Respondent will provide copyediting and proofreading of any assessment items based on the SCS style guide prior to submission for review, can you provide the style guide mentioned here? **Follow instruction provide by Curriculum and Instruction Dept. (C&I) at <http://www.scsk12.org/ci/index>**
53. Regarding section 1.4.22. Respondent will revise items based on feedback from SCS as needed, what is the expected turnaround time? **All item needed as soon as contract is awarded.**
54. Regarding section 1.4.23 Respondent will deliver the assessments in SCS specified format (including, but not limited to, HTML mark-up if needed), will you consider programs that deliver within our online platform or Common Cartridge? **Accommodations can be made at the time of presentation.**
55. Regarding section 1.4.24. Respondent will correlate any lesson content, assignment, and/or assessment item to the educational standards identified by SCS:
- Will these correlations be to the TN standards or other standards? **Yes**
 - When will the standards be provided? **Standards are available at TN Department of Education website. <https://www.tn.gov/education/instruction/academic-standards.html>**
 - How much time would we have from the time we receive the standards until we would need to provide the correlations? **It can be discussed at the of presentation.**
 - Can you confirm that you are asking for a correlation and not edits to content? **Yes**
56. Regarding section 1.5.1. Full-time Implementation and Adoption Consultant available for 2 years residing in the district, can you please provide details on the expectations of the requested consultant? **It can be discussed at the time of presentation.**