

ADDENDUM #001

Solicitation Number: FDC RFP-18-005
Solicitation Title: Online Career Education Program
Opening Date/Time: October 17, 2017 at 2:00 p.m., Eastern Time (ET)
Addendum Number: 001

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 required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation. Added or new language to the RFP is highlighted in **yellow**, while deleted language has been struck.

This Addendum includes the Department's answers to written questions received.

This Addendum also includes the following revisions:

Change No. 1

A change to Section 2.7.1, Technical Requirements, to revise the language below:

2.7.1 Technical Requirements

The Vendor shall adhere to all applicable procedures and standards of the Department's Office of Information Technology relating to the operation of educational programs for inmates.

- a) The Vendor's learning platform shall be compatible with Microsoft Internet Explorer Version **11** ~~7.0~~, or higher running on Windows **7** ~~XP~~ or higher.
- b) The Vendor's learning platform shall have administrator access control functions and audit capabilities. All access to the learning platform shall be controlled by the administrators and all administrative activity must be logged.
- c) The Vendor's learning platform shall have user level access control for each inmate, including a user name or number and password.
- d) The Vendor's shall identify and provide contact information for technical support staff that will be available from 7:00 a.m. through 5:00 p.m., Eastern or Central Time, Monday through Friday, excluding State holidays, to provide assistance/information relating to inmate use of the computer hardware and application software required to participate in courses.
- e) The Vendor shall ensure that inmate access is at all times absolutely limited to the Vendor's educational site and the intended career education program only. The Vendor shall be able to provide supporting documentation or evidence of this at any time.
- f) The Vendor shall ensure all Department user activity in its online learning platform is logged. This log shall include, but not be limited to, all Department user identities, originating IP addresses, learning platform action dates and times, and all learning platform resources accessed. The Vendor will provide these logs to the Department within 48 hours of request.
- g) Upon request of the Department, the Vendor shall permit the Department to conduct ~~on-site~~ audits of the Vendor's online career education **platform** ~~program and program network~~.
- h) The Vendor shall provide the Department with the ability to audit and monitor all live Department user activity (~~network connection and~~ Online Career Education Program related). ~~This includes the ability to access all network resources, including those in the Vendor's host environment to confirm all necessary network controls are in force.~~

- i) The Vendor will provide the Department with a reporting dashboard that allows the viewing of daily classroom activity at any time.
- j) The Vendor shall keep and provide upon request all inmate records of the Online Career Education Program and network related activities for a minimum of five (5) years after expiration of the resulting Contract.
- k) The Vendor shall acquire Department approval of internet destinations and uses before they are included for use in the Online Career Education Program.
- l) The Vendor shall notify the Department within 12 hours of any Online Career Education Program or network failure, and the Vendor shall ensure that inmates do not have access of any kind to any computing or network resource beyond the approved online career education program site(s) should a failure occur.
- ~~m) The Vendor shall keep a complete record of any program or network failure, and shall provide the record to the Department upon request.~~
- m) The Vendor shall notify the Department within 12 hours of any suspected incident of attempted or successful unauthorized access or change to the Online Career Education Program or network. If compromised, the affected programs network(s) shall be made unavailable to inmates until the Department confirms the security of the network, and authorizes reestablishment of services.
- n) The Vendor shall acquire Department approval for any change to the Online Career Education Program.
- o) The Vendor shall provide the Department with the means to terminate the Online Career Education Program sessions at any time.
- ~~q) Where appropriate, the Vendor's connections shall enter and terminate in a correctional institution only as approved by the Department to destinations that provide a locked environment (e.g., a room secured by a keyed or digital locking system or a locked box in which the equipment can be placed) to which the Department has equal access.~~
- ~~r) Where appropriate, the Vendor shall clearly mark its equipment and shall color code all cabling serving its equipment to separate it from the Department's cabling and to distinguish it from any other cabling. No two (2) Vendors may share the same color cabling.~~
- p) Where appropriate, the Vendor shall secure by a locked environment (e.g., a room secured by a keyed or digital locking system or a locked box in which the equipment can be placed) all equipment located where inmate access to the equipment is routine.

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Responses to Written Questions
 FDC RFP-18-005
 Online Career Education Program

Question Number	Question	Answer
1	<p>POST-GRADUATION PERFORMANCE Ref: 2.6.7 Post-Graduation Performance (pg 14 of 62) “The Vendor shall ensure that inmates who graduate from the Online Career Education Program demonstrate post-secondary readiness. The Department shall administer to graduates an Advanced “A” level Test of Adult Basic Education (TABE) assessment. Inmates who graduate from the Vendor’s program shall score a total battery score of “10.0” on the TABE assessment, or receive an equivalent score on another Department approved assessment, as requested and distributed by the Vendor, such as the Post-secondary Education Readiness Test (PERT), to be considered as demonstrating post-secondary readiness.” Questions:</p> <ul style="list-style-type: none"> i. Given that the vendor will work with students assessed at the 5th - below 9th grade levels, how will the Department identify those students most likely to benefit from the online career high school program? ii. The TABE 9 & 10 has a Standard Deviation of plus or minus two years when using grade-level equivalents. How will the Department accommodate this standard deviation with regards to out-of-range scores? iii. As this is a career education program, and as the majority of inmates will seek employment post-release, what measures of workforce readiness, as opposed to post-secondary readiness, will the Department employ? 	<ul style="list-style-type: none"> i. The Department employs an automated, needs-based ranking system for program placement. Factors relevant to this RFP, identified within the system, are grade level equivalent scores and verified attainment of high school credentials. Each institution will primarily use the ranking system to identify potential students. ii. The Department follows the out-of-range testing policy set forth by the Florida Department of Education (DOE). Students with out-of-range scores will be re-tested in accordance with the DOE Florida Adult Assessment Technical Assistance Paper. iii. Basic skills are the foundation of workforce readiness, and as such, the Department will use the assessments identified in the RFP to document basic skill achievements. The Vendor may request approval by the Department for Vendor administration of an alternate assessment that evaluates basic skills and produces a comparable score.

Question Number	Question	Answer
2	<p>CURRICULUM, ASSESSMENTS, AND REMEDIATION</p> <p>Reference: 2.6.2 Curriculum, Assessments, and Remediation (pg 10-62 through 11-62)</p> <p>“d) The Vendor’s course content shall be delivered in a manner that supports increased reading comprehension.”</p> <p>Questions:</p> <ul style="list-style-type: none"> i. How does the Department define “a manner that supports increased reading comprehension”? 	<ul style="list-style-type: none"> i. The Department defines “a manner that supports increased reading comprehension” as instruction methodologies that are research and evidence-based and align with current College and Career Readiness (CCR) standards for reading.
3	<p>PERFORMANCE MEASURES</p> <p>Reference: 2.11 Performance Measures and Financial Consequences (pg 21-62, 23-62).</p> <p>“The Department desires to contract with a Vendor who clearly demonstrates its willingness to be held accountable for the achievement of certain performance measures in successfully delivering services under any Contract resulting from this RFP. Therefore, the Department has developed the following Performance Measures which shall be used to measure the awarded Vendor’s performance and delivery of services. Listed below are the key Performance Expectations, Measurement Durations, and Financial Consequences deemed most crucial to the success of the overall desired service delivery. The Vendor shall ensure that the stated performance expectations and standards (level of achievement) are met.</p> <p>2.11.1 Performance Measure #1 – Assessment 2.11.2 Performance Measure #2 – Monthly Summary Reports 2.11.3 Performance Measure #3 – Quarterly Reports 2.11.4 Performance Measure #4 – Graduation Rate 2.11.5 Performance Measure #5 – Post-Graduation Performance”</p> <p>Questions:</p> <ul style="list-style-type: none"> i. The Department states that one of the objectives for an Online Career Education Program is to “Reduce recidivism while enhancing public safety and promoting post-release success” (pg 6-62). How does the Department intend to achieve this objective in the absence of related performance 	<ul style="list-style-type: none"> i. The Department intends to achieve the goal of reducing recidivism by implementing effective educational programming. The Department studies and publishes recidivism data across program areas regularly. If the Vendor can provide third-party experimental or quasi-experimental research designed to isolate the proposed Program’s impact on inmate participants, the Department would be willing to consider this as a method of program evaluation, and the Vendor should include this information under TAB D of their Proposal. ii. Yes, the Department currently adheres to the National Reporting System guidelines. iii. Although post-secondary education readiness is listed as a goal, admittance into post-secondary academic institutions will not be a performance measure for this RFP.

Question Number	Question	Answer
	<p>measures? Will the Department also consider improved recidivism rates?</p> <p>ii. The Department states that its objective is to “Develop basic skills necessary to attain basic and functional literacy” (pg 6-62) and to “Improve grade level equivalency of inmates who demonstrate skills at a fifth (5th) grade level or higher, but below a ninth (9th) grade level”. Does the Department intend to follow National Reporting System guidelines in measuring improvement among low education-level students?</p> <p>iii. The Department states that its objective is to “Prepare inmates for entry into post-secondary academic institutions”. Will the Department consider actual admittance to post-secondary institutions?</p>	
4	<p>STATEMENT OF PURPOSE Reference: 1.2 Statement of Purpose item (pg 5-62 through 6-62) f, f “f) Obtain a Vendor that is sufficiently flexible and scalable to meet the Department’s security and technology requirements” “f) Secure final exam/end of course exam access capability;”</p> <p>Questions:</p> <p>i. What constitutes "sufficiently flexible"?</p> <p>ii. What specific test security measures does the Department envision?</p> <p>iii. What are the Department’s responsibilities for protecting against test compromises within the correctional institutions?</p>	<p>i. The Department intends to secure a Vendor who is “sufficiently flexible and scalable to meet the Department’s security and technology requirements,” meaning that the Vendor must be able to work cooperatively with the Department’s Office of Information Technology and Bureau of Security Operations. The Department may require the Vendor to adjust their program delivery to comply with it’s procedures and regulations.</p> <p>ii. The Department is requesting that Vendor Proposals include procedures used to uphold academic integrity. Examples of these capabilities include, but are not limited to: test access/entry codes, live monitoring, or local administrative notifications of test entry.</p> <p>iii. The Department intends to employ one (1) Teacher Aide per site location. The Teacher Aide will perform on-site monitoring during class</p>

Question Number	Question	Answer
		<p>hours to prevent academic dishonesty. Additionally, the Department will regularly review and analyze data for irregularities that may have occurred as a result of test compromises.</p>
5	<p>STATEMENT OF PURPOSE (PG 5-62, 6-62); 2.4 DEPARTMENT RESPONSIBILITIES (PG 9-62, 10-62) Reference: Statement of Purpose items h-j and 2.4 Department Responsibilities, para 2.4.4</p> <p>“The Online Career Education Program services shall include, but are not limited to: h) All necessary network capabilities required to communicate across the System; i) Network operations; and j) Repair, maintenance, and updates of equipment and software.”</p> <p>“2.4.4 The Department will provide classroom space within the secure perimeter of the service location(s), for the delivery of career-based online education programs leading to high school diplomas. The Department will provide 20 to 30 computer workstations, with the capability to access the Vendor’s online career education program, at each service location.”</p> <p>Questions:</p> <ul style="list-style-type: none"> i. Since all of the classroom and institutional equipment (i.e., workstations, classroom LAN, routers, and Internet connections) are owned and maintained by the State of Florida, the RFP suggests that the Vendor’s responsibility is to allow secure access to the learning platform by the State of Florida-owned/operated systems used within the correctional institutions. Is this a correct reading? 	<ul style="list-style-type: none"> i. Please see Change No. 1 of this Addendum. The Vendor’s learning platform should be accessible by the Department’s owned/operated systems used within the correctional institutions. It is the responsibility of the Department to manage the systems used and the network connectivity.

Question Number	Question	Answer
6	<p>2.7 VENDOR SYSTEM REQUIREMENTS (PG 14-62 THROUGH 16-62) Reference: Para 2.7.1 Technical Requirements, Item a</p> <p>“2.7.1 Technical Requirements The Vendor shall adhere to all applicable procedures and standards of the Department’s Office of Information Technology relating to the operation of educational programs for inmates. a) The Vendor’s learning platform shall be compatible with Microsoft Internet Explorer Version 7.0, or higher running on Windows XP or higher.”</p> <p>Questions:</p> <ul style="list-style-type: none"> i. Microsoft no longer supports below IE 11 with Security Updates. IE 7 and XP are not supported in any way, it would represent a security risk for the classrooms to install anything other than Windows 7 and above. https://www.microsoft.com/en-us/windowsforbusiness/end-of-ie-support Does FDOC still intend to support expired and unsecurable browsers or will FDOC update browser requirements to reflect current standards? 	<ul style="list-style-type: none"> i. Please see Change No. 1 of this Addendum.

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7	<p>2.7 VENDOR SYSTEM REQUIREMENTS (PG 14-62 THROUGH 16-62) Reference Para 2.7.1, item e</p> <p>“2.7.1 Technical Requirements e) The Vendor shall ensure that inmate access is at all times absolutely limited to the Vendor’s educational site and the intended career education program only. The Vendor shall be able to provide supporting documentation or evidence of this at any time.”</p> <p>Questions:</p> <ul style="list-style-type: none"> i. Currently, the Department’s Office of Information Technology-managed firewalls prevent users from accessing resources outside of the Vendor’s educational site and the intended career education program by whitelisting the IPs and domains for the approved educational site. Does the Department intend to suspend this practice? 	<ul style="list-style-type: none"> i. Please see Change No. 1 of this Addendum. If the Vendor’s Proposal requires users to access resources outside of the Vendor’s education site, and the intended Online Career Education Program, the Vendor must first request and receive approval of internet destinations and uses from the Department’s Contract Manager, or designee. The Vendor should describe in its Proposal the outside resources that would be used to support the Online Career Education Program, and how the Vendor intends to ensure that inmate access is absolutely limited to the Program only, at all times. The Vendor shall be able to provide supporting proof or evidence of this at any time during the resulting Contract.