

1. The stated number of existing users is 5,000. Please clarify the expected number of named/active users on the system during the first year?

*We anticipate that our numbers will continue to increase incrementally. Projecting forward at a slightly higher rate of growth as we experienced over the course of the past four years, we would anticipate total registered users would not exceed 7,000 in the first year. That stated, because all of our current course offerings are asynchronous, 2-4 hour mini-courses that most finish in one sitting, it is unlikely that we'd have more than 200-300 registered users simultaneously online at any given time.*

2. Please describe how you expect course/sites to be setup/provisioned and how users will be setup and assigned to those courses/sites?

*We plan to package all of our existing courses in a SCORM-compliant course authoring tool (e.g. uditu, SoftChalk, etc.). These courses will be packaged and loaded onto the Sakai platform. It is possible that we will need to use Sakai tools to generate certificates and monitor usage statistics, but that is still not yet clear. We are hoping that the selected vendor would advise us on the best way to proceed in that respect. Additionally, we plan to link to outside e-learning offerings that are housed on other sites as well as load e-learning modules that our training partner faculty can download and use in their own programs. These will also be SCORM-compliant.*

*Regarding registration, ideally, a user would register for the site, and then be able to choose which courses he/she wants to take. We want to be able to track not only the registered users, but also what courses they take. As we add courses, I will need to disaggregate user statistics by course. This will be extremely important. At some point in the future, there may be more advanced courses where we require that a learner take the M&E Fundamentals course, for example, before taking a more advanced course. We do not require existing user account data to be loaded into the new system.*

3. Do you have any self registration / enrollment requirements (i.e., will users setup their own accounts and enroll themselves into specific courses/sites)?

*There will be some basic data (country, organization, title, gender, etc) that we will want to collect upon registration. Otherwise, our users will self-register and self-select into the courses. We do not restrict registration in any way. Our courses and materials are public domain and access is free and open to all.*

4. Do you have any payment processing requirements (will the system need to collect and process payment information)?

*All our course offerings are free. We are funded through USAID. There will be no need for payment processing.*

5. In the RFP you stated "contains an area where communities of practice can be conducted, webinars can be held, and files/learning materials can be shared."

Can you please clarify your expectations related to the webinar functionality?

*This is not a functionality we currently use. We would be looking for guidance from the vendor to make recommendations regarding the best options for this functionality once we chose to implement it.*

6. Please define the level / scope of end user support that you expect the vendor to provide?

*We anticipate that in the first year that we will require a fairly high level of support and guidance with migrating courses and building a system that is functional and user-friendly for our learners. In addition to initial Sakai training and technical assistance, we anticipate that we will likely need help with loading and organizing courses as they are migrated as well as guidance in how best to utilize the Sakai platform.*

7. What data/user retention requirements do you have? Does the vendor need to retain ALL user and associated content for the duration of the contract?

*We expect that the successful vendor will retain ALL user and associated content for the duration of the contract. At the conclusion of the contract, we expect that ALL user and associated content will be returned to us in a form that can be migrated to UNC's Sakai server.*