

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

Project management questions

#	Question	Answer
1	Who will be the primary, day-to-day point person on your end, and what is their role in your organization?	The contractor's primary contacts will be: <ol style="list-style-type: none"> 1. Encompass GHeL technical team, including the Drupal Builder. 2. EnCompass GHTASC Project Manager. 3. EnCompass Contracts Manager.
2	Who are the key stakeholders, and what will their roles be throughout the project?	
3	Who are the key people and roles that will influence this project's direction?	EnCompass will coordinate engagement with the prime contractor and USAID when either entity expresses a need to provide input.
4	We are thrilled that EnCompass personnel want to be involved throughout design and development! Are there additional stakeholders and site users we all will be able to involve in the planning and testing?	
5	How will decisions be made, and what is the process for approving changes or updates during the project?	The EnCompass Drupal Builder, supported by the EnCompass GHeL technical team, will determine acceptability criteria and assess attainment. The subcontract will describe the technical team's authority to approve changes or updates within the established scope of work, period of performance, and budget.
6	How should we handle potential scope changes or additional features that may arise during the project?	
7	Do you have a defined process of approvals for this work, or can we structure one with you?	Communication methods about technical consultation and approval will be jointly developed by the contractor and GHeL technical team.
		The subcontract will also identify an EnCompass Contract Manager who will solely authorize changes to the subcontract value or period or performance, subject to authorization by the prime contractor. The subcontract will describe any contractor actions that require prior contractual approval.
		The contractor should bring the scope issues to the attention of the GHeL technical team. The EnCompass Project Manager will support decision making as needed, including referring the matter to the Contracts Manager for subcontract interpretation and modification.

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

8	<p>The RFP asks for an Agile approach, but also a phased approach. Can you explain your expectations for how this work should be conducted? How does the proposed, sequential, 2-phased approach consistent with the Agile methodology? That sounds more like a traditional “waterfall” approach.</p>	<p>EnCompass anticipates iteration within each phase, and that elements of Phase 2 may commence before all elements of Phase 1 are complete. Phase 2 progress will inform remaining Phase 1 discovery and design work.</p> <p>For example, development of existing custom and non-content related features will need to be reviewed and coding started while the migration strategy is still being developed. In another example, the contractor may review the existing types of pages and, absent any new fields that might be added, propose high-level designs accordingly.</p> <p>Managing rapid and iterative development will require a contractor adept in agile processes, including cogently proposing tradeoff solutions to ensure adherence to high level scope, time, and budget ceilings. It also includes working with EnCompass to adopt the most suitable management strategy for each element, regardless of strict agile, waterfall, or hybrid methods.</p>
9	<p>The Scope of Work described in Attachment A does not include language about the same 2-phased approach detailed in §1.3.2 of the RFP. It appears to instead describe a very different single-phased approach in the general language. However, in §5.2.4.5 of the RFP, it discusses 2 phases of the management features. Can you help us understand the expectations or any flexibility in your plan?</p>	<p>Appendix A does not describe a development process. It describes the site requirements based on current functionality.</p> <p>The phases in 5.2.4.5 are the phases for purging users. EnCompass regrets any confusion.</p>
10	<p>It sounds like you want to plan new content structures in phase 1 for the migration, before creating design concepts in phase 2. Is that correct?</p> <ul style="list-style-type: none"> - If so, it risks rework of the content structure, rerunning the migration, or limiting the design. Are you open to rethinking this approach? - If not, can you confirm your plan for the migration of content and functionality, and how the new design fits into that process? 	<p>EnCompass appreciates your concerns. Using the existing site as inspiration, a designer can identify the different types of pages, navigation requirements, colors, and responsive layouts at a minimum. When the content structures are locked, they can refine the designs, assuming they make a difference. The only content structure changes under consideration are the use of modules like Paragraphs and Media to replace the single body field and image field currently in place. The purpose of Phase 1 is to determine how to migrate those elements, and/or what tradeoffs must be made.</p>
11	<p>The RFP mentions a 1 to 1 or reinvention approach. However, the appendix mentions a “Design Plan.”</p> <ul style="list-style-type: none"> o Is the design of the current site being carried over, or is a redesign part of the project? 	<p>The aim of the 1:1 versus reinvention request in the RFP is not to reinvent the purpose and functionality of the site but determine how the existing functionality will be created in the new site: either start from scratch or edit the existing code to reflect the new APIs.</p>

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

	<ul style="list-style-type: none"> ○ If a redesign is planned, do you have brand guidelines or design assets that we need to follow? 	
12	What are the key performance indicators (KPIs) for the success of the new GHeL Center website?	For the completed site, EnCompass will consider automation, flexibility, and simplicity. The certificate system runs automatically. The content entry has some controllable yet flexibility options. Using the site is simple.
13	How will the product owner and subject matter experts from EnCompass be involved in the Agile development process?	The Encompass site operations consultant will be present for all planning and testing requirements.
14	How frequently do you expect sprint reviews and planning meetings to occur, and who will be the key stakeholders involved?	The contractor will advise on the best use of their time during development. The EnCompass Drupal Builder is available to meet and respond to communication as frequently as needed.
15	What kind of availability will EnCompass project owner have to coordinate with us, and on what basis? Will they be available to meet with us on a weekly basis, and have capacity to respond quickly to asynchronous communication?	Virtual meetings are preferred.
16	Are you hoping for in-person meetings or expecting to do everything remotely with video and screen sharing?	
17	What are the preferred communication and collaboration tools for project management (e.g., Jira, Trello, Slack)?	EnCompass does not have a preferred tool. The Contractor and EnCompass Product Owner will confirm use of available collaboration tools upon subcontract issuance. Slack and Jira are tools often used by the Drupal Builder, though not a requirement for any offeror.
18	Does EnCompass have interest in internal staff development learning configuration or coding to take on some feature development post re-launch? Drupal provides immense power to sitebuilders, especially with ECA, and the configuration management capabilities make taking complex features from an online development site to the live site a real possibility.	This will not be necessary due to existing EnCompass expertise.
19	Will EnCompass be forming any part of the design and development team aside from the Product Owner? (Such as providing design assets, doing in-sprint quality assurance,)	Encompass will provide theme assets. The EnCompass site operations consultant will perform UAT before presenting it to the EnCompass GHeL technical team. If other stakeholders have an interest in a specific feature, the

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

		EnCompass GHeL technical team will coordinate that engagement once the feature meets requirements.
20	Would you be willing to defer finalization of migrations, particularly those that involve transformations in the data model, until Phase 2?	Actual migration of all the data can be performed in Phase 2 if migration testing demonstrates that the final migration will work as expected.

Custom code questions

21	Pg. 3: Regarding the custom features mentioned, could you provide more specific examples of these redesigned and retooled features?	Appendix A describes the various features of the site including which features are custom. A search of the word “custom” in the appendix will yield examples. Almost all features on the site have some element of custom code.
22	1.5 Required Vendor Experience: Can you provide more information about the custom PHP functionality? Can you provide a list of the custom Drupal modules and the description of their purpose.	Please refer to the PDF titled “GHeL Custom Modules” posted with this Q and A.

Timeline questions

23	Pg. 3: Is there a defined timeline or target date associated with the "rapid time to market for all development effort"?	Drupal 7 will no longer be allowed on Acquia’s hosting environments as of Nov 2025. The new GHeL must be launched prior to this deadline.
24	Could you elaborate on the factors driving the 10-15 month project timeline?	The subcontract duration may extend beyond November 2025 to allow completion of final documentation or other outputs after new GHeL launch. The actual schedule of tasks will be iteratively developed and authorized following an agile approach during subcontract implementation.

Theme/Layout questions

25	Pg. 29: To what extent do you anticipate deviating from your current visual design system?	EnCompass does not anticipate any logo changes; other changes to the look and feel of the site are expected to need USAID approval. EnCompass anticipates that offerors will lean heavily on existing design, though it is at their discretion to propose changes to other elements of the existing visual design system as an enhancement. Examples of existing themes or designs can be used to narrow the design changes. EnCompass will verify any
26	Do you have existing brand guidelines or design systems that the new site needs to adhere to, or will these need to be developed as part of the project?	

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

27	Are there any user experience (UX) design guidelines or branding standards that we need to adhere to while developing the new site?	required USAID visual identify requirements as actual enhancements are considered during subcontract implementation.
28	5.2.4.1 Current email notifications from the site appear to be plain text. Will we need to enhance this to use HTML styled emails?	The primary focus is creating a new GHeL. HTML emails are not a priority at this time.
29	For any site managers that will be managing layouts, what degree of flexibility will be required? Do they need to be able to customize any design elements (like background color of particular elements on the page), or just rearrange layouts? Will layouts require customization on a per node basis or per content type? What kind of experience do the people in this role have already?	The Layout module is not anticipated as being an option on this site. The site will have a consistent look and feel for each page. If the EnCompass team decides to use Layout, it will be restricted to pages that the site administrator creates such as the basic page content type. The EnCompass Drupal Builder is experienced in Layout.

User questions

30	Pg. 41: There is a mention of high-level personas that appear to be feature-driven rather than needs-driven. Is there interest in further developing these personas?	The individual roles and features listed in section 5.2.5.5 are inspired/driven by the needs of the learner. No further persona exercises are needed.
31	Do you have any additional details regarding your 400,000 active users around the world on limited bandwidth? Are there any consistent pain points they suffer from? Is there any aspect of the current solution that works well, and must be incorporated into the next version?	A significant number of users are on the African continent. Google statistics show about 50% of users are on mobile devices and, based on help requests, that can indicate that they do not have a computer and/or printer. There is an option for them to create a single page of content for the course content that can be read offline. Some have used that. Therefore, the GHeL site needs to continue delivering simple HTML pages that load quickly and do not require technology not already available in a browser.
32	What is the purpose of deleting unused users? Would accessible protection against spam signups meet this need more effectively, or at least reduce staff time devoted to the purge?	The EnCompass team performed a one-time task to delete inactive users when trying to determine how many users' accounts were inactive. While it is not the primary focus of the subcontract, during implementation the contractor and EnCompass may discuss cost/time efficient methods to prevent bogus or incorrect emails from being used to create accounts.

Translation questions

33	Pg. 41: Which application are you currently using for translation purposes?	The site is primarily English. If there are existing translations on the site, the EnCompass team will manage the use of those translations during the
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GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

34	Is a dedicated translation specialist required for this project? If so, is this a role our team is expected to provide?	<p>migration process. The languages currently in use should be assumed and are on the site are readily available by default in Drupal. No translation services are needed.</p> <p>The site uses two translation features: entity translation and content translation. Entity is used for the content as content translations do not generate a new node, whereas the translations for the quiz questions do use a new node. Custom code is in place to make the quiz translations work.</p> <p>The system text is translated using Drupal’s translation functionality and via manual translation of system text strings.</p> <p>Currently, course content is translated by the content author if they want a translation. The process used prior to 2019 is unknown. Any new translations are the responsibility of the course authors.</p>
35	Could you specify the languages that need to be supported on the new site? Will there be any specific requirements for content translation management?	
36	<p>How is website content currently being translated?</p> <p>- We can see that the current website supports English, French, Arabic, Portuguese, and Spanish. What languages do you wish to support with the new website?</p> <p>- Do you want to change how translations are generated and moderated with the new website? If so, how?</p>	
37	<p>1.4 Summary Site Development Requirements: Can EnCompass provide more details on the multilingual approach? Is the entire website manually translated or are you looking for alternatives to allow for automated translation?</p> <ul style="list-style-type: none"> o Are there specific languages you expect the content will need to be translated to? Will this include right to left languages? 	

Module questions

38	Is Panelizer or a similar tool currently in use for content management?	The Display Suite, Paragraphs, and Fieldgroup modules are installed. Paragraphs is not used to manage content.
39	Are you utilizing the Field Collection module?	No.
40	Is the Books module currently in use? If so, please provide a URL where this is used.	No.
41	Is it possible to provide list of Drupal modules installed on the website?	<p>Please refer to the .XLS file titled “GHeL RFP Module” posted with this Q and A and review the following tabs titled:</p> <ul style="list-style-type: none"> • d7_projects • all-modules <p>Refer also to the PDF file titled “GHeL Custom Module”</p>
42	<p>What modules and themes are in use on the site?</p> <p>A list can be rapidly generated with:</p>	

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

	<code>`drush pm:list --fields=package,project,name,type,status,version --format=csv sort > d7_projects.csv`</code>															
43	Does this project include implementing a digital asset management (DAM) solution? If so, are there specific requirements or preferences for this solution?	Asset management options will be discussed in Phase 1.														
44	Is the Media module being used for file and image management?	Media is installed but the Media feature is not being used. Image field is used.														
45	Are there any currently identified incompatibilities with Drupal 11 in the current Drupal 7 modules in use that we can plan for?	It is assumed that one or more contributed modules created for Drupal 7 and in use on this site is not yet available for Drupal 10 or 11.														
46	Does the current Drupal 7 website utilize the Rules module? If so, to what extent?	<p>Active rules</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>Handle agent output</td> <td>A computing record is finished by agent</td> </tr> </tbody> </table> <p><small>Machine names: rules_computing_handle_agent_output, Weight: 0 Tags: computing</small></p> <hr/> <p>Inactive rules</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>OG member subscribe (Active)</td> <td>User has become a group member</td> </tr> <tr> <td>OG member subscribe (Pending)</td> <td>User has become a group member</td> </tr> <tr> <td>OG new content notification</td> <td>After saving new content</td> </tr> <tr> <td>Redirect on login</td> <td>User has logged in</td> </tr> </tbody> </table> <p><small>Machine names: rules_og_member_active, Weight: 0 Machine names: rules_og_member_pending, Weight: 0 Machine names: rules_og_new_content, Weight: 0 Machine names: rules_redirect_on_login, Weight: 0</small></p>	Name	Event	Handle agent output	A computing record is finished by agent	Name	Event	OG member subscribe (Active)	User has become a group member	OG member subscribe (Pending)	User has become a group member	OG new content notification	After saving new content	Redirect on login	User has logged in
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OG member subscribe (Pending)	User has become a group member															
OG new content notification	After saving new content															
Redirect on login	User has logged in															

Content type questions

47	Could you describe the complexity of the content in relation to the planned migration?	Content primarily resides in the Body field. The Image field is used to upload the image. The Insert module is used to insert into the body field as well as custom caption and hidden caption features that accommodate WCAG.
48	Can you describe your most complex content type in terms of fields, field collections, and paragraphs?	Courses. As stated in Appendix A, “Currently, when the course content type is selected, a custom module is triggered and all aspects of the course template are created.” Otherwise, the input fields are simple.
49	How many content types are there, and what are their respective complexity levels? Small (S): 1-5 fields, simple, no complex relationships. Medium (M): 5-10 fields, moderate complexity, basic relationships. Large (L): 10-20 fields, complex, multiple relationships. Extra-Large (XL): 20+ fields, highly complex, advanced relationships.	See Appendix A, Section 5.2.5 for a list of content types. Please also see the following files posted with this Q and A: Please refer to the .XLS file titled “GHeL RFP Module” posted with this Q and A and review the following tabs titled: <ul style="list-style-type: none"> • d7_projects • all-modules

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

		Refer also to the PDF file titled “GHeL Custom Module.”
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Site data questions

50	<p>Could you provide the results of the following query, for an overview of content types and their usage?</p> <pre> SELECT nt.module AS provider_module, nt.type AS machine_name, nt.name, nt.description, COUNT(n.nid) AS node_count, COUNT(CASE WHEN n.status = 0 THEN 1 ELSE NULL END) AS unpublished_count FROM node_type AS nt LEFT JOIN node AS n ON n.type = nt.type GROUP BY nt.type ORDER BY node_count DESC; ... </pre>	<p>Please refer to the .XLS file titled “GHeL RFP Module” posted with this Q and A and review the following tabs titled:</p> <ul style="list-style-type: none"> • field_config_instance • node_count • node_type • taxonomy_vocabulary
51	<p>And this query for an overview of field instances?</p> <pre> ... SELECT fci.entity_type, fci.bundle, fci.field_name, fc.type, fc.module FROM field_config_instance AS fci INNER JOIN field_config AS fc ON fc.id = fci.field_id </pre>	

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

	<pre>ORDER BY entity_type ASC, bundle ASC, field_name ASC; ...</pre>	
52	<p>And the results of this query, for an overview of taxonomy vocabularies and their usage?</p> <pre>... SELECT tv.module, tv.vid, tv.machine_name, tv.name, tv.description, COUNT(td.tid) AS term_count FROM taxonomy_vocabulary AS tv LEFT JOIN taxonomy_term_data AS td ON td.vid = tv.vid GROUP BY tv.vid ORDER BY term_count DESC;</pre>	

Content format questions

53	Attachment A 5.2.4: Do you envision continuing to use HTML exports from Storyline to build some of your courses?	Yes.
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Content questions

54	Comments are used for internal review of courses only, and are never made public?	True.
55	Are "final quiz" and "final exam" synonyms? Is not being able to have any content after the final quiz/exam (in order to make its score count toward passing the course) a current pain point?	Yes. Final quiz and final exam are synonymous. Course authors have the option to name the final within reason. Pages following the final can be discussed in Phase 1.

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

Accessibility questions

56	Can you provide examples of existing accessibility compliance issues on the current site that need to be addressed?	<p>The current compliance issues include the following and are being address by the EnCompass team:</p> <ol style="list-style-type: none"> 1. long descriptions for applicable images 2. non-compliant PDFs. <p>These issues will not be the contractor’s responsibility. The contractor is responsible for ensuring the rendered system HTML is WCAG compliant and enabling users to be compliant with the necessary content configuration features.</p>
57	PDFs are often a challenge for accessibility. Are you open to offering an additional, alternative certificate format as a webpage to be more accessible?	Certificates are now solely provided on an HTML webpage. The PDF feature is no longer available to the learners.
58	5.4.4 System Generated PDFs: Is offering compliant PDFs a site requirement or an optional enhancement?	Compliant PDFs are not a requirement. Offerors have the discretion to propose compliant PDF alternatives as a potential enhancement.
59	<p>Specific feature development or tasks</p> <p>1. Are the course certificates a PDF that could be (has been?) created by staff in a Section 508 compliant fashion?</p> <p>We ask because we could add (or coach staff on adding) fillable form fields to the PDF, which the site could use to fill out and generate a PDF that is no longer fillable (and does not need to look like form fields). This could be the most effective and cost-effective approach. We recognize that the site generating accessible PDFs from scratch for other purposes is a past but inadequately fulfilled goal that can be dropped (5.2.4, Course Specific Administration, Reporting) as well as a future goal (5.4.4), but even so "really good looking accessible professional certificates" and "accessible PDF versions of heterogeneous course content" are different enough use cases to justify different approaches, with the added benefit of the latter being a deferrable feature.</p>	<p>Site functionality is the most important aspect of this effort. PDF generation must be WCAG compliant and automated. At this time PDF generation is no longer an option on GHeL due to Section 508 compliance requirements.</p> <p>Sections 5.3 and 5.4 describes two types of enhancements: changes to existing features and the addition of new features. Neither type of enhancement is a requirement. However, offerors have the discretion to propose compliant PDF alternatives as a potential enhancement.</p>
60	Do you have the compliance failure report of the latest attempt to generate PDFs from the site?	Please see the accessibility report PDF posted with this Q and A. “Accessibility Report Course Landing Page”

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

LMS questions

61	Is there an existing Learning Management System (LMS) that requires integration with the new Drupal site? If so, could you provide details on the platform, APIs, and specific integration requirements?	No.
62	How should user data, course progress, and completion records be managed and integrated between the Drupal site and any LMS or other systems?	There is no LMS integration.
63	We are excited to use Drupal for the CMS, but have you evaluated off the shelf, Learning Management Software options for the Learning Management/Course Management needs of the website instead of using Drupal to perform these functions? If not, are you open to looking at an off the shelf LMS? If you already did this evaluation and decided against an LMS, what part of the Learning Management Software option were you opposed to?	The site will not be integrating an LMS. Several issues were considered: low band-width users, full-course download, the simplistic nature of our content vs the power of an LMS, potential licensing and user fees given there are over 400,000 users, 4-6K new users are added each month, the skills of the course authors to create a SCORM and 508 compliant experience, and the cost to remake the content to meet SCORM requirements.
64	Is accommodating SCORM content explicitly not a requirement of the site?	This is not a traditional LMS. It delivers text, images, and links to content via page-turner interface. Therefore, SCORM compliance is not required.
65	Are there any e-learning conformance requirements, like SCORM?	

Pain points/challenges/future questions

66	<p>Is there a running list of problems and annoyances with the current site?</p> <p>We consider it very important to avoid any development or migration work that is not moving the entire project in the best direction. For example, problems we have noted in our brief encounter with the site:</p> <ul style="list-style-type: none"> - The site does not confirm e-mail addresses. 	<p>Thank you for the list. EnCompass is aware of these issues but given some larger challenges and the new site to be built, they are not a primary concern. Phase 1 review of the features will discuss any known issues with that feature.</p> <p>The following bullets are provided to share insight. Issues considered minor are not listed.</p>
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GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

	<p>- The registration notification e-mail links are not clickable in many e-mail clients.</p> <p>- Despite checking both boxes to "Sign up for the GHeL Newsletter" and saving the profile, in addition the checking the box on signup, the site still says "Not subscribed to Global Health eLearning Newsletter" and no opt-in e-mail has come from Mailchimp or anywhere else.</p> <p>The goal is to avoid putting any effort into reproducing unused features, unwanted "mis-features" or "anti-features", or the exact user experience of sub-optimal features. We will be prioritizing this throughout the design, development, and migration. To give a somewhat long-shot example, could requiring confirmation of e-mail addresses resolve the problems of inactive users?</p>	<ul style="list-style-type: none"> • A Views export to a CSV or XLS file that has more than 5,000 records yields unreliable results and missing data. Hence the custom queries mentioned in Appendix A. • On occasion, republishing a course triggers an error that resolves upon click. • The password reset feature occasionally appears to time out before a user can click the link, or the reset process doesn't actually execute. <p>Email confirmation is not deemed relevant using Drupal 7. Users who included a typo in their email address cannot be informed because the email can't be delivered. Intentional bogus emails would not care to confirm validity. Email validity would have to be checked and confirmed before the registration form is saved to the system.</p>
67	Do you foresee any challenges with the migration based on the current Drupal site configuration?	
68	What are the primary pain points with your current system?	
69	Are there any specific known major / minor issues on the current Drupal site?	
70	Are there any known performance issues with the current site?	
71	Are there any existing issues or limitations with the current Drupal 7 site that we should be aware of when planning the migration to Drupal 11?	
72	Are there any performance bottlenecks or security concerns with the current Drupal 7 site that need to be addressed in the Drupal 10 upgrade?	
73	Could you articulate your vision for the future site?	A GHeL site that meets Drupal's development standards and can be maintained and upgraded accordingly.

Training questions

74	Understanding that EnCompass will be the Product Owner, who else will be included in the broader stakeholder audience for demos and workshops?	Stakeholders include the Prime contractor Credence Management Solutions and USAID. EnCompass would provide any needed demonstrations to these
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GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

		stakeholders informed by documentation provided by the contractor. Workshops are not requested.
75	Will training for your team be required as part of this project? If so, to what extent?	Team training will be conducted by the EnCompass Drupal Builder, who will also be the person performing UAT. Since UAT processes are provided by the contractor as part of the test, those step-by-step processes are at the core of the how-to documentation.
76	Have your staff administrators been properly trained to ensure full compliance with WCAG 2.1 AA standards?	The EnCompass Drupal Builder is familiar with WCAG and provides training as needed.
77	Will you require training for your team on the new Drupal 10 site, and if so, what level of training is needed?	No, except any clarifying questions that might arise during UAT.

Documentation questions

78	What kind of documentation do you expect to be provided at the end of the project?	See RFP section 1.3.1
79	Is there existing end-user documentation (geared toward Learner, Course author, Course reviewer, Courses admin, Community manager, Translation editor, and Content admin) you can share, beyond the on-site FAQ and the materials in the RFP?	There is a course development guide and system-administration guide. This will be shared as part of Phase 1 with the understanding that some processes and screenshots currently in the documents are likely to change or have already changed.

Maintenance and prior developer questions

80	Who is currently responsible for enhancements and maintenance of the website?	<p>The current GHeL site is estimated to have been launched in 2012 and the original developer has not been involved since then. EnCompass has already issued a maintenance contract for that site. This contractor has performed the following types of tasks:</p> <ul style="list-style-type: none"> • system level 508 remediation • troubleshooting bugs and server-related issues • restructuring/enhancing features, • adding custom admin and content authoring tools • applying security updates
81	<p>Is there an incumbent applying for this opportunity?</p> <p>- How happy is the incumbent?</p> <p>- How many times has the incumbent won the RFP when issued?</p>	<p>The current RFP for new site development and migration is fully open to all offerors that meet requirements described in Section 1.5 of the RFP.</p>

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

82	Is there an incumbent for this project? If so, can you name them? Are they permitted to bid on this work?	
83	Will EnCompass require O&M support at the conclusion of this effort?	<p>EnCompass has already contracted for ongoing maintenance of the current GHeL site on Drupal 7.</p> <p>The new site will require ongoing operations and maintenance support. EnCompass will solicit bids for that scope of work closer to the period of performance.</p> <p>Offerors should not include costs related to ongoing operations and management support of either the Drupal 7 or new site.</p>
84	What level of post-launch support and maintenance are you expecting? Will there be an ongoing requirement for updates and security patches?	
85	What are your expectations for post-launch support? Do you anticipate ongoing maintenance or just a warranty period after the site goes live?	
86	1.2 Background: Will you require any additional maintenance to your current Drupal 7 site once the Drupal 7 EOL (End Of Life) arrives in January 2025?	
87	Do you have support arranged for the Drupal 7 site beyond official support ending on 2025 January 5, or would you be interested in that being part of the proposal?	
88	Are there any specific Service Level Agreements or response times required for post-launch support?	

Migration questions

89	How many content (e.g., pages, articles, blog posts) does the current Drupal site have?	<ul style="list-style-type: none"> • A simple node count shows 18K published and 20K total, most of which are course related. • The number of nodes to be migrated will be discussed in Phase 1. • Users, vocabularies, nodes, media, webform (if possible) and any user-to-node relationships will be migrated. This relationship is seen in the custom certificate tracking tables. • The migration node count will be in the thousands if an automated solution can be reached. Manual migration by the Encompass Team is the last option. • Options for the retention of historical or archived content will be discussed in Phase 1.
90	Do you plan to archive or remove any content during the migration? Migration volume will be influenced by how automated the process can be made.	
91	Can you clarify the scope of content migration? How many pages and types of content (e.g., text, images, videos) will need to be migrated to the new platform? The migration planning will occur in Phase 1.	
92	No query required for this, but will webform submissions need to be migrated?	

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

93	How much historical data needs to be migrated, and are there any specific requirements for data retention or archiving?	
94	<p>1.3.2 PHASED APPROACH, Phase 1: Development of Content Migration Process: We understand that EnCompass is largely seeking an automated migration process. In our experience, some of the marketing pages and other content elements will require manual migration.</p> <p>- What are the expectations for content migration roles and responsibilities? To what degree can or will the EnCompass team support migration activities?</p> <p>- What is the expected data retention policy for the content and users being migrated?</p> <p>- Do you have a content inventory and audit? If so, can that be provided to vendors?</p>	<p>The site administrator and EnCompass GHeL team will be involved in ensuring the migration is possible and executed appropriately. A formal retention policy will be discussed in Phase 1.</p> <p>Regarding content inventory, all live courses can currently be viewed on the site. Courses have between 50 and 100 content pages and between 25 and 50 quiz questions each. Approximately 90% of the content pages have one or more images.</p>
95	Are any special permissions needed for who can select media? (Migrating images to Drupal's media library is a great way to move toward best practices media management and make it easier for content editors to ensure Section 508 compliance, but complex permissions, while possible, are trickier to do well compared to having images stay directly attached to content.)	Appendix A, Section 5.2.5.5 discusses permissions. If the Media Library is used, users will need a way to find their course-specific images. EnCompass seeks to avoid asking course authors to manually search thousands of images.

Integration questions

96	What third-party services or integrations does the current site rely on?	<p>Regarding integrations, the following are in place and need to continue:</p> <ul style="list-style-type: none"> • MailChimp • Solr • Google Analytics
97	Are there any new integrations planned for the Drupal 10 / 11 site?	
98	Are there any existing systems, databases, or APIs that the new website will need to integrate with? If so, could you provide details?	
99	Are there any specific services currently being used that we need to integrate with or replace? Will there be any third-party integrations or APIs that need to be supported on the new platform?	

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

100	Do you have any existing analytics or SEO tools integrated into your current site that will need to be transferred or considered in the new site design?	
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Search related questions

101	Do we have list of best SEO practices currently implemented on the site?	No. It's a basic Solr search results solution.
102	Do you use any specific SEO modules or custom configurations?	No.
103	5.3.10 Search Enhancements: Section 1.4 requests adding facets. Any other Search needs? Examples <ul style="list-style-type: none"> ○ PDF attachment searching ○ Logical operators ○ Result boosting based on field type 	None of the enhancements or new features listed in the RFP are required. The offeror has the discretion to propose enhancements they believe will provide best value to the government based on information in the RFP. This includes any additional search facets.

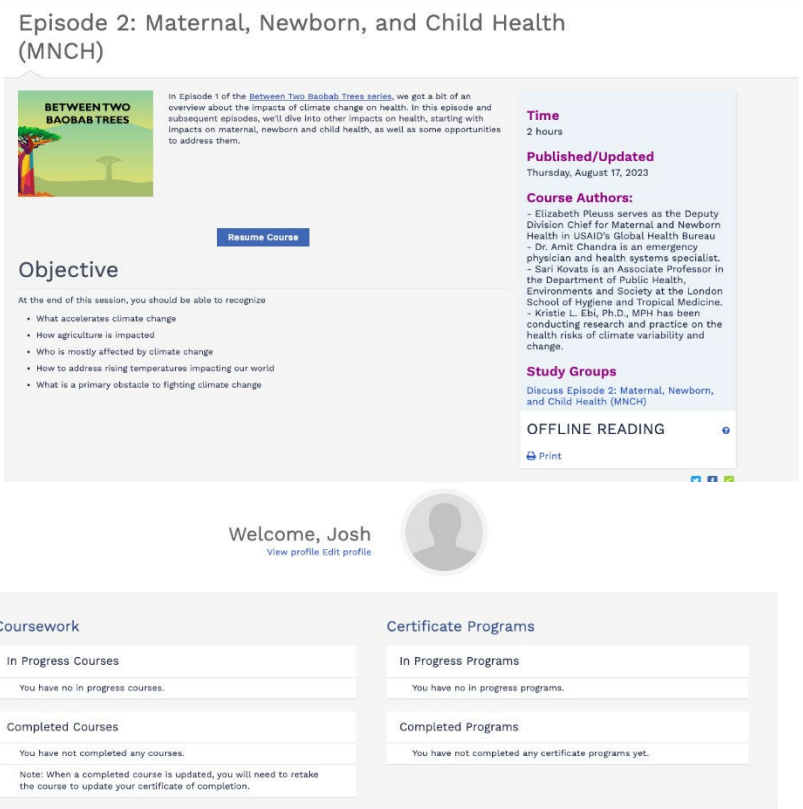
Cache/Compliance questions

104	Do you have any caching mechanisms in place?	Memcache and cache expiration.
105	Are there any security or compliance requirements—beyond Section 508, WCAG, and the European Data Act—that we need to consider?	Not to EnCompass' knowledge.

Course management questions

106	We noticed in our review of the User Experience that the “In Progress Courses” section of the Dashboard/Profile page isn't currently recognizing that the user does indeed have a Course in progress. Do we know what is causing this issue? The course page does recognize that a course is in progress, but it does not feed back to the Dashboard/Profile page. See screenshots below	The dashboard registers course progress if the learner takes a quiz whereas the button on the course landing page is associated with tracking the last page the learner was on. Encompass does not intend to keep this inconsistency in the new site.
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GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

	 <p>Episode 2: Maternal, Newborn, and Child Health (MNCH)</p> <p>BETWEEN TWO BAOBAB TREES</p> <p>In Episode 1 of the Between Two Baobab Trees series, we got a bit of an overview about the impacts of climate change on health. In this episode and subsequent episodes, we'll dive into other impacts on health, starting with impacts on maternal, newborn and child health, as well as some opportunities to address them.</p> <p>Time 2 hours</p> <p>Published/Updated Thursday, August 17, 2023</p> <p>Course Authors:</p> <ul style="list-style-type: none"> - Elizabeth Pleuss serves as the Deputy Division Chief for Maternal and Newborn Health in USAID's Global Health Bureau - Dr. Amit Chandra is an emergency physician and health systems specialist. - Sari Kovats is an Associate Professor in the Department of Public Health, Environments and Society at the London School of Hygiene and Tropical Medicine. - Kristie L. Ebi, Ph.D., MPH has been conducting research and practice on the health risks of climate variability and change. <p>Study Groups Discuss Episode 2: Maternal, Newborn, and Child Health (MNCH)</p> <p>OFFLINE READING</p> <p>Print</p> <p>Welcome, Josh View profile Edit profile</p> <p>Coursework</p> <p>In Progress Courses You have no in progress courses.</p> <p>Completed Courses You have not completed any courses.</p> <p><small>Note: When a completed course is updated, you will need to retake the course to update your certificate of completion.</small></p> <p>Certificate Programs</p> <p>In Progress Programs You have no in progress programs.</p> <p>Completed Programs You have not completed any certificate programs yet.</p>	
107	<p>Are any of your courses accredited? If so, by what accrediting body or organization?</p>	<p>Not at this time. Including this option going forward will be discussed in Phase 1.</p>
108	<p>Would it be preferable, all else being equal in the re-development process, for courses to be declared full and then all sections and placeholders created, rather than manually deleting these to create a mini-course?</p>	<p>Yes.</p>

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

Enhancement questions

109	1.4 Summary Site Development Requirements: Can you provide more information about the “social gaming such as Leaderboards” mentioned in the RFP?	<p>The primary purpose of the subcontract is development of a new GHeL Center website and migration of existing content, custom data and users to the new site version.</p> <p>This migration affords an opportunity to identify enhancements or new features. These are not required and EnCompass does not yet know what enhancements or new features (if any) may be authorized at what point in time during the subcontract period of performance.</p> <p>There is no priority list of enhancements. Enhancements such leaderboards and social gaming are not likely to be determined until Phase 2.</p>
110	Can you explain more about the enhancement idea of social gaming and leaderboards?	
111	Appendix A 5.3 Site Enhancements: Is the list provided in the RFP a prioritized list? If not, can EnCompass provide a priority list for these enhancements?	

Hosting questions

112	Can you provide more details about the current hosting environment on Acquia’s Enterprise/FedRAMP and any specific configurations that need to be maintained or upgraded? Do you anticipate making any changes to your Acquia hosting services to accommodate the new website and its revised functionality?	<p>Please see the following: https://www.acquia.com/products/acquia-cloud-platform/compliance</p> <p>The hosting provider for GHeL must be FedRAMP compliant. The current GHeL site is hosted by Acquia. EnCompass will procure FedRAMP compliant hosting for the new dev site and future production site.</p> <p>EnCompass also plans to add storage to accommodate files/database.</p> <p>A database that is 30 gig can impact storage allocation of 50 gig if you have two instances of the database (dev and test). The GHeL database is large and made up of a minimum of 12 years of quiz results, custom certificate management, and users, to name a few.</p>
113	A large database due to lots of users—even if here are hundreds of thousands of users—should not generally be a performance or cost concern. If this concern is prompted due to the cost of Acquia's hosting, is "Acquia’s Enterprise/FedRAMP environment, which is a requirement for this website" to be interpreted that the requirement is FedRAMP-compliant hosting, or only Acquia specifically?	

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

Administrative, budget, and evaluation questions

114	Pg. 23: Regarding document submissions, are physical signatures required on necessary documents, or are digital signatures acceptable?	Digital signatures are acceptable.
115	Are you open to a discovery-first proposal to help confirm the details of what you want to do with the project? This can allow us to plan and estimate more effectively together.	<p>No. Please respond to all requested elements of the RFP. EnCompass anticipates awarding one subcontract with a maximum ceiling that encompasses the entire scope of work.</p> <p>Per section 1.1 and 1.3.2 of the RFP, discovery will be launched in Phase 1 and development will follow an agile approach. The winning contractor and EnCompass Product Owner will work closely on iterative steps and estimates based on discovery and sprints, within the bounds of the subcontract ceiling.</p>
116	Will we be able to have a half-hour conversation with you between receiving the answers to the questions and submitting a proposal?	No. All offerors should submit proposals based on their understanding of materials published with the RFP (including this Q and A).
117	We are a Canadian company. Are we still able to bid? Given our reading of the text "A waiver to these requirements may be sought by EnCompass if the Offeror selected is registered in a country outside of Geographic Code 937" is that we can bid. Will this impact the evaluation of our proposal?	<p>Companies of all nationalities except for prohibited source countries are eligible to bid on this RFP. Evaluation criteria do not consider source country.</p> <p>In making a decision to bid, EnCompass recommends that non-937 geo code companies review waiver criteria at 22 CFR 228.30 to self-assess likelihood of meeting one or more criteria. Waiver review time and outcome is controlled by the federal government. EnCompass reserves the right to proceed to the next highest bidder for contract if waiver timing jeopardizes ability to complete the migration by November 2025 (reference responses 23/24)</p>
118	Is a schedule required in the proposal? And if yes, would there be flexibility of reassessing the schedule at the conclusion of any discovery phase?	A schedule is not required in the proposal.
119	Pg. 1: Could you please elaborate on the statement "materials are purchased without burden"? Does this imply there will be no markup on ODCs?	All materials costs shall be presented at actual cost without burden or markup. Any burden or markup imposed by the offeror should be incorporated into labor rates only.

GHTASC Global Health eLearning (GHeL) RFP-50029-24-01 Questions and Answers

120	<p>Could you clarify the distinctions between the two budget scenarios and any specific considerations for each?</p>	<p>The primary purpose of the subcontract is development of a new GHeL Center website and migration of existing content, custom data and users to the new site version.</p>
121	<p>Would it be possible to provide a revised pricing template that clearly outlines expectations for each scenario?</p>	<p>This migration affords an opportunity to identify enhancements or new features. These are not required and EnCompass does not yet know what enhancements or new features (if any) may be authorized at what point in time during the subcontract period of performance. We recognize that uncertainty regarding if or when enhancements or new features may be authorized will likely have time and cost implications for the contractor. Therefore, offerors shall provide budgets for the following scenarios described in section 3.16.2:</p>
122	<p>The RFP's §3.16.2.2, price proposal section indicates that we should estimate two possible scenarios where items are authorized. How are things authorized? How should we estimate a list of enhancements and features if we do not know what that includes without further research or an understanding of which items would be authorized? Should we recommend a general budget number?</p>	<p>Scenario 1: All development (new platform, migration, and offeror-proposed enhancements and new features) is authorized at the start of the subcontract.</p> <p>Scenario 2: New platform development and migration are authorized at the start of the subcontract. Offeror proposed enhancements and new features are separately authorized on a case-by-case basis during Phase 2.</p> <p>For the purposes of the proposal, the offeror may identify enhancements or new features (if any) they believe represent greatest value to the government based on the information provided in the RFP. Describe these in the budget narrative and price these in the two scenarios. Identification of actual potential enhancements or new features shall start in Phase 1.</p> <p><u>Fictitious example to illustrate the concept:</u></p> <p>Scenario 1: What does it cost to build a new house with bells and whistles? Describe the selected bells and whistles in the budget narrative.</p> <p>Scenario 2: What does it cost to build the default house and then what does it cost to separately add the same bells and whistles as the client authorizes</p>

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

		them over time? Explain the cost differences between Scenarios 1 and 2 in the budget narrative.
123	Your 12-15 month timeline, and the level of effort described in your RFP, indicates that the level of effort to complete this work could be more than \$1 million dollars. Does this align with your expected budget for this project? If not, what is your expected competitive range? We would be happy to right-size a solution with this information.	<p>This project is funded by the US Agency for International Development via prime contractor Credence Management Solutions.</p> <p>EnCompass seeks offerors' most competitive pricing. EnCompass estimates that proposals for Scenario 2 Part 1 would not exceed \$450,000. Proposals at a higher value are eligible for consideration. Proposals with more favorable pricing (while demonstrating technical acceptability) are at an advantage. Subcontractor selection will be proposed by EnCompass for approval by Credence Management Solutions.</p>
124	Is there an estimated budget range that you have allocated for this project? Understanding this will help us tailor our proposal accordingly.	
125	<p>What is the budget range for this project?</p> <ul style="list-style-type: none"> - Is this a \$50K, \$100K, or \$400K project? - Which line item in your budget does this project get tracked to? - Does this project draw from operational funding, is it capitalized, or is it a mix of both? - Do you separate contingency funds, or should we build contingency into the budget? - Can you provide more clarity on the budget constraints? - Are there any cost-saving opportunities or preferred vendors for tools and services that we should consider in our proposal? 	<p>We draw your attention to the following RFP sections:</p> <p>4.2.1: "A competitive range may be established for the most highly rated proposals and that EnCompass may exclude an offer with unreasonable prices in relation to more competitive offers."</p> <p>Proposals that represent the best value will be eligible for award. Best value will be offers that provide the greatest overall benefit in response to the requirements: high technical score, and acceptable and reasonable prices after analysis and comparison. A technical and price trade-off analysis will be performed to determine the best value to the program. EnCompass will not select an offer for award on the basis of a superior technical proposal without consideration of the prices proposed. The EnCompass team, in consultation with the home office Contracts Representative (and others as designated), will compare proposed prices and make a determination that the rates are reasonable, or request a best and final offer on the proposed prices."</p>
126	Is there a budget range or hard limit for the entire project?	<p>4.1 "The price evaluation will include:</p> <ul style="list-style-type: none"> • Alignment and reasonability of number of hours proposed with the technical approach • Analysis of the reasonability of prices proposed • Comparison of Offeror's prices proposed and prices for same/similar services needed

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

		<p>Prices deemed advantageous to EnCompass will support a best-value award of highly rated technical proposals.”</p> <p>There is no separate contingency budget nor preferred vendors. Offerors should incorporate any anticipated costs into their cost proposal and describe key assumptions (such as contingency) in the budget narrative.</p>
127	How often do you issue RFPs?	EnCompass issues RFPs based on project needs to maximize competition and best value for our clients. At this time, this is the sole active RFP related to Drupal website development.
128	How many agencies are you inviting to bid on this RFP?	This is a full and open competition with no limit to number of offerors.
129	What is the expected start date of the engagement?	October 2024.
130	What are the most critical factors that will influence your decision in selecting a vendor?	Selection shall solely be made based on evaluation and qualification criteria described in RFP section 4.1.
131	How will feedback be provided during the proposal evaluation process, and will there be an opportunity for clarification or revision if needed?	EnCompass will evaluate bids based on the criteria described in RFP section 4. EnCompass reserves the right to request a best and final offer from the highest scored bidder(s).
132	Will finalists have an opportunity to present to the deciders?	EnCompass does not anticipate presentations at this time. Offerors should ensure their proposed solutions are clear and self-evident within the submitted proposal.
133	Are you willing to meet for a debrief regardless of the outcomes of the award?	Yes, a written debrief can be provided to Offerors. Offerors desiring a debrief should make a written request within 10 calendar days of notification of winning or losing the bid.
134	<p>Broken links in the RFP:</p> <ul style="list-style-type: none"> - The “United Nations Security Designation List” link that you provided does not function and goes to a 404 error page. Can you provide a corrected link that we should reference? https://www.un.org/sc/committees/1267/aq_sanctions_list.shtml - The “US-EU “Open Skies” agreement” link that you provided does not function and goes to an error page. Can you provide a corrected link that we should reference? 	<p>Corrected links are as follows:</p> <ul style="list-style-type: none"> • United Nations Security Council Consolidated List: https://main.un.org/securitycouncil/en/content/un-sc-consolidated-list • US EU Open Skies agreement: • City Pair Fare: https://www.gsa.gov/travel/plan-a-trip/transportation-airfare-rates-pov-rates-etc/airfare-rates-city-pair-program

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

	<p>http://www.state.gov/e/eb/rls/othr/ata/i/ic/170684.htm</p> <p>- The “city pair fare” link that you provided does not load. Can you provide a corrected link that we should reference?</p> <p>http://apps.fas.gsa.gov/citypairs/search/</p> <p>- The “U.S. Flag Air Carrier” link that you provided does not load. Can you provide a corrected link that we should reference?</p> <p>http://ostpxweb.dot.gov/aviation/certific/certlist.htm</p> <p>- The “inactive_user_deletion” cron job link goes to a Drupal admin page that is only accessible by an authorized user. We assume this is only relevant if we are awarded the project and review the website’s functionality. Is that correct? Otherwise, we would need an appropriate login to review.</p> <p>https://globalhealthlearning.org/admin/config/system/queue-ui</p>	<ul style="list-style-type: none"> US Flag Air Carrier: https://www.transportation.gov/policy/aviation-policy/certificated-air-carriers-list <p>It is correct that the inactive_user_deletion link is only accessible by authorized users. This access will be granted to the contractor at subcontract execution and should not be needed for the purpose of bid response.</p>
135	<p>We will absolutely not be billing any international travel for this project, and only followed the link out of curiosity, but the State department broke your</p> <p>https://nam10.safelinks.protection.outlook.com?url=http%3A%2F%2Fwww.state.gov%2F%2Feb%2Frls%2Fothr%2Fata%2Fi%2Fic%2F170684.htm&data=05%7C02%7Cjtra%40encompassworld.com%7C7d0ee2dbebc24947d16d08dcbb19c104%7C718c01f4a4014beba49120cc3e2736a3%7C1%7C0%7C638590966519496834%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWw iLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=6DeuKg42eu6xc%2B8dxhXGDzCFxL4OTAfW%2F3xuxYbTZjk%3D&reserved=0 link (2.19 Fly America Act) in case you do need to update it in the RFP.</p>	
136	<p>Who would have the ability to extend or cancel the engagement once it is underway?</p>	<p>The executed subcontract will name the EnCompass Contracts Representative authorized to extend, cancel, or make other contractual changes. It will also describe termination rights in the event of a determination by prime contractor Credence Management Solutions.</p>
137	<p>With regard to this clause: <i>Prior written approval by the Encompass Contract Representative is required to engage lower-tier</i></p>	<p>The terms in section 2 will apply to the RFP winner and will be discussed during subcontract execution to apply to costs incurred during the subcontract period of performance. At this time offerors should follow</p>

GHTASC Global Health eLearning (GheL) RFP-50029-24-01 Questions and Answers

	<p><i>subcontractors. Costs for lower-tier subcontracts that do not have prior written approval in accordance with this Agreement will not be reimbursed. Inclusion of lower-tier subcontractor costs in the Subcontractor budget or proposal does not constitute a request or approval. Note that this restriction does not apply to commercial vendors.</i></p> <p>In order to provide the most competitive solution possible [offeror's name] requests written approval from you to utilize a lower-tier subcontractor for this project.</p>	<p>section 3.16.2 and indicate all significant subcontractors, consultants and/or vendors (those amounting to 10% or more of the proposed budget) in the budget and budget narrative.</p>
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