

Training and Leadership RFP 2019-05

Frequently Asked Questions

September 4, 2019

- 1. Does NESCSO currently use a Learning Management System (LMS) to track learners who take any of their classes (whether they are Instructor-led in a classroom, virtual instructor-led, or eLearning)?**

NESCSO does not track the progress of individuals through the existing training program(s).

- a. Do member associations/states use an LMS to track learning progress/completions?**

Participating states may utilize a system to monitor staff training efforts.

- 2. Does NESCSO currently have any eLearning content available for its member associations?**

Yes, NESCSO currently offers member states access to on-line courses offered by the Medicaid Institute, LLC, dba Medicaid Learning Center.

August 28, 2019

- 1. Is NESCSO seeking either an Academy approach or a catalog-style approach (in which states pick and choose courses) specifically?**

NESCSO is interested in both approaches; either one or another variation is acceptable.

- 2. Is there historical or projected demand for courses either by number of sessions per month, per year or by projected number of participants?**

To date, the only option we have offered the States has been a format of 8 sessions per year for 35-40 people. The same 35-40 people attended all 8 sessions. Four states have taken advantage of the opportunity.

- 3. Is there historical or projected demand for the number of classroom hours?**

See above. This RFP process is to determine what other approaches the States might be interested in pursuing.

- 4. What is the typical class size?**

To date, 35-40. But we are interested in alternative approaches.

- 5. What is the recommended course duration (e.g., half-day, all-day, multi-day)?**

This depends on the content of the training.

- 6. Does a class contain practitioners from multiple states or is each class homogeneous?**

To date, the sessions have been focused on one state only. We are interested in learning about multi-state learning opportunities.

- 7. Does NESCSO have a mechanism for hosting course content associated with an offering for later reference? For example, quick reference guides, templates, or reference materials.**

Yes; NESCSO has mechanisms to host course content including OneDrive; the NESCSO website; SharePoint, etc.

- 8. How much lead time is provided to the selected vendors prior to needing to deliver a course?**
Our expectation is that the period of time between working with a vendor and delivery would be no shorter than 3 months.
- 9. Per the RFP, page 11, "Reasonableness" is assessed based on market or industry standards and in consideration of the not- for-profit status of NESCSCO. Does NESCSCO have a pre-determined pricing range they are trying to achieve on per course hour basis?**
We do not. This RFP is an effort to learn more about what is available and at what price.
- 10. Does NESCSCO determine projected course demand then allow vendors to remove courses if demand does not reach a floor?**
Our current approach is to enable each vendor to work closely with a State to determine which course(s) the State needs and whether or not that package of courses is reasonable for the vendor to provide.

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