



**STATE OF MARYLAND JUDICIARY
Administrative Office of the Courts
REQUEST FOR PROPOSALS (RFP)**

**Can We Help You? Instructional Designer Course
RFP #9598**

This procurement is being conducted as a Small Procurement Request for Proposals (RFP) as described in the Judiciary Procurement Policy, not to exceed \$25,000.

Purpose

The Administrative Office of the Courts (AOC) issues this Small Procurement Request for Proposals (RFP) to acquire an Instructional Designer (ID) to design and develop a four-module interactive course using Articulate Storyline 360 for court staff. The final course will be uploaded to the Canvas by Instructure learning management system, and will include all functioning buttons, interactions, variables, conditions, other related Articulate Storyline 360 features, and accurate completion reporting back to Canvas.

1. Scope of Work

The contractor shall provide the course through narration via text-to-speech, closed-captioned, and personalized using Articulate Storyline 360 variables and end with a certificate of completion. ID is responsible for all narration, copyediting, proofing, and the overall quality of the course.

The ID will develop the courses using course outlines, curriculum, PowerPoint presentation, booklet and other publications provided by the ATJ project manager. ID will draft learning outcomes for each module. Each module shall include a minimum of 3-5 learner interactions per lesson and one knowledge check, unless otherwise advised by the PM. All modules must be piloted at least two times and refined based on feedback.

ID will submit storyboard layouts in Storyline before building the courses and obtain approval from the project manager before moving to each phase of development.

Contract is deliverable based, and may be payable on delivery and acceptance of each module. The Judiciary will become sole owner of all materials, including drafts, developed for the project.

2. Contractor Minimum Requirements

Target audience: Any person employed by the Maryland Judiciary who works directly with the public.

Background: Access to Justice staff currently teach an on-demand, in-person class titled What Can I Do to Help You? in court locations statewide. Current course materials include a PowerPoint presentation, interactive assessments, and publications, including a booklet. A small poster and 8x11 laminated card detailing help that staff CAN/CAN'T do is designed to be used at public counters.

Overall Course Goal: To teach court staff how to serve the public ethically and effectively. At the core is knowing the difference between legal advice and legal information. Court staff who take this course will become more confident in recognizing the distinction and will, therefore, offer more assistance without being afraid that they are crossing an ethical line.

Course design: *Can We Help You?* is a short course with four modules offered in the Judiciary's LMS. It will be monitored/facilitated by staff in the Access to Justice Department of the AOC. The course will be offered three or four times a year with a two-week window during which students must complete the course. Initially offered as an on-demand course, ideally we would like to see completing this course become a requirement for all new employees.

Facilitation techniques: This course is designed to be short. It can be finished in one sitting of 60 minutes, or it may be completed during six 10 minute sessions at a computer over a two-week period. A meter of completion will be encouraging to students who may have stepped away from the course for an extended period of time. For those students powering through the course, the meter will provide feedback on how much more must be invested in the course before completion.

Teaching style: Since students are employees who live these challenges in their daily workday, it should employ several teaching styles including practicum, constructivism, and visual.

Learning Objectives:

1. Module 1: Special Role of the Courts. Students will be able to understand the unique role of the courts. They will be able to discuss how neutrality and fairness create public trust and confidence, which, in turn, support enforceability of court judgments. Students will be able to articulate the ethical limitations for court staff and apply it to real-life situations in their work day.
2. Module 2: Legal Information v. Legal Advice. Students will be able to distinguish between legal information and legal advice.
3. Module 3: Patterned Responses. Students will learn how to use patterned responses to assist court customers.
4. Module 4: Rules of Engagement. Students will understand the three levels and rules of engagement (Refer, Inform, Assist) and be able to apply them confidently when dealing with the public. Student will be familiar with resources in their courthouse.

3. A **MANDATORY Walk-Through** Pre-Proposal Conference will be held on **May 16, 2019, beginning at 9:00am at 2003 C Commerce Park Drive, Annapolis, Maryland 21401**. Attendance at the Conference is mandatory in order to facilitate better preparation of proposals.

4. **Contract Type**

The resulting contract shall be for Firm Fixed Price.

5. **Contract Term**

The Contract resulting from this Small Procurement (RFP) shall begin **at the execution of the Purchase Order**, and extend for a base period of one (1) year.

6. **Procurement Officer**

The sole point-of-contact for purposes of this Small Procurement (RFP) prior to the award of any Contract shall be the Procurement Officer at the address listed below:

Alisha Allmond

Maryland Judiciary, Administrative Office of the Courts

Department of Procurement, Contract and Grant Administration

Telephone: 410-260-2557

Email: Alisha.Allmond@mdcourts.gov

7. **Form of Response**

Proposals must be in writing.

- a. **Part I** – Technical proposals must include a written response to the Scope of Work that demonstrates the Offeror’s work plan, capabilities and experience in providing the required services.
- b. **Part II** – Price proposals must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form).

8. **Proposal Closing Date**

All proposal must be received via email to the Procurement Office at the email address listed in Section Number 6, no later than **no later than 2pm (local time) on May 31, 2019** in order to be considered.

9. **Award Determination**

The Contract resulting from this Small Procurement (RFP) will be awarded to the Offeror whose proposal is determined to be the most advantageous to the State, based on the evaluated spectrum of services proposed and price.

- Experience
- Availability
- Work Plan for this engagement
- Price

Attachment A - Price Proposal Form

Can We Help You? Instructional Designer Course RFP 9598

Contractor's price proposal must be complete and include all charges. AOC will not pay for any charges not listed in their quote.

Deliverable	Proposed Priced
Module 1	\$
Module 2	\$
Module 3	\$
Module 4	\$
Total proposed price	\$

Instructional System Designer- Option Year One	\$
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* Along with your proposals, bidders please provide an active link when submitting your company's professional examples.

FOR SERVICES AS REQUIRED AND PROPOSED, \$ _____
<p>Submitted by _____ <div style="display: flex; justify-content: space-between; width: 80%; margin: 0 auto;"> Authorized Signature Date </div> </p> <p>Print Name and Title _____</p> <p>Company Name _____</p> <p>Company Address _____</p> <p>Telephone _____</p> <p>Federal Tax Identification # _____</p>