Sl.No	System Features from RFP	Question	Answers
2	Provide, design and implement standard reports.	What are the standard high level reports required for different user types?	Session feedback reports that include comments by expert scorer as well as co-scores on coaching tools used and total scores for tools
6	Configurability by the University administrators and end users.	What are the various configuration options for specific users?	We can add tools, add users and assign roles, create sessions, download data, etc. Programmers currently respond to server errors or access issues. We can do pretty much everything else.
10	Ad-hoc reporting, with the ability to aggregate data at multiple levels, including location, staff, total, etc.	Please list few adhoc reports to have an understanding over different categories of users.	We work with multiple states that have multiple organizations or regions that data should be split by and/or aggregated across. We may want to see data by supervisor within an organization, data by organization, data by region, data by local coach or expert coach,
11	Workflow using business rules and user tasks will be incorporated to guide user through the coaching and learning processes.	Can we get to know the business rules and various business processes?	This information will be provided to the selected contractor.
14	Ability to migrate data from legacy system, as well ability to share data with learning management systems.	Kindly share the overview of legacy system or any other LMS you possess to have an understanding	Virtual Coaching Platform (VCP). Please view vcponline.com for more details
Sl.No	Mandatory Functional Requirements	Question	Answers
1	Ability to access system anywhere, anytime on multiple devices, including phones, tablets, computers.	What are the types of devices and tablets used by students? Do they have both Android and iOS devices? What versions of the OS need to be considered?	Frontline staff use all versions of phones and tablets. Computers are MAC and PC.

7	Customizable and automated reminders and session assignment emails that include completion and ready to compare features.	Can you elaborate on what is "Ready to compare features"?	Frontline staff (care coordinators), supervisors, local coaches, and expert coaches upload a session and enter scores for the session -- notifications are needed to let the other reviewers know something is in the system waiting for review. Care coordinators, supervisors, and local coaches cannot see expert scores until they have entered their scores. Since this is all done virtually, the system should notify other reviewers when someone assigned to them has entered something and vice versa. Once expert scores are in, the workforce should be notified that scores are available for them to compare to and they should log in and see if they scored the way the expert did or get feedback on a session.
8	Capacity for customizable coaching tools and variations of use of the tools for any given session type.	Can we get insights on the customizable coaching tool mentioned here and what are the various session types?	We have various coaching tools specific to the practice models we coach. We need the capacity to enter those tools and sore within the system. Most are scored either yes/no/na or on a scale like 0,1,2,3. session types could include supervisory sessions, documentation reviews, or observations in the field
9	Ability to create coaching clips or segments of audio or video files for feedback.	We understand that once the coaching clips, segments of audio/video feedback files are created, the platform should provide an option to upload them. Is our understanding correct?	No the system should allow the session to be uploaded in total and clips and feedback be made and provided in the system.
15	Automated email generation when action is needed from a staff person.	What are the typical actions/triggers that result in an automated email generation?	When something has been uploaded and assigned to another person. If someone has something assigned they haven't completed yet. Notification something was successfully uploaded or created. Notification something is complete.

16	Integrated and individualized feedback reports.	Can you throw more light on what kind of feedback reports need to be provided in the platform?	The worker in the system should be able to generate feedback reports immediately following a session completion and know how they did if the expert scorer(s) have completed the scoring. They should be able to see it in the system as well as save a copy for
18	Ability to learn by scoring and comparing scores to national experts.	What is the process to compare scores to national experts? If we understand it correctly, the platform should provide a feature to compare your state's students' score nationally. Is that a fair understanding?	Yes. The system should allow for comparison of scores for national certification. However, there can be multiple staff all attempting to co-score and all entered scores should be compared to the national expert (who only scored the session once).
19	Easily navigated workflow.	Ease of navigation depends upon workflow and layout. Can we get details of some of the typical workflows in the platform?	Workflows should indicated sessions scored, sessions needing scoring, and ideally session standing (passed, no match, etc.) -- any action needed in the system.
26	Capacity to share tools across state or organizational sites as well as across programs without re-entering tools.	Program refers here the coaching session/course types. Is our understanding correct?	No. We have some generic training sessions for reliability and validity testing that need to be available across states and organizations. We also sometimes share coaching sessions for learning purposes across states and organizations for co-scoring opportunities.
32	System must include autosave feature.	We understand that this feature is applicable for coaching session tools or activities. Is our understanding correct?	Yes. As things are being scored, they should be saved even if the scorer has not finalized the scores yet.
41	Ability to export data from multiple people and be able to compare by segment on one video.	Exporting data and comparison are feasible, however can you elaborate on accomplishing the comparison in a video? What should this video have?	This pertains to multiple scorers and each site's capacity to have the data entered be assigned to the their home state or organization within the system even if the session originated in another state or org.

52	Ability for administrators to download either audio/video clips, preparations, and files from the library.	What formats of the audio, video and text files need to be supported in the platform(for upload and download)?	Whatever format the files are stored in in the system, they should be able to be searched and downloaded by a typical user with a PC or MAC. These files should be search-able and usable outside the original coaching session for which they were uploaded.
54	Ability to archive records	What data in the platform needs to be archived and what is the frequency?	We have to keep records for 7 years but a state or org may end their contract prior to the 7 yr mark. We need to be able to designate files that are no longer needed for daily support of a state but still have access if needed.
55	Ability to delete user accounts.	What are the roles and associated privileges for various users? What roles will have rights to delete user accounts?	We have multiple levels of users. Care Coordinators (Users) -- upload sessions, Supervisors -- upload sessions and score see sessions by their org, Local Coaches - upload sessions and score and see/review sessions for their state or assigned region, Expert Coaches - upload sessions and score, Reviewers, and Admin -- can delete sessions, upload sessions, see across sites/states. Admin would be the ones who can add and delete user accounts and assigned privileges based on level.