Office 365/2016 Training Request for Quotation - Questions

The following questions have been received regarding the above-referenced request for quotation. Answers are being provided to all interested parties.

Q: Some of the terminology (e.g. reveal codes) indicates that you may be using WordPerfect. Is anyone currently using WordPerfect and, if so, do we need to address this?

A: Microsoft Word is our primary word processing application for creating Court documents. However, some staff members use WordPerfect to interact with legacy documents and they will continue to have access to WordPerfect for the foreseeable future. There is a possibility that questions concerning Word Perfect may come up during training.

Q: In terms of the logistics of training time and scheduling, do you need all of the included points in the outline (Section III.,b.) to be taught in one day? We do not believe one day would allow sufficient time to cover the requested subjects.

A: Training in Office 365/2016 shall be conducted in no more than two days.

Q: We understand that this training is for Microsoft Office 365/2016 as you upgrade from Microsoft Office 2010. Do you want us to cover just the new items in Office or will this be training from scratch? This determination will affect the amount of time needed to cover the material.

A: The training shall cover the new items in Office 365/2016 and how they compare with Office 2010. Assigned trainers shall gauge the needs of the class and adjust the training accordingly.

Q: There is not one book containing all the requested subjects. Do you want one book for each student and each subject or a library of books to share?

A: The contractor shall provide printed intermediate level books for each student on each subject. Further, the contractor shall provide electronic versions of the printed books.

Q: Can one-on-one training sessions be up to two days? Can they be held at the end of the two day class for groups or can they be scheduled at another time?

A: As outlined in the Statement of Work, Section III. c. (Scope of Work), one-on-one training shall be scheduled subject to the availability of the trainer and the judges(s) and Court staff, but in no event longer than two days.

Q: What are the zip codes for the locations in Birmingham, Montgomery, Ft. Lauderdale, Jacksonville, Miami, and Tampa?

A: The zip code are as follows:

- Birmingham - 35203

- Montgomery - 36104
- Ft Lauderdale - 33301
- Jacksonville - 32202
- Miami - 33132
- Tampa - 33602

Q: Where will the unassigned training be conducted? This is important to determine which instructor will teach the class.

A; The unassigned training will be designated based upon the needs of our judges. The training could be in any of the locations listed in the Statement of Work.

Q: Will the training be hands on or lecture style?

A: The training shall be a combination of both.

Q: Regarding equipment needs, will the contractor need to provide laptop computers for all users?

A; We will provide computers for all users. This will also be the case for locations outside of Atlanta.

Q: Are there training rooms for the other locations outside of Atlanta?

A: We will coordinate with each location and provide training rooms in locations outside of Atlanta.

Q: The Statement of Work references 216 total users in Atlanta. Is this 216 including the 5 one-on-one sessions? (i.e. 211 broken into 10 groups with 2 instructors/each group)

A: All 216 users will have the option of attending the group training; including judges. The 5 one-on-one sessions will be in addition to this and they are for judges only.

Q: Can the employees in Jasper and Macon join the Atlanta training sessions remotely? (e.g. via Adobe Connect)

A: We have judges in those locations. They will require the one-on-one onsite training sessions. The remaining users in these locations can connect remotely to Atlanta via software provided by the training contractor.