

LSI Questions for U--VRM User Experience (UX) Training (VA-18-00154946)
36C10E18Q9492 611430 Professional Development Training

1. **Question:** In reference to the Description section, “User Experience Foundations Training and User-centered Analysis and Conceptual Design Training which is the first 2 of the 4 courses that lead to User Experience (UX) Certification for up to a total of 14 employees.” Please elaborate on the UX certification requirement. Is VA expecting contractors to certify participants at the end of the training?
 - a. If so, is VA expecting contractors to develop their own certification standards?
 - b. If not, are there recognized certification standards that already exist that VA would like contractors to use?

Answer: Yes. Certification is company provided based on their UX standards for sufficient courses completed. Some companies require 4 UX courses, others could have a different standard. No there is not an industry-wide certification standard, like the PM Institute’s PMP.

2. **Question:** Is there an incumbent contractor?
 - a. If so please provide contract information such as, contract #, contract value, and name of contractor.

Answer: No