Learning Management System RFP JB02021-0507:
Questions from Prospective Contractors and IJB Responses

May 28, 2021

1. **Were you seeking only a software vendor, or someone to host it as well?**
   IJB Response: We are looking for both an LMS and hosting.

2. **Electronic Submission/Presentation – Virtually all city/state/federal RFPs during the COVID pandemic have been accepted via electronic submission, and all demonstrations/evaluations of short-listed proponents have been conducted using virtual teleconferencing. Can you please confirm that electronic RFP submissions are acceptable and demonstrations can be conducted via virtual teleconference?**
   IJB Response: We require an electronic version and five (5) copies to be mailed to the address outlined on the RFP cover sheet. If we ask for a demonstration, yes, those could be conducted via virtual teleconference.

3. **Page 15 – 3.2.5 Personnel - Will you please provide additional details of how we should respond to this section? Are potential project team member resumes acceptable?**
   IJB Response: Yes, project team resumes are acceptable

4. **Page 19- 4.2.1 Mandatory Specifications - We understand a "yes" "no" response is needed for the specifications list. It looks like there is also a 0-4 scoring method. Does this mean we should also provide in depth details in addition to the "yes" "no" responses? Thank you for elaborating.**
   IJB Response: Yes, you have the option to explain or elaborate further on those responses.

5. **Page 1- Timeline - It looks like vendor responses will be available May 28 per the timeline. Is it possible to receive these details prior to this date?**
   IJB Response: We may have the responses to the questions prior to the deadline of May 28 but they will be posted no later than May 28, 2021.

6. **Page 16 – 3.2.8 - Our organization generally accepts the T & C and we appreciate the opportunity to collaborate with the agency if we are selected. Is this acceptable?**
   IJB Response: *Please reference Section 6 – Contractual Terms and Conditions.*

7. **Who is the current LMS vendor?**

    IJB Response: Prosperity by Ziiva

8. **What does the current LMS vendor provide support through a helpdesk, a local representative, or both?**

    IJB Response: Admin support email.

9. **What is the cost of the current LMS?**

    IJB Response: This is not applicable to the RFP response.

10. **Which features of the current LMS have been positive, and which features would IJB like to see improved?**

    IJB Response: Very limited on future expansions, does not provide a good user experience. See section 4.2 and 4.3 in the RFP for our requirements.

11. **What software does IJB currently use for video conferencing (Zoom, GoTo, Webex, etc.)?**

    IJB Response: Zoom and GoToMeeting.

12. **Is IJB interested in eLearning development services in addition to the LMS?**

    IJB Response: Possibly but not as part of this RFP.

13. **Section 4.3, can you clarify the cultural and linguistic diversity in the criteria?**

    IJB Response: Vendor provides expanded language access outside of English.

14. **Section 4.3, what are the IJB expectations for the project timeline?**

    IJB Response: See cover page. Implementation timelines are TBD.

15. **Is there an expectation for us to send an intent to bid? I didn't see it listed as a step but saw in official rules this might be a mandatory step.**

    IJB Response: This is not a requirement of the RFP.

16. **Are bids expected to be mailed or sent digitally?**

    IJB Response: Both, we require a digital copy and five (5) copies to be mailed to the issuing officer. Section 3.1 of the instructions.

17. **4.2.1.2 Authoring, Managing, and Displaying Learning Content: LMS Administrators need to be able to assign multiple authors to create content within the platform. Does content need to be created within the LMS or can an authoring tool outside of the LMS work? How many people need the ability to create content?**

IJB Response: Both the ability to create content within the LMS and with authoring tools is needed. More than two, but unsure of total number.

18. **4.2.1.5 Reporting and Communication: Course instructors within the LMS need to be able to send messages to students. Please describe the use-case for the need for this function.**

IJB Response: We will need to inform them of important information before the course, due dates, assignments, changes to schedule, etc.

19. **Page 13, section 3.1.1: Due to unreliable mail during COVID, would digital submission of the RFP response be acceptable?**

IJB Response: We require a digital copy and five (5) copies to be mailed to the issuing officer. Section 3.1 of the instructions.

20. **Page 4, section 1.4: You describe supporting 2,000 users. Can you please provide the number of users that would be enrolled in training on a monthly basis?**

IJB Response: 2,000 per month.

21. **Page 20, section 4.2.1.1: Do you require the ability to surface course catalogs with different course offerings based on the audience (internal employees vs external audience)?**

IJB Response: Not a requirement for this RFP.

22. **Page 19, section 4.2.1.2: Do you require content management system functionality to be included in the LMS? More specifically, do you require multiple contributors on a piece of course content, and approvals workflow before releasing that content into a course?**

IJB Response: Not a requirement for this RFP.

23. **For Synchronous learning, do you require that attendance be automatically tracked and reported back to the LMS for ease of administration?**

IJB Response: Tracking is addressed in 4.2.1.5 of the RFP

24. **Do you require the ability to track users who are late to a synchronous event and/or require a certain length of attendance in a synchronous session in order for that event to be marked as complete in the LMS?**

    IJB Response: Not a specific requirement in the RFP.

25. **Do you require the synchronous solution to be provided by the same vendor for ease of contract management and integration out-of-the-box?**

    IJB Response: Not a specific requirement in the RFP.

26. **Page 20, section 4.2.1.5: Do you require the ability to create buildable reports that include students, student groups/classifications, student's title, student's supervisor, course status, or any other fields captured in the LMS?**

    IJB Response: Yes.

27. **Page 20, section 4.2.1.6: What is the use case envisioned by the IJB regarding the integration with Active Directory? Does the IJB envision using the Active Directory integration for both authentication and user provisioning, or will the integration be used only to authenticate users into the platform?**

    IJB Response: Authentication only.

28. **Page 20 and 21, section 4.3: Regarding "ADA Compliance" and "Accessibility/mobile version", do you require the LMS solution to provide auditing tools to run checks against WCAG and ADA standards for the content you build/author in the LMS?**

    IJB Response: Not a requirement for this RFP.

29. **Do you require the LMS solution to provide the ability to make documents you upload into courses available in alternative formats like Tagged PDF, HTML, ePub, Electronic Braille, Audio, BeeLine Reader?**

    IJB Response: Not a requirement of this RFP.

30. **Do you require the LMS solution to offer documents you upload into the LMS in other languages? If so, what languages would be helpful to support your learners?**

    IJB Response: Not a requirement of this RFP.

31. **Do you require the ability to manage auto-enrollments based on classification or other user criteria?**

    IJB Response: Yes, see Section 4.2.1.6.

32. Do you require the LMS to contain a robust testing/assessment engine with test question analysis?

IJB Response: Not a requirement of this RFP.

33. Do you require integration with your HRIS system (Workday)?

IJB Response: This was not included as part of the evaluation but it's expected the LMS will integrate with our HR system, regardless of system.

34. Do you require social interaction within courses?

IJB Response: Yes.

35. Do you require learning paths?

IJB Response: Not a requirement of this RFP.

36. Do you require custom certifications?

IJB Response: Not a requirement of this RFP.

37. Do you require surveys to be included at the end of a course?

IJB Response: Not a requirement of this RFP.

38. Do you require the ability to have employees submit completed external classes for CLE hours that can be tracked in the LMS?

IJB Response: Not a requirement but the ability to upload a form that shows the completed CLE course 4.2.1.4 and 4.2.1.5

39. Regarding the security of the solution, do you require FedRAMP moderate or NIST requirements? If so, please specify.

IJB Response: Not a requirement but if you have FedRAMP or NIST compliant options, please list the capabilities.

40. If awarded the business pursuant to this RFP, is it possible to negotiate from our Master Agreement and incorporating any terms and conditions as required by state law?

IJB Response: Please reference Section 6 – Contractual Terms and Conditions.

41. **On Page 20 of 40, in the chart below 4.3 Scored Technical Specifications, the third row is "Cultural & linguistic diversity". Can you elaborate on how a potential contractor or their Learning Management System will be evaluated in this area?**

    IJB Response: Vendor provides other language access besides English.

42. **Is there a target date which you would like your system to be fully configured for the users to start using the LMS?**

    IJB Response: *Anticipated date to execute contract August 2021. See cover page. Implementation timelines are TBD.*

43. **Has IJB seen demos of any LMS systems prior to the release of this RFP?**

    IJB Response: Yes

44. **Can you confirm that the Proposal Due date is the same day that you will be issuing the Intent to Award?**

    IJB Response: *Proposal Due date is June 7, 2021. Notice of Intent to Award is July 7, 2021. See cover page.*