Learning Management System RFP JB062821:
Questions from Prospective Contractors and IJB Responses

July 7, 2021

1. **Whether companies from outside USA can apply for this? (like from India or Canada)**

    IJB Response: There is nothing in the RFP that prevents this.

2. **Whether we need to come over there for meetings?**

    IJB Response: See section 2.22 no requirement to have in person meetings.

3. **Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)**

    IJB Response: There is nothing in the RFP that prevents this. However, support provided for the proposed solution needs to fall under IJB's business hours.

4. **Can we submit the proposals via email?**

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

5. **IJB is looking for a COTS (Commercial Off the Shelf) solution?**

    IJB Response: We need an off the shelf base product with customizable options to meet the needs of our established criteria.

6. **IJB is open for custom development?**

    IJB Response: See above.

7. **IJB has any preference on the technology stack for the development?**

    IJB Response: No major preferences. IJB incorporates both Linux/Windows throughout most of its environment and heavily takes advantage of open source software where applicable.

8. **Do you have the budget allocated for this project?**

    IJB Response: Yes we have a budget allocated.

9. **What is the anticipated to go live for the project?**

    IJB Response: See cover page. Implementation timelines are to be determined.

10. **Regarding ADA Compliance, IJB is looking for WCAG 2.0 compliance?**

    IJB Response: No.

11. **In section 4.2.1.7, the first item is very clear, but we are not sure what the RFP is asking for in the second item. Could we get some clarity on this statement before we answer? "2. The role and responsibility of IJB staff in the design and implementation of the training plan."**

    IJB Response: Respondents must outline in detail the roles and responsibilities IJB staff will have in the design and implementation of the training plan. The first item is requiring respondents to outline what their roles and responsibilities; the second item requires respondents to IJB's roles and responsibilities relating to the training plan will be.

12. **Does IJB have an expectation for the amount of in-person training versus digital training it would prefer for this project?**

    IJB Response: 80% online for end-users and 20% of possible in-person training for system administrators.

13. **Will IJB be appointing someone within the organization to manage the project and serve as a single point of contact for the contractor?**

    IJB Response: Yes we have a project manager assigned for this project.

14. **Is IJB open to a Train-the-Trainers approach?**

    IJB Response: Yes, but in a limited capacity.

15. **Will IJB staff trained as internal trainers be allocated time to assist with the end-user training effort? How much time will be allocated, and for how many individuals?**

    IJB response: Staff is allocated for the training, but it is dependent on the vendor's training plan.

16. **How much time per user is IJB willing to allocate/provide for training for each of these groups: administrative staff, technical staff, end-users?**

    IJB response: Time allocations for all groups are dependent on the vendor's training plan.

17. **Will IJB pay for and maintain any web conference subscriptions (i.e., Zoom, GoTo Meeting) apart from this contract or will the contractor be responsible for including these costs in the project budget?**

    IJB response: IJB has licensing for Zoom and GoToMeeting.

18. **Does IJB currently have a training coordinator? Does that role encompass the breadth of training described in the RFP?**

    IJB response: IJB has training coordinators with multiple projects and responsibilities within the branch.

19. **Approximately how many individuals will be creating courses?**

    IJB response: More than two, but unsure of total number.