

**Learning Management System
RFP #19-001
Questions & Answers**

	Date	Question	Answer
1	3/22/2019	While we can fulfill about 95% of your requirements, I wanted to ask if CSC's acceptance and evaluation of your LMS partner will be based on meeting 100% of each line item? This will determine if we should move forward in completing the request.	While most items listed in the scope of services are requirements, there are some that are more important than others. Reviewers will rate the Scope of Services and score the capacity of the submitter to provide services up to 40 points out of a possible total review score of 100, as outlined in section 5.4 of the RFP.
2	3/27/2019	Of the current 20,000 users, how many are actively log in and taking training on a monthly basis?	<p>This can vary greatly, depending on the month and the trainings offered. It is about 750 unduplicated active users per year.</p> <p>Here is a breakdown on ILT training registrations (R) and completions (C) to date this fiscal year. Please note that the numbers below are <u>not</u> unduplicated as one user may have registered for/completed multiple trainings:</p> <p>October 2018: 424 R, 257 C November 2018: 410 R, 210 C December 2018: 243 R, 133 C January 2019: 539 R, 310 C February 2019: 490 R, 238 C March 2019: 314 R, 145 C</p>
3	3/27/2019	Can you be more descriptive/specific on your requirements to customize both the Admin and User Dashboards?	We are looking to allow Admins and Users to easily customize their own Dashboards to display data that most matter to them; to pick and choose which pods display in their Dashboard as soon as they login.
4	4/1/2019	There are a few questions where we see a partial match, but this is because we don't understand the full scope of the requirement; hence, can we add an additional document to expand on the questions where we see a partial match to help you understand extend of our capabilities?	Yes, as long as your response does not exceed the maximum number of pages identified in the RFP.
5	4/1/2019	You mention that current users are at 20,000+. Our pricing is based on a per license model; therefore, do you have a	We do not have a set amount of users, as our trainings are open to the community. Anyone can create an account and sign up for a

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		set amount of users to provide you with accurate pricing? Or would you like for us to give you pricing based on 20,000 licenses?	training at any time. There are approximately 750 active users per year.
6	4/1/2019	“Migrate current user (20,000+) and course data (4,500+) from customized LMS”: can you please clarify what is the “course data” that you would like to migrate (i.e. reporting, actual courses, etc.)?	The course data are the actual courses along with their attendance records/data.
7	4/1/2019	“e-Commerce (ability to accept payments)”: do you have a payment platform that we need to integrate to specifically or are you expecting to process payments in the LMS itself?	We do not currently have a payment platform.
8	4/2/2019	Has the agency identified a budget for this solicitation?	Although we have done our due diligence and have an estimated budget range, we are looking to the vendor to provide guidance related to cost. A final budget will be determined through contract negotiations.
9	4/2/2019	Para 2.1 references 20,000 external users in the system with as many as 750 being active at any given time. Is the intent to assume there will be 750 active external users but to have the data for the 20,000 users migrated into the new system so the data is obtainable by CSC? Or by the individual 20,000 users to pull a record of their completed training?	Yes, the intent is to assume approximately 750 active users at any given time. We are looking to have the data for the 20,000 users migrated into the new system so the data is obtainable by CSC and by the individual 20,000 users to pull a record of their completed training.
10	4/2/2019	Para 2.1. With approximately 40 programs being supported, the assumption is CSC desires to have the ability for external users to log in and be identified by the program they are part of, but also have an ad hoc catch all for those users who may not fall under any of the 40 programs. Is this a correct assumption?	Yes, this is correct for external users. There are also approximately 100 internal users who need to be identified as CSC staff.
11	4/2/2019	Para 2.1 states 90% of training is ILT. Is there a desire to make available Virtual ILT via a provider such as WebEx, Go To Meeting, or similar provider?	Currently, this is not a requirement we have identified for the LMS but we are open to considering it as an option.

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12	4/2/2019	Para 2.1 also states it is anticipated there will be an increase in eLearning. Does the agency desire optional content pricing? If so, can you provide examples of desired content?	At this time, we are not looking to purchase content through this RFP. We understand that if we wish to do this in the future, there will be additional costs.
13	4/2/2019	The RFP states the number of users as 20,000 in one place and 750 in another. What is the number of active users per year that we should contemplate? An active user, defined as a user who enrolls in a course currently on offer by Children's Services	There are approximately 750 active users per year. The 20,000 users are part of the historical data migration that will need to occur.
14	4/2/2019	Please confirm that on questions 1-42 and 1-8 under the Requirements in the Questionnaire are to be answered only with yes or no responses	Yes, this is correct.
15	4/2/2019	Please describe your goals with eCommerce. Are you trying to generate revenue or create a new revenue stream, or do you simply require a way to recoup costs for training? If you are driving revenue, do you use a CRM like Salesforce?	While we do not currently charge for any of our trainings, we periodically sponsor conferences. We are looking for the ability to collect these registration fees electronically.
16	4/2/2019	How and where do you source content? Are you authoring the content yourselves, working with a specific vendor or design firm, or do you use courseware marketplaces and subscription services like OpenSesame? Or a combination of all three? We are interested in learning more about the origins of the content you will use in this LMS.	Specific to e-learning: For external users, we author the content ourselves. For internal users, we have a contract with LinkedIn Learning. In the future, it is possible we would work with an external vendor or consultant to develop additional content as well. For ILT: We develop content internally and/or hire consultants.
17	4/2/2019	What CEU types do you need to deliver, track, and associate with content?	Licensed clinical social worker Licensed marriage and family therapist Licensed mental health counselor Advanced registered nurse practitioner Licensed practical registered nurse FL Registered nurse FL

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18	4/2/2019	Is this a condition created by design or mandated policy directive, OR is it an outcome of poor/non-existent functionality in the current LMS? Quoting Requirement 4, in the questionnaire form, "Provide different options to help minimize Users creating duplicate profiles (i.e., Currently Users create new profiles when they change work email, name changes etc. instead of updating their existing profile)"	It is an outcome of poor/non-existent functionality in the current LMS.
19	4/2/2019	Are you able to provide a specific list of required languages?	English Spanish Haitian-Creole
20	4/2/2019	Please list all systems, databases, and third party technologies that require integration. Are you able to prioritize integrations by "required for go-live" and "future need"?	LinkedIn Learning (required for go-live)
21	4/2/2019	Please provide additional context and details surrounding your LinkedIn Integration requirements.	<ul style="list-style-type: none"> • Catalog Integration for learners to search LinkedIn Learning content directly from the LMS • Update new LinkedIn Learning courses to the LMS • Communicate learners' progress back to the LMS
22	4/2/2019	Do you require integration with an HRIS system (or other user database)?	No
23	4/2/2019	Do you require single-sign on (SSO) integration via SAML or other mechanism?	Yes
24	4/2/2019	How do you define success?	<ul style="list-style-type: none"> • All deliverables are successfully accomplished according to the project charter. • All current users are entered and active in the system. • E-learning courses and workshops are loaded onto system and accessible to users. • Few questions or complaints about usage.
25	4/2/2019	What are your training challenges?	Like many organizations, our biggest training challenge is ensuring and measuring application of training (Kirkpatrick level 3

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			evaluation) particularly due to the majority of our trainees working outside of our organization.
26	4/2/2019	What are your internal challenges (budget, politics, legal mandate, etc.)?	Related to the LMS, a challenge is our legal mandate regarding records retention.
27	4/2/2019	What are your goals? What impacts do you expect the LMS to have on your business?	<ul style="list-style-type: none"> • Research, identify, procure and implement a Learning Management System that supports our current and future needs. <p>We expect the LMS will be more user-friendly than our current system, allowing internal and external partners to access their own information (and their staff's if applicable) on an as needed basis. Registering/cancelling/tracking training will be housed in one product as opposed to the patchwork hybrid we currently use. Additionally, the new LMS will allow us to end a current contractual relationship with an external online metrics/evaluation system. This will result in a cost savings.</p>
28	4/2/2019	What outcomes are most critical for your Executives?	<ul style="list-style-type: none"> • Implementation of one cohesive system that facilitates CSC and provider staff and community members in addressing their learning needs. • Improved efficiencies and effectiveness (including cost), user experience, reporting functions, tracking, evaluations.
29	4/2/2019	What is driving you to market? Why now?	We are redesigning our website. Because our LMS is so deeply integrated with our website, it will no longer be functional.
30	4/2/2019	What is the source system for legacy data?	A SQL database.