Town of Westerly/Westerly Public Schools
Rhode Island

PURCHASING DEPARTMENT

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RFP 23-44

Learning Management System
ADDENDUM NO. 1 – February 8, 2023

To: All Known Bid Document Holders

The following items represent additional information provided, changes, amendments or clarifications to the Contract Bid Documents for the above referenced project:

Questions/Clarifications:

1. Could the Town grant a due date extension?
    a. Not at this time.
2. Can the team members work remotely?
    a. If this is in regard to the LMS companies team members, then yes.
3. Can the team members work off-shore?
    a. If this is in regard to the LMS companies team members, then yes as long as they are available during EST working hours.
4. If we are using a subcontractor, can the subcontractor meet the minimum requirements?
    a. No, We want to work directly with the LMS company itself
5. What is the estimated budget for the entire project?
    a. From $25,000 - $36,000
6. What is the estimated budget for the first year of the contract?
    a. From $25,000 - $36,000
7. Is the data storage on-prem or in the cloud?
    a. Requesting cloud data storage
8. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could we replace them with equally qualified resources?
    a. No
9. Is it allowed to use digital signatures?
    a. This is a policy question TBD.
10. Is it required to provide the COI alongside the proposal response?
    a. No, the awarded vendor would need to provide the COI.
11. Do the ATTACHMENT "D" INSTRUCTIONS apply to this particular project?
    a. Yes those are our standard terms and conditions.

12. In this RFP, the Town is seeking bids for an LMS (Learning Management System) that includes an LCMS (Learning content Management System.) Please define your requirements for a Learning Content Management System.
    a. The Town is primary looking for an LMS system, the requirements for the LCMS would be allowing for the administrators of the system to edit the trainings, customize some training to be Town specific, upload some of our documents to the system, and be able to track and report on the data.

13. It is stated that Vendors must present an LMS that includes an LCMS. While we provide content authoring capabilities and the ability to load, deliver and track custom eLearning content, we do not consider our LMS to include what is traditionally defined as an LCMS. Is having a Learning Content Management System a requirement for this RFP?
    a. No, not a requirement it would just be an asset if the services were available.

14. In this RFP, the Town states its desire to link training options to individual performance evaluations and training, as well as the need to integrate with a performance management System. Please provide more details on the systems you are currently using and what that integration means to you (ie what experience you are looking to create for the user and administrator/ what data needs to be shared.)
    a. Currently the Town administrative staff is not using an LMS system. We are interested in the administrator not only being able to assign required trainings to the employees as a whole, but also giving the employees the ability to explore job specific training options on their own time to help them further their career if they have an interest.
    b. In terms of linking training to individual performance evaluations, we need the ability to assign employees specific trainings based on evaluations/performance needs in the areas they might be lacking or need more training in as an individual.
    c. As the administrator, The Town's HR department will need access to information on when the employees complete their training, how they do on the training, and ways of pulling reports as a whole to show what trainings have been completed.

15. Similarly, the Town requests that an LMS integrate with Human Capital (HCM) Systems such as HRIS, Performance Management, Payroll and Applicant Tracking Systems. Please list the specific systems you require integration with and what that integration means to you (ie what experience you are looking to create for the user and administrator/ what data needs to be shared.)
    a. The ability to track employee progress and pull reports from the LMS system for our records.

16. In this RFP, the Town states that a LMS must support 2 factor Authentication, is that a requirement? If 2 factor authentication is not supported by a LMS, would it be an option to leverage internal user authentication methods to accomplish this? (ie SAML IdP)
    a. Yes this would be a requirement, we are not using an SSO solution.

17. In this RFP, the Town requests stateside call center to be available from 7:00 AM ET to 9:00 PM ET, is that a requirement? If a vendor offers 8:00 AM ET to 9:00 PM ET Mon-Fri and 9:00 AM ET to 6:00 PM ET Sat-Sun would that be sufficient?
    a. Yes
18. Would the town want access to all existing vendor training content included in the cost estimate?
    a. No
19. Will the town want to import all existing training records into the selected LMS, or start fresh and not bring over history of previously completed training?
    a. Start Fresh
20. Of the ~200 users, how many people need access to upload SCORM/AICC/powerpoint training and build custom content?
    a. The Human Resources and IT Department would be the administrative staff that would need access, so about 6-7 employees potentially.
21. How many data integrations with other systems (ex: HRIS, ATS, etc) will be required of the provided vendor?
    a. No integrations required, we just request that a system be in place to import users based on our employee data, format required for the data import must be outlined.
22. If the contract is awarded July 1, 2023, what date would the town want to be fully implemented and utilizing the LMS that is selected?
    a. The Town is looking to implement the LMS training as early as July/August of 2023 depending on how long the training process would take to learn the system.

23. In the Project and Implementation Plan, the Town asks for details on Migration of third-party applications, is there specific data that the Town needs to migrate? Please provide any details you can on your migration needs.
    a. Not sure what this one is referring to, the only data we would need to migrate is users based on the employee list that we would want to have access to the system.

24. When will the answers to questions submitted be published and how can we expect to receive those?
    a. Yes in the form of an addendum posted on our website.

25. Once bids are received, will there be a request for a demonstration? If so, when can we expect these to occur?
    a. We may request demonstrations, timeframe TBD.

26. On what date is The Town of Westerly committing to selecting a vendor?
    a. Pending budget approval by Town Council in June.

27. What is the process and criteria for selecting the vendor of choice?
    a. See RFP document:Proposal Evaluation; Selection Criteria on pages 13-14.

28. When is The Town of Westerly looking to launch the new learning program to their learners?
    a. July 2023

29. When is The Town of Westerly looking to launch the new learning program to their learners?
    a. See answer to question 28.

This addendum will form a part of the Contract Documents and modifies the original Bidding Documents dated January 25, 2023, as noted above. Acknowledge receipt of this Addendum in the space provided on the Bid Form. Failure to do so may subject the Bidder to disqualification.

The above clarifications and information do not warrant reissuance of any portions of the Bid Documents (including Bid Form).

<u>Addendum No. 1:</u>

     Received and Accepted By: Contractor: _____

                                       Signed By: _____ Dated: _____

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