



Financial Management
Procurement Division
1112 Manatee Ave W., Suite 803
Bradenton, FL 34205
Phone: (941) 749-3014
www.mymanatee.org

February 1, 2017

TO: All Interested Proposers

SUBJECT:

Request for Proposal (RFP) #17-0530WB
Learning Management System

ADDENDUM No. 1

The following items are issued to add to, modify and clarify the Request for Proposal document. Proposals are to be submitted on **February 15, 2017 at 3:00 P.M.**, in conformance with the additions and revision listed herein.

The deadline to submit all inquiries concerning interpretation, clarification or additional information pertaining to this RFP was January 27, 2017 at 5:00 P.M.

Proposer Note 1: Revised Proposal Date and Time Due

The revised Proposal Date and Time Due is **February 15, 2017 at 3:00 P.M.**

Proposer Note 2: Response to questions received from proposers through January 27, 2017. No additional questions shall be considered.

1. Is the right to audit our Financials mandatory?

Response: Yes.

2. Is the RFP document available in Word?

Response: No.

3. Would like to know if there is a timeframe or date when the system would need to be up and running for the Manatee County after the award.

Response: The tentative go-live date is May 1, 2017.

4. Is Manatee County expecting a COTS solution?

Response: The County is looking for a cloud based solution that is easily customizable by our education and training department, and one that relies little on the vendor for setup.

5. Per B.02 GENERAL REQUIREMENTS "...There is also a need for a repository for a e-based content covering the gamut from off the self to custom developed solutions addressing enterprise-wide skill building and compliance needs." Does this mean the capacity to host a catalog or do you want the content to be bundled with the LMS is the estimate to include content bundled with the LMS pricing or stand alone at a later date? If content is required what types of content do you want included?

Response: The Learning Management System (LMS) should have the capacity to host a catalog of internally and externally created content.

6. Does the County have Office 365 and/or SharePoint?

Response: Yes. The County has both Office 365 and SharePoint.

7. Per RFP A.26 E-VERIFY, Does the County mean that no non-US employees can work on the contract? What is the County's definition of working on the contract?

Response: In accordance with the E-Verify system, only those individuals determined eligible to work in the United States shall be employed on this contract.

8. What will happen if Manatee County does not implement this new learning initiative?

Response: The initiation of this RFP is to implement a new LMS.

9. Has 2017 budget been approved?

Response: Yes.

10. How will cost affect your decision?

Response: Refer to Section D "Evaluation of Proposals".

11. To confirm the number of users to be priced for the learning solution?

Response: 1800.

12. Will multi-language capabilities be required?

Response: No.

13. When will Manatee County require the learning initiative to be implemented?

Response: Refer to Response No. 3.

14. Approximately how many users will be accessing the LMS?

Response: Refer to Response No. 11.

15. Will the County provide all of the needed e-learning content or must the LMS provider supply OTS content as well?

Response: It is the County's objective to create the content for the LMS; However, OTS content shall be reviewed during the Evaluation.

16. We are a Canadian company with a US based implementer. All other employees are based in Canada. Will the fact that we are Canadian affect our ability to win the contract?

Response: Refer to RFP Section D "Evaluation of Proposals".

17. Does the County have a budget in place and if so what is the budget?

Response: The estimated budget is \$19,000.00.

18. Would the County consider an installed solution?

Response: Refer to Response No. 4.

19. What version of SharePoint of on-premises is being used?

Response: Office 365 ProPlus 2016 with SharePoint Online.

20. Are all users that are going to access the LMS AD users and have access to SharePoint or Office 365 (SharePoint Online)?

Response: No.

21. RFP mentions customer is looking for a cloud based solutions: are they also open to an on premises solution?

Response: Refer to Response No. 4.

22. Is there any intention on opening up the LMS to external users?

Response: No.

23. Is their AD already integrated with their HRIS system (i.e. pull employee records and employee information to AD)?

Response: This is not a concern since all employees do not have an email account with the County. The LMS should allow for easy registration by the end user because SSO is not going to be possible.

24. What HRIS system are they using? What are the integration requirements (one way or two way, what information would need to be exchanged)?

Response: The HRIS system is IFAS; however, the County does not plan to integrate with the HRIS system.

25. What does the County mean by the following statement? – “In a SaaS engagement the software is subscribed to and is not owned by the subscriber. All subscriber data would belong to the subscriber.

Response: This means we do not own the software but it is “on demand” or in the cloud. Any data we populate in the software is County’s property.

26. Would Manatee County please describe your requirements for mobile usage? Do you anticipate offline learning and/or otherwise need Android and iOS apps?

Response: The LMS should be accessible via a mobile device if employees need to access the content in this way. Students would not download content but stream the content from the LMS.

27. Does Manatee County require migration of any historical data to the LMS? If so, please provide an estimate on the number of records you require for migration.

Response: No.

28. Would Manatee County please provide what is your HR system of note? Please list any other third party databases or applications required for integration?

Response: Refer to Response No. 24.

29. Does Manatee County require content and course development features (aside from tests and surveys)? Please describe any authoring requirements you may have for online courses and content.

Response: All authoring will be done via an ELearning software and uploaded to the LMS. The only other feature (besides Tests and Surveys) the LMS should allow is the logging and tracking of ILT. We should be able to create an ILT course in the system. Students should be able to register and the instructor should be able to mark complete or fail at the end of the session.

30. Will Manatee County accept notarization from the State of Virginia?

Response: Yes.

31. Per RFP B.06, "The selected Proposer shall provide training for up to 5 staff." Is county expecting this training to happen onsite?

Response: This can be done in person. We would also allow remote training as long as a detailed agenda is supplied for both.

32. Per RFP C.02.3, Submit a staffing level statement for the project detailing how many total employees work for each team at any one time, including temporary and part-time employees." Is there any statement format for staffing level? If Yes, kindly share with us.

Response: No.

33. Per RFP C.02.5c, "Governmental agency, if any, which verified compliance with its requirements or standards, and the names and telephone numbers of the key persons with direct knowledge of the compliance." County wants a third party certification for compliance. Kindly help us understand what is desired to be furnished in this point?

Response: A list of governmental agencies is acceptable.

34. Per RFP C.02.6, "Recent, Current, and Projected Workload: List all projects handled by your firm during the past five (5) years and identify the volume of work previously awarded by Manatee County." Is county asking for all the projects or service provider can provide details of 3 projects handled in last five (5) years.

Response: All projects within the past five (5) years.

35. Does the system have the ability to create checklists?

Response: The system shall create task based checklists.

36. Per RFP C04 C11, "Can the learner easily search and find courses? Does the system allow for Metadata to be added to courses?" WIZDOM LMS supports bookmarking in content through SCORM standard. Are you looking for the similar functionality? Kindly validate.

Response: The student shall be able to restart wherever they left off if they leave a SCORM course for any reason.

37. Per RFP C.04 G5, "Can certifications be granted manually?" We assume that admin can certify the learners manually through bulk upload or on screen. Please validate.

Response: Yes, administration can force complete a course.

38. Per RFP C.04 G4, "Can certifications be "nested"?" That is, can one certification contain other certifications?" System has capability to create certificate templates. Please elaborate nested certification with a use case.

Response: This is regarding pre-requisites. A use case would be levels of certification. The system shall not allow a level 3 certification unless levels 1 & 2 are completed.

39. The system has Notification mechanism for all the approvals and system is completely configurable as per County's desired workflows. It would help if you can explain validation process through a use case.

Response: The County has career ladders. Once all the courses are completed in that career ladder and the employees have done their OJT checklist, we would like the manager to be notified that he/she has to review the employees' transcript to ensure all work is complete and he/she has final sign off.

40. The storage is expandable up to any extent. Please provide understanding Manatee's content types and sizes. This will help us to suggest appropriate solutions.

Response: We will be using Articulate Storyline to created content. We do not know the size at this time.

41. Per RFP C.or K4, "Does the system support third-party content integrations?" What will be format of the data that needs to be migrated?

Response: SCORM CONTENT.

42. Is there any identified content system that needs to be integrated with LMS? If yes, kindly help us understand the workflow.

Response: Most content will be housed in the LMS; therefore, content system integration will be handled on a case by case basis.

43. We understand that there will be On The Job Trainings, could you help us understand how do you want to capture the data for such trainings within LMS?

Response: When OJT checklists first get assigned to the student, they complete the checklist as they complete their OJT. Once completed, it gets

forwarded to their manager who has to sign off on each component of the checklist.

44. Per RFP C.04 L2, "Does the system allow for automatic retake after a defined period of time?" We understand retake here means to attempt the content again. Is the understanding correct? Please explain with a use case.

Response: This pertains to recertification. The LMS shall allow for recertification.

45. Our system supports configuration of colors, fonts, logo. Kindly help us understand what is the requirement for custom pages and how do you plan to map this?

Response: The County desires the ability to create custom pages where links to content can be utilized.

46. What are observation checklists (on the job training)? Please explain the admin task functionality?

Response: Refer to Response No. 43.

47. By default system supports CSV, PDF, WORD, XML, Excel formats but we need to understand if ASCII format is of utter importance to you?

Response: ASCII is not important to us.

48. Please provide the specification of mobile device County is planning to implement LMS.

Response: Refer to Response No. 26

49. By Training Curriculum we assume that you are looking for a dummy training schedule and what all activities are covered in that?

Response: Yes.

50. We assume that the total number of registered users will be 1800. Kindly validate.

Response: Refer to Response No.11.

51. In reference to SaaS Solution, please provide information on concurrent level. As per Industry standard there is 10% concurrency on cloud hosted solutions.

Response: This information is not available.

52. There are costs like onetime cost and recurring cost. In the provided table it is asked year on year cost. Please validate if we can make changes to the table to capture each cost item separately (i.e. one time cost and recurring cost).

Response: No changes to the table shall be made. All one-time costs should be accounted for in Year 1 and the reoccurring costs allocated accordingly.

No additional questions will be considered after the issuance of this Addendum No. 1.

Proposals are to be prepared as instructed in this Request for Proposal and shall be received at Manatee County Purchasing Division, Suite 803, 1112 Manatee Avenue West, Bradenton, FL 34205 on or before **3:00 P.M. on February 15, 2017.**

Regards,



William L. Bryant, Jr.
Contracts Negotiator