

CITY OF CHESAPEAKE

UNSEALED REQUEST FOR PROPOSALS – URFP # 20-138

ADDENDUM NO. 2

ISSUE DATE: March 25, 2020

TITLE: Electronic Learning Management System

ISSUED BY: City of Chesapeake
Purchasing
306 Cedar Road 5th Floor
Chesapeake, Virginia 23322

DEPARTMENT: Purchasing/Procurement Department

THE CITY OF CHESAPEAKE WOULD LIKE TO RESPOND TO QUESTIONS RECEIVED AND TO INCLUDE ADDITIONAL REQUIREMENTS FOR THIS SOLICITATION;

QUESTION 1: IS THE PRIMARY PURPOSE OF THIS REQUEST TO MOVE AN EXISTING LOCAL SERVER BASED APPLICATION TO THE WEB?
ANSWER 1: NO. WE ALREADY USE A WEB BASED APPLICATION. SEE BACKGROUND SECTION ON PAGE 3 OR THE URFP. WE ARE LOOKING FOR A SYSTEM WITH EXPANDED AND EXISTING CONTENT.

QUESTION 2: GIVEN THE REQUIREMENT TO MIGRATE ALL EXISTING COURSE WORK/DATA TO THE NEW PLATFORM, IS THE VENDOR THAT IS BEING CONSIDERED TO HAVE ON-GOING RESPONSIBILITY FOR PROVIDING COURSE UPDATES, OR WOULD THESE RESPONSIBILITIES FALL TO YOUR INTERNAL STAFF MEMBERS?

ANSWER 2: WE WOULD EXPECT THE VENDOR TO PROVIDE UPDATES TO VENDOR PROVIDED COURSE CONTENT AND CIBH STAFF WILL PROVIDE UPDATES TO ANY CIBH PROVIDED CONTENT. MOST CONTENT IS EXPECTED TO BE PRE-EXISTING CONTENT PROVIDED BY THE VENDOR IN THE SUBJECT AREAS OUTLINED IN THE STATEMENT OF NEEDS, PARAGRAPHS A8 AND A9 ON PAGE 4 OF THE URFP.

QUESTION 3: CAN YOU GIVE US MORE DETAILS ON WHAT IS STORED BY TRILOGY (NUMBER OF COURSES, AMOUNT OF USER DATA, TOPICS COVERED).

ANSWER 3: THE CURRENT SYSTEM PROVIDED BY TRILOGY DOES NOT MEET OUR FUTURE NEEDS AND SHOULD NOT BE USED AS A REFERENCE FOR THE NEEDS ASSOCIATED WITH THIS URFP. OUR CONTENT NEEDS, TO BE PROVIDED BY THE VENDOR, ARE OUTLINED IN THE STATEMENT OF NEEDS, PARAGRAPHS A8 AND A9 ON PAGE 4 OF THE URFP.

QUESTION 4: IS THIS RFP LOOKING MORE FOR THE LMS AS MAINLY OUTLINED OR ARE ONLY PROVIDERS WHO CAN INCLUDE CONTENT GOING TO BE CONSIDERED

ANSWER 4: ONLY VENDOR THAT CAN PROVIDE PRE-EXISTING CONTENT WILL BE CONSIDERED. THE VENDOR IS EXPECTED TO PROVIDE THE MAJORITY OF THE CONTENT FOR THIS SYSTEM. THE REQUIRED VENDOR PROVIDED CONTENT IS OUTLINED IN THE STATEMENT OF NEEDS, PARAGRAPHS A8 AND A9 ON PAGE 4 OF THE URFP.

QUESTION 5: IS THE CITY OF CHESAPEAKE LOOKING TO OBTAIN AN LMS THAT IS LOADED WITH PRE-EXISTING CONTENT?

ANSWER 5: YES. OUR CONTENT NEEDS, TO BE PROVIDED BY THE VENDOR, ARE OUTLINED IN THE STATEMENT OF NEEDS, PARAGRAPHS A8 AND A9 ON PAGE 4 OF THE URFP.

QUESTION 6: WOULD THE CITY ACCEPT ORIGINAL ELECTRONIC SIGNATURES?

ANSWER 6: URFP RESPONSES CAN BE EMAILED BUT PLEASE MAIL ORIGINALS AS WELL.

QUESTION 7: PRICE PROPOSAL IS LISTED UNDER BOTH TAB 1: FORMS AND TAB 4 PROPOSAL PRICE SCHEDULE. WHICH IS CORRECT?

ANSWER 7: JUST LIST UNDER TAB 4 PROPOSAL PRICE SCHEDULE.

QUESTION 8: WHICH HRIS WILL YOU BE PULLING USER DATA FROM TO LOAD USER ACCOUNTS INTO THE LMS:

ANSWER 8: ALL USER ACCOUNT DETAILS AND COURSE HISTORY FOR EACH USER WILL BE PROVIDED IN EXCEL OR OTHER STANDARD FORMAT USING VENDOR DEFINED FIELDS.

QUESTION 9: DO YOU HAVE ANY USERS WHOSE DATA WILL COME FROM OTHER SYSTEMS?

ANSWER 9: NO

QUESTION 10: WILL YOU ALLOW USERS TO SELF-REGISTER FOR AN ACCOUNT:

ANSWER 10: NO

QUESTION 11: WILL YOUR COMPANY REQUIRE DIFFERENTIAL BRANDING OF THE LMS BASED ON ORGANIZATION UNIT?

ANSWER 11: NO

QUESTION 12: HOW FREQUENTLY WOULD YOU LIKE TO UPDATE THE USER DATA IN THE LMS:

ANSWER 12: UPON HIRE, TERMINATION, OR TRANSFER WITHIN THE AGENCY OF EMPLOYEE.

QUESTION 13: HOW MANY LEARNING OBJECTS WILL YOU BE MIGRATING TO THE NEW LMS:

ANSWER 13: UP TO 50. PLEASE QUOTE HOURLY RATE FOR ALL MIGRATION SERVICES.

QUESTION 14: FROM WHICH SYSTEMS WOULD YOU LIKE TO LOAD TRANSCRIPTS/COMPLETION TRAINING DATA AND APPROXIMATELY HOW MANY RECORDS TO DATE WILL EACH HAVE?

ANSWER 14: WE WILL HAVE APPROXIMATELY 300 ACTIVE EMPLOYEE RECORDS TO MIGRATE EACH WITH APPROXIMATELY 20 TRANSCRIPTS/COMPLETION TRAINING ELEMENTS. PLEASE QUOTE AN HOURLY RATE FOR ALL MIGRATION SERVICES.

QUESTION 15: PLEASE DESCRIBE ANY OUTBOUND DATA FEED OR INTEGRATION REQUIREMENTS: ANSWER: THERE IS NOT OUTBOUND DATA FEED OR INTEGRATION REQUIREMENTS.

ANSWER 15: THERE IS NOT OUTBOUND DATA FEED OR INTEGRATION REQUIREMENTS.

QUESTION 16: WOULD YOU LIKE TO INTEGRATE ANY VILT PROVIDERS WITH THE LMS:

ANSWER 16: NO. THE LMS SHOULD COME PRE-LOADED WITH AN AVAILABLE CURRICULUM BASED ON OUR INDUSTRY TRAINING NEEDS SPECIFIC FOR VIRGINIA CSB'S.

QUESTION 17: WILL YOU REQUIRE SINGLE SIGN ON TO BE IMPLEMENTED?

ANSWER 17: WE USE MS ACTIVE DIRECTORY. SINGLE SIGN ON WOULD BE DESIRED, BUT NOT REQUIRED.

QUESTION 18: WOULD OFFICIAL DOCUSIGN BE ACCEPTABLE FOR THE COVER PAGE OF THE RFP AS OPPOSED TO AN INK SIGNATURE.

ANSWER 18: NO WET SIGNATURES ARE REQUIRED FOR ALL CITY DOCUMENTS

QUESTION 19: IN REFERENCE TO SECTION II.A.10, HOW MANY COURSES ARE OFFERED BY CIBH'S CURRENT PROVIDER:

ANSWER 19: APPROXIMATELY 20. PLEASE ALSO SEE ANSWER TO QUESTION 3.

QUESTION 20: IN REFERENCE TO SECTION II.A.12, IS ON-SITE TECHNICAL SUPPORT REALLY NEEDED?

ANSWER 20: LIMITED ON-SITE SUPPORT MAY BE REQUIRED TO SUPPORT CERTAIN DATA MIGRATION AND SET-UP ISSUES; HOWEVER, WEB BASED VIDEO CHAT AND OTHER OPTIONS WILL LIKELY SUFFICE FOR TRAINING NEEDS.

QUESTION 21: IN REFERENCE TO SECTION II.B.1, DATA MIGRATION: APPROXIMATELY HOW MANY USERS NEED TO BE MIGRATED, HOW MANY COURSES COMPLETED PER USER, AND HOW MANY YEARS BACK?

ANSWER 21: APPROXIMATELY 300 USERS, EACH WITH 50 COURSE HISTORY RECORDS, GOING BACK AT LEAST 2 YEARS. THESE ARE ESTIMATES. PLEASE QUOTE AN HOURLY RATE FOR ALL MIGRATION SERVICES.

QUESTION 22: IN REFERENCE TO SECTION II.B.2, INTEGRATION: CAN YOU NAME THE SYSTEMS THAT WOULD BE PREFERRED TO INTEGRATE WITH AND HOW.

ANSWER 22: WE REQUIRE THE SYSTEM TO BE ABLE TO INTEGRATE WITH OTHER SYSTEMS AND ASK THE VENDOR TO DESCRIBE THE SYSTEM'S INTEGRATION CAPABILITY FOR FUTURE EFFORTS. FOR THE PURPOSE OF THE REQUEST, WE HAVE NO SYSTEMS WHICH WITH WE PLAN TO INTEGRATE AT THIS TIME.

QUESTION 23: IN REFERENCE TO YOUR REQUEST FOR "NON-EMPLOYEE" ACCESS, CAN YOU ELABORATE ON THIS. ARE YOU LOOKING FOR AN E-COMMERCE PORTAL TO SELL CONTENT TO VOLUNTEERS, CONTRACTORS, ETC?

ANSWER 23: OUR NON-EMPLOYEE ACCESS WILL BE NECESSARY FOR REGULATORY AGENCIES SUCH AS CMS TO ACCESS THE DATABASE TO CONFIRM INDIVIDUAL TRAINING RECORDS FOR LICENSURE PURPOSES. ANY VOLUNTEERS, CONTRACTORS, ETC. THAT HAVE TRAINING REQUIREMENTS WILL BE TREATED LIKE EMPLOYEES FOR THE PURPOSE OF THE LMS.

QUESTION 24: IN REFERENCE TO "ADDRESSING ALL ASPECTS OF RISK MANAGEMENT, CAN YOU ELABORATE ON THIS? IS THIS IN REFERENCE TO TRAINING CONTENT GEARED TOWARD RISK MANAGEMENT OR SOMETHING ELSE.

ANSWER 24: YES, RISK MANAGEMENT IN THIS CONTEXT REFERS TO COURSE CONTENT INVOLVING RISK MANAGEMENT TRAINING CONTENT THAT WOULD BE APPLICABLE TO CLINICAL AND ADMINISTRATIVE STAFF SUCH AS HIPAA, ETC.

QUESTION 25: CAN YOU CLARIFY THE TERM LENGTH OF THE PROPOSED AGREEMENT. FROM THE PRICING PAGE, IT APPEARS TO BE A 5 YEAR AGREEMENT, BUT WE WANT TO MAKE SURE.

ANSWER 25: ONE YEAR FROM DATE OF CONTRACT EXECUTION WITH FOUR (4) ONE (1) YEAR RENEWAL OPTIONS UPON THE WRITTEN AGREEMENT OF BOTH PARTIES.

QUESTION 26: CAN YOU CLARIFY YOUR REQUEST FOR PRICING FOR UNLIMITED USERS.

ANSWER 26: THE ORIGINAL RFP REQUESTED PRICING PAGE INCLUDES ONLY AN UNLIMITED USER OPTION. WE WILL ACCEPT A PRICING MODEL BASED ON A PER-USER ANNUAL, QUARTERLY, OR MONTHLY SUBSCRIPTION COST. THE INITIAL LOAD OF USERS WILL BE FOR APPROXIMATELY 300 USERS.

QUESTION 27: CAN YOU SHARE WITH THE VENDORS WHY YOU ARE NOT CONTINUING WITH TRILOGY?

ANSWER 27: SEE ANSWER TO QUESTION 3. OTHER VENDORS, INCLUDING TRILOGY, MAY PROVIDE COURSE CONTENT THAT BETTER MEETS OUR NEEDS.

QUESTION 28: WHAT IS THE IDEAL NUMBER OF TOTAL COURSES CIBH WISHES TO HAVE IN THE LMS:

ANSWER 28: THERE IS NO IDEAL NUMBER BECAUSE COURSES CAN BE CONFIGURED IN A VARIETY OF WAYS. SEE THE STATEMENT OF NEEDS, PARAGRAPHS A8 AND A9 ON PAGE 4 OF THE URFP FOR INFORMATION ON THE DESIRED CONTENT.

QUESTION 29: SECTION A-9 LISTS COURSE MODULES, BUT NO SPECIFICS. DO YOU HAVE ANY INDICATION OF SPECIFIC TITLES YOU WISH TO HAVE?

ANSWER 29: WE DO NOT HAVE GUIDANCE ON SPECIFIC TITLES OR COURSE CONTENT. WE EXPECT THE SELECTED VENDOR TO BE ABLE TO OFFER PRE-DEVELOPED COURSES THROUGH A LIBRARY FEATURE. THE VENDOR SHOULD FURNISH WITH THEIR REQUEST A LIST OF INDUSTRY RELATED COURSES THAT THEY OFFER FOR OUR SELECTION.

QUESTION 30: SECTION 5.10 STATES THE VENDOR IS PROVIDE AT A MINIMUM THE EQUIVALENT NUMBER OF COURSE OFFERED BY CIBH'S CURRENT PROVIDER. HOW MANY ARE PRESENTLY LOADED FROM TRILOGY.

ANSWER 30: OUR CURRENT SYSTEM PROVIDED APPROXIMATELY 50 COURSES THAT WE USE. WE CAUTION VENDORS, HOWEVER, TO SEE THE ANSWER TO QUESTION #3 WHICH EXPLAINS THE CURRENT CONTENT NEEDS TO BE EXPANDED.

QUESTION 31: REGARDING P7,D,3.4 YOU MENTIONED ACCREDITATION AND CERTIFICATION. WHO WILL BE DOING THIS?

ANSWER 31: THE ACCREDITATION, CERTIFICATION, AND COMPLIANCE MENTIONED IN THIS SECTION IN IN REFERENCE TO COURSE CONTENT AND THAT ANY COURSE TESTING AND EVALUATION OFFERED BY THE VENDOR MUST MEET APPLICABLE ACCREDITATION AND COMPLIANCE STANDARDS SPECIFIC FOR THE COURSE TOPIC AND INDUSTRY.

QUESTION 32: WILL YOU BE POSTED ALL OF THE QUESTIONS AND ANSWERS TO ALL VENDORS:

ANSWER 32: YES.

QUESTION 33: WHETHER COMPANIES FROM OUTSIDE USA CAN APPLY FOR THIS? (LIKE FROM INDIA OR CANADA)

QUESTION 33: YES

QUESTION 34: WHETHER WE NEED TO COME OVER THERE FOR MEETINGS?

ANSWER 34: YES, OFFEROR MUST BE ACCESSIBLE

QUESTION 35: CAN WE PERFORM THE TASKS (RELATED TO RFP) OUTSIDE USA? (LIKE FROM INDIA OR CANADA)

ANSWER 35: YES

Note: A signed acknowledgment of this addendum must be received at the location indicated on the URFP either prior to the bid date and hour, or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid must be signed.

NAME AND ADDRESS OF FIRM:

_____ Date: _____

_____ By: _____

(Signature In Ink)

_____ Name: _____

(Please Print)

_____ Zip Code: _____ Title: _____

END OF ADDENDUM NO. 2

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS SHALL REMAIN UNCHANGED.
ALL INQUIRIES FOR INFORMATION SHOULD BE DIRECTED TO Candice Taylor-Page, Procurement Specialist II; Phone: (757) 382-6359, FAX:
(757) 382-6900, E-MAIL: ctaylorpage@cityofchesapeake.net