



City of Tacoma

Human Resources

ADDENDUM NO. 1

DATE: 10/05/2022

**REVISIONS TO:
Request for Proposals Specification No. HR22-0274F
Learning Management System**

NOTICE TO ALL PROPOSERS:

This addendum is issued to clarify, revise, add to or delete from, the original specification documents for the above project. This addendum, as integrated with the original specification documents, shall form the specification documents. The noted revisions shall take precedence over previously issued specification documents and shall become part of this contract.

REVISIONS TO THE SPECIFICATIONS:

Addition of Appendix C – Optional Forms. Form added is the Sustainability form. Optional Form can be used for Section 12.5 of the specification.

Addition of Appendix D – Demonstration Guidelines. Document titled “Guided Demonstration of LMS Vendors” – this is provided as a reference of what is expected in the interview process if a vendor is selected.

REVISIONS TO THE SUBMITTAL PACKAGE:

Vendor Submittal Excel file replaced in its entirety with Vendor Submittal Excel file titled Vendor Submittal_Revised100322_Addendum_1.

Cybersecurity Questionnaire file replaced in its entirety with Cybersecurity Risk Questionnaire_Revised100422_Addendum_1.

NOTE: Acknowledge receipt of this addendum by initialing the corresponding space as indicated on the signature page. Vendors who have already submitted their bid/proposal may contact the Purchasing Division at 253-502-8468 and request return of their bid/proposal for acknowledgment and re-submittal. Or, a letter acknowledging receipt of this addendum may be submitted in an envelope marked Request for Proposals Specification No. HR22-0274F Addendum No. 1. The City reserves the right to reject any and all bids, including, in certain circumstances, for failure to appropriately acknowledge this addendum.

cc: Desiree Hochstein, IT
Owen Robinson, HR

APPENDIX C

OPTIONAL FORMS

SUSTAINABILITY

***CAN BE USED TO ANSWER SECTION 12.5 OF THE SPECIFICATION**

Sustainability

The City has an interest in sustainable operations with minimal adverse impact on the environment. The City seeks to do business with vendors that value community and environmental stewardship that help us meet our sustainable purchasing goals.

1. Have you incorporated sustainability into your everyday business practices? Y/N Please describe

2. Have you taken measures to minimize impacts to the environment in the delivery of proposed goods and/or services? Y/N Please describe.

APPENDIX D

DEMONSTRATION GUIDELINES

Guided Demonstration of LMS Vendors

Please be prepared to demonstrate the following product capabilities during your interview. Additional features, items, and questions may be added at the time of your demonstration.

Important Notes:

- All vendors will have two hours to present their product to us and may arrive up to 15 minutes prior to their scheduled time for setup as needed.
- The first 15 minutes may contain a company overview and sales presentation.
- 75 minutes of the presentation will be for a demonstration of primary items, including User Experience Scenarios if time allows.
- The final 30 minutes will be for open question and answer time between vendor and city
- The presentation does not have to be in this order, but it needs to cover all primary topics.

Primary Demonstration Items:

Overall learner experience

- Searching for training
- Reviewing required trainings & due dates
- Enrolling in training, canceling registration, and rescheduling
- Receiving outlook calendar invites from LMS for scheduled classes
- Signing up for waitlist, and a review of waitlist functionality
- Accessing & completing training
- Mobile learner experience
- Completing a course/class knowledge assessment (quiz)
- Ability for employees to document participation in external / non-city development programs, including the upload of certificates (PDF, Word)
- Learning class/course messaging or discussion board features

Overall admin experience

- Creating instructor led and online courses
- Scheduling instructor led courses
 - Configuration of class details including time, location, format
 - Zoom or Teams link configuration for virtual instructor led courses
- Enrolling learners in Instructor-Led & On Demand courses (individually and in bulk)
- Creating custom notifications/reminders
 - Including upcoming certification validity expiration
- Enrollment approval process with ability to customize approvers
- Adding a SCORM object to a course
- Create a learning path with courses that are VILT, ILT, and asynchronous
- Assigning/creating Sub-Admins and their permission levels
- Methods for contacting LMS support during West Coast US Business Hours (GMT-7, -8).

Viewing an employee's training record

- As an Employee, Supervisor, and Admin

Reporting

- Running out of the box the reports
- Viewing compliancy reports
 - Displaying employees compliant, employees out of compliance, and soon expiring
 - Displaying compliancy based upon a department or workgroup
- Learning path/track reports vs individual trainings
- Admin & Sub-Admin viewing reports for specific workgroups
- Creating custom reports
- Scheduling delivered reports

Certification and license tracking

- Adding certifications to LMS
- Assigning a validity period to a certification
- Uploading documentation
- Viewing certifications and running reports

Integrations

- LinkedIn Learning Integration
- Adding third-party content (Admin)
- Accessing third-party content (Learner)
- Reporting on third-party content (Admin)

Optional Features

- Elements of gamification including but not limited to leaderboards and badging
- Ability for users to express interest in learning content absent from current courses
- Automated scheduling and delivery of learning reinforcement tasks/exercises
- Ability to report on skill development trends for individuals and groups
- Customization of user experience based upon workgroup including imagery and written content

If Time Allows: User Experience Scenarios

I. A new employee is hired in a specific department & needs training

Please display their experience for accessing:

- A new employee orientation learning path
- The employee's department specific learning path
- On-the-Job list of tasks to be taught
- On-the-Job list of proficiencies gained
- New courses auto-assigned as proficiencies are unlocked

II. An Individual contributor wants to become a supervisor

Please display their experience for accessing:

- A supervisor learning path including:
 - Self-Led Trainings
 - On-the-job Activities/Tasks to be completed
 - Display of competencies mapped to curriculum
 - Internal Leadership development programming
 - Milestones and continuation of development as they become a supervisor