 City of Tacoma

Questions and Answers

Learning Management System
RFP Specification No. **HR22-0274F**

All interested parties had the opportunity to submit questions in writing by email to Erica Pierce, Senior Buyer by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to *Current Contracting Opportunities* / *Services Solicitations*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1:   The bid mentions external customers. Does Tacoma plan on expanding the LMS for external users?

Answer 1: We might have a few contractors or folks here and there that aren't formal employees but by and large the primary users will be CoT employees. We do want to make sure that we can upload certificates, course completion, or course participation for classes/training not offered by the City.

Question 2: Must we accept T&C's and Insurance terms as is? If not do you want us to provide markup or can we propose our T&C's instead.

Answer 2: If you are not willing or able to accept the City's standard terms and conditions please make sure you include that in the comments on the vendor submittal document. If you would like to include a copy of a contract or other language that you are willing to agree to you can do it. If you submit a copy of the contract template, you would prefer to use we will not require that to be included in the 25-page limit.

Question 3:   Can you supply a copy of the sustainability worksheet available?

Answer 3: Yes, this will be supplied via Addendum. Please subscribe to the Plan Holders List for this solicitation to be advised of any updated documents made available.

Question 4:   On page no 9-point 4.7.6 User Interface Features subpoint 2; "Elements of gamification including but not limited to leaderboards and badging" please elaborate your requirement.

Answer 4: We would like to be able to provide employees with completion badges after they finish training modules and programs. Additionally, we would like to be able to create completion dashboards (leaderboards) for participants of programs to display their engagement compared to peers. Additional gamification elements would depend on the platform but would be nice to have.

Question 5:   On page no 9 point 4.7.6 User Interface Features and sub point 4; "Customization of user experience based upon workgroup including imagery and written content" please elaborate your requirement.

Answer 5: To have the ability to customize users' platforms to include group specific logos or department names, helping our users know they are in the right location of the system for their use.

Question 6:   On page 7, point no 4.6.1 Admin Features and subpoint 9 "Functional waitlist with effective automation of registration changes" Please elaborate

Answer 6: With the large numbers of employees we have, the HR team spends a great deal of time managing cancellations and wait lists. We would like the system to have the ability to customize rules surrounding wait lists, potentially being able to automatically assign a new participant based on priority, or rules we establish. We are looking for functionality to ensure our classes are full, without taking as much time from our team for that work.

Question 7:   Is there any incumbent related to this RFP?

Answer 7: This is a new solicitation.

Question 8:   Can you please elaborate on 4.7 optional reqt of "Bot support for learners and admins"

Answer 8: We've seen several different solutions that offer the ability to have an AI functioning that's built in for chat support. Where we could provide some set responses to questions like, "How do I see my learning history?".

Question 9:   Infonative Solutions Pvt. Ltd., the company is registered in India, also, we have subsidiary company in USA, are we eligible to participate. Also we have worked for Indian Government university, will this eligibility criteria works.

Answer 9: Yes, you are eligible to participate, please see Section 1.55 of the Terms and Conditions for the specific language on any requirements.

Question 10: If we have not integrated with LinkedIn Learning, but have integrated third party content libraries, is that acceptable?

Answer 10: It is a requirement that our LMS connect with LinkedIn Learning, if you can show us that what you have done is equivalent, please submit that information to us. It will not preclude you if you have not, however, it will be a contractual requirement to have setup before go-live.

Question 11: What are the demo guidelines?

Answer 11: We have developed a plan for our demonstrations that will be supplied via Addendum.

Question 12: Current list of systems used for LMS functionality by CoT?

Answer 12:
   a. Uperform
   b. Skill Manager
   c. LEAPS
   d. Invista
   e. Image Trend
   f. ProProfs
   g. TalentLMS
   h. MaxAccel
   i. LinkedIn Learning
   j. Inspired eLearning
   k. Niche Academy
   l. Rise 360
   m. PowerDMS
   n. WashingtonState CJTC Acadis Portal
   o. Lexipol
   p. Northwest Power Pool
   q. Time Tap
   r. Brain Shark

Question 13: In terms of data migration, is it just users information or are you looking for historical data like course completions?

Answer 13: Ideally, we would be looking for course completions. The majority of our data is stored in SAP, our HRMS system. We would be looking for a way to marry that into the new system going forward.

Question 14: Does a business need to have their OMWBE certification complete prior to their bid submission or award?

Answer 14: If you have it prior to submission, you can let us know and your score will be increased by 5 points for being on that list. There isn't currently a requirement for you to be on the list prior to submission or award, we simply recognize vendors who are on the list in the scoring process.

Question 15: What happens if you don't find any companies that can provide all of your requirements, as the bid says if you don't meet all the requirements your bid will not be graded?

Answer 15: If that were to happen, we would review the content that was submitted and decide if we could accept what was submitted or if we needed to re-bid the project. Please note though that on the submission form we provide a number of options for being compliant which you will indicate in the Rating column: fully compliant out of the box, fully configurable by user of out the box, partially configurable by user out of the box, custom programming required, and other solution available.

Question 16: In the RFP it mentions 2 ways to submit, a flash drive delivered to your Purchasing office or via email. Can you confirm that just sending my email will be sufficient?

Answer 16: Yes, email is sufficient. I would suggest that you send it in with enough time to confirm that the email was received though, as some files are too large for our system to accept.

Question 17: One of the requirements asked for the ability to prevent users from skipping or fast forwarding through video modules. Are you referring to YouTube videos or video's that you have recorded with this system, or both?

Answer 17: We would potentially like the ability for it to prevent both, but at least with the video's we create, files that don't have a SCORM wrapper on them.

Question 18: Would you be willing to accept the ability to keep track of how long a student is on a particular page as an alternative?

Answer 18: Not at this time, we've been using LinkedIn Learning and right now we have found that to be a challenge in terms of record keeping.

Question 19: What is included within the 25 page limit?

Answer 19: The 25 pages of your submittal should include all documents that will be utilized in the review and scoring of your submission. It should include at a minimum the Signature Page, the Vendor Submittal with pricing proposal (Appendix A – Attachment A), Project Management Plan/Schedule (one to two pages), Change Management Plan (one page), one page background describing experience of the project team.

Question 20: The attachment in Appendix A doesn't look like it's calculating right.

Answer 20: An updated Appendix A – Attachment B will be provided by Addendum, please subscribe the Plan Holder list to be notified of any postings for this specification.

Question 21: I see the use case is needed for internal/external which we support. Do you know an estimated number of monthly users on the platform from an internal and external use?

Answer 21: We have approximately 3,700 employees which would use the platform on a monthly basis. External user count is low, less than 200

Question 22: Please describe the use case for ability to customize approvers for training registrations.

Answer 22: For the majority of groups, we would like to be able to designate the employee's supervisor as the primary approver. In other groups we would like to be able to designate an alternative – either a sub-admin for their group or employee who oversees their training activities.

Question 23: Please describe the use case for the ability to create and manage course equivalencies.

Answer 23: Over time course names may change. This may be due to the year of the training. We may also reformat a course and add/adjust modules. If an employee took the course and components in a previous version – we would like to be able to show them as compliant/complete when a new version comes out.

Question 24: Please describe the need in detail, training in the flow of work (#67 UI – Opt).

Answer 24: This optional requirement speaks to the ability of the LMS features to deliver microlearning and information to the learner over time. To enable employees to practice on the job, pull up learnings and key concepts on demand, and encourage behavior change by spreading learning touchpoints out over a longer period of time.

Question 25: Please describe the use case for the ability to report on skill development trends for individuals and groups.

Answer 25: We would like to be able to see how a department is spending their time with elective and required training. If a department can look at a time period, we would like them to see how many folks are working on things like leadership development, computer skills, communication, as well as how many users are completing training and spending time on what categories of learning.

Question 26: Regarding the migration to a new LMS, can the City of Tacoma please Clarify how much content is expected to be involved in the migration, more specifically the total size of the migration as well as the number of courses?

Answer 26: The major migration will include moving existing training records for employees out of SAP, and into the new LMS for each learner. We have 3,700 employees with an estimated 5 – 20 records to migrate for each. Course migration will be much lower, and we would estimate that number under 20 courses.

Question 27: Still regarding the migration, our solution supports the following standards: IMS CC (1.1, 1.2, 1.3, and Thin Common Cartridge 1.3), IMS CP, IMS QTI 1.2 and 2.1, and SCORM. Can the City confirm that it can provide courses in any of the mentioned formats?

Answer 27: We have implemented SCORM whenever possible. Some trainings might be simple video files currently – mp4 files.

Question 28: We understand the City of Tacoma currently expects about 4,000 employees using the LMS. Can the City provide additional details regarding usage? (e.g. how often do you expect learners to be in the system, how many courses would an average learner take in a year, what's the average length of a course, etc.). This will help us develop more accurate pricing.

Answer 28: An average user would take 3 – 5 trainings a year. Learners should use the system to review training plans and training records once a month or more to stay current. With a LinkedIn learning integration we would like to see users very active in on demand training.

Question 29: Would you accept that admins could reschedule and cancel registrations on behalf of the users?

Answer 29: This is a feature we would accept but not without an automated waitlist, and self service as well.

Question 30: Decentralized and easy access to reporting – can you explain how you would like this reporting to be decentralized

Answer 30: The HR Learning team is the centralized component – looking at organizational wide reporting. We would like departments and program owners to have the ability to customize reports for initiatives they are running

Question 31: Supervisors and department admins should be able to view training records for their own and cascading teams – Do you also need access to be limited? Is there a need for supervisors/admins to ONLY see data from their own cascading teams?

Answer 31: Yes, that would be preferred.

Question 32: Training calendar view feature with SharePoint Online integration – Can you explain more about what you would like this to look like?

Answer 32: The LMS should have a calendar of upcoming courses – we would like a way to export or integrate with SharePoint Online in order to have multiple points of contact for employees with the calendar.

Question 33: Approval process for uploading content – can you tell us more about how this workflow would work?

Answer 33: A departmental user may create and upload a course for completion. Prior to it going live – we would like internal subject matter experts to review for quality and other objectives set by the organization.

Question 34: We understood from section 1.06B of the City of Tacoma's standard Terms and Conditions provided on section 2 of the RFP document, that all submission materials we consider as confidential or proprietary need to be marked as such and also an index be provided indicating the location(s) of any such confidential or proprietary information. Can the city please confirm if this provision from the Standard Terms and Conditions apply to vendor's responses to the RFP and also further elaborate on what is the proper procedure to ensure the confidentiality of sections of our responses?

Answer 34: If you consider information in your response to be confidential or proprietary, you will need to follow the same steps. Clearly mark within the document which areas are confidential or proprietary and provide an index to direct the City to the marked content. In the event the City receives a public records request for any content properly marked and indexed and the City's Public Records Office does not find an applicable exemption to disclosure, the Public Records Office will contact you and give you time to determine whether to assert legal objection to disclosure of the records. The obligation for the City to provide such notice is conditioned upon the content being marked and indexed.

Question 35: Ability to organize and tag courses by skill – can we please have further clarification of this as to what you would like to use the tagging for?

Answer 35: To allow us to review what categories of learning are happening across the city and understand the volume of demand for these types of trainings.

Question 36: As per the Calendar of Events outlined in section 6 of the RFP document, we understand responses to vendor questions will be published by the City on October 4th, 2022. Due to this deadline would the City of Tacoma be willing to extend the closing date by 2 weeks to allow vendors more time to respond?

Answer 36: No.

Question 37: Ref: As per the HR22-0274 F specification document, section 4. Summary Of Scope of Services And Deliverables "a vendor who has experience implementing with a government entity, an entity that has at least 4,000 employees, and an entity that connected to LinkedIn Learning."Does the reference government organization and the entity connected to LinkedIn Learning should be the same?

Answer 37: They can be the same but they do not have to be the same. You are required to submit at least 3 references, hitting all our required areas.

Question 38: Ref: As per the HR22-0274 F cybersecurity questionnaire document, Organizational Information> OI.22> Provide any currently effective third-party assessment or certifications for cyber security frameworks, the dates covered and the date of

expiration (as applicable)We are ISO 27001 certified organization. Which all permissible third-party agencies for assessment are considered valid?

Answer 38: If you are ISO 27001 certified, a copy of your certification is sufficient.

Question 39: Ref: As per the HR22-0274 F cybersecurity questionnaire document, Organizational Information> OI.23> Provide the findings reports from third party verifications conducted for cyber security frameworks (provide the two most recent reports for each cyber security framework). Please suggest all the NATF approved cyber security frameworks.

Answer 39: Here is a table that contains existing frameworks that are approved. These are also listed in the updated Cybersecurity questionnaire as it was discovered they were hidden in the original version.

NIST					
Governance and all criteria NIST SP 800-161, 800-53	Access NIST SP 1800-2	Asset Chg Config - NIST SP 1800-5	Info Protection - NIST SP 800-171	Incident Response - NIST SP 800-184, 800- 150, 800-61	Vulnerability Mgmt - NIST SP 800-64, 800-160, 800-82, 800-115, 800-125

ISO 27001	SOC2
List other versions of ISO 27001.xxxx, 2700X	S0C FOR SUPPLY CHAIN SOC FOR CYBER SECURITY

Question 40: Our solution is integrated with LinkedIn Learning & various other content libraries like Biz library etc., Is the City of Tacoma open for other libraries too?

Answer 40: The City of Tacoma has a contract with LinkedIn Learning for the next three years, so we do require that platform specifically be able to be integrated. If the platform has others for us to consider, that's fine.

Question 41: Can you provide more specifics as to what information you are looking to be included in the Change Management Plan section you require?

Answer 41: The City doesn't currently have a Change Manager assigned to the implementation of this project. Please provide a basic plan or document that would outline any change management services you could provide to us.

Question 42: It says to price out the Change Management Plan as optional in Attachment A. Is the Change Management Plan optional altogether, or are you exploring if you want to allocate more budget to include?

Answer 42: We are not sure at this time if we will include Change Management services in the final contract, so we would like it priced in a format that is easily added or removed from final contract costs. If we do include this, we would plan on allocating additional funding as needed.

Question 43: Is the City of Tacoma willing to fully execute a mutual Non-Disclosure Agreement with us before we provide sensitive and proprietary information such as our SOC2 report?

Answer 43: The City will not execute any agreements during the RFP phase. Please provide as much as you are able to, knowing that if you are selected all the information will be required during the contracting phase, at that point an NDA can be reviewed if necessary.

Question 44: Can you explain more about your estimated budget (note we got multiple questions regarding our budget so we have lumped them into one question).

Answer 44: The estimated costs provided in the RFP are an educated guess based on costs of similar previously executed projects compared to the scope of this project during implementation and year one. The only element of implementation pricing that should be separated out, is the Change Management component. Final contract value will be decided during contract negotiations following award. Pricing is one of the criteria upon which submittals will be evaluated.

Question 45: Would you be looking for a multitenant solution where each department can still operate 'independently' but within the bounds of a single LMS instance?

Answer 45: We are open to a multitenant solution as long as there is roll up ability for management and reporting at an aggregated level across tenants. This is not a requirement of this platform for us if we can have multiple levels of administration.

Question 46: For column D "Multiplier", is the vendor expected to complete this tab? If so, what information is expected here?

Answer 46: An updated Vendor Submittal has been uploaded that provides data in the multiplier column. This indicates whether that line will receive more weight on the scoring.

Question 47: One sentence reads 'Respondents must be available to interview within three business days notice'. Does that mean the interview of the project team or the or the product demonstration or both? Will this activity be virtual or onsite?

Answer 47: This means the product demonstration. A copy of our demonstration guidelines are attached via Addendum. Demonstrations will all be provided virtually, via Zoom most likely.

Question 48: You reference integration with SSO and / or Active Directory - could you please be more specific? What SSO products do you currently use or plan to use with this project?

Answer 48: Please see lines 71-74 on the vendor submittal for our technology requirements related to SSO and Active Directory.

Question 49: Your reference the ability to 'create content' in the 3rd bullet - did you want the solution to include content authoring capability?

Answer 49: The primary need is the ability to intake the file types listed, if the system has content authoring that is desirable. Intake of user generated content is the bigger part of the requirement.

Question 50: Will the city allow GSA schedule 70 as the contract vehicle for this transaction?

Answer 50: We are soliciting proposals via specification# HR22-0274F, contracting phase until after submittals are reviewed and award is determined. City of Tacoma is allowed to purchase off GSA schedule 70.

Question 51: What LMS vendors is the City reviewing?

Answer 51: The City is utilizing this RFP to review vendors, so it will depend on what vendors respond.

Question 52: What is the current HRIS System?

Answer 52: SAP

Question 53: Does the City intend to use ecommerce functionality within the LMS? If yes, what is the payment software the city currently utilizes?

Answer 53: Not at this time

Question 54: Outside of US English, what languages are required for the LMS solution?

Answer 54: None

Question 55: Does the City plan to release a separate RFP for the scope elements listed in 4.5? That is, will the City contract with one vendor to provide the software solution (this RFP) and another vendor to provide the other professional services listed in 4.5 (via a separate procurement?

Answer 55: No, it is the City's intent only to issue this RFP and that the vendor will provide an implementation team to assist with the services listed in 4.5.

Question 56: Section 4.5 states, "The vendor will be requested to assist with implementation, project management, training, migration of data from current platforms into the new solution, user testing prior to go live, and change management." Can the City provide additional detail on what it means by "assist with" each of these elements? These scope elements can have a substantial impact on cost. For example, change management services alone for an enterprise LMS implementation can exceed $50k depending on the City's needs and expectations. Given the $50k estimate for total implementation cost, it is important to understand specifically how and to what degree Tacoma expects the vendor to support each of these areas.

Answer 56: The City has assigned an internal project manager for the procurement and implementation; however, it would be the expectation of the City that the selected vendor has a team who are working on the vendors side on each of those areas. Until we have selected a product, we do not know exactly what all of those steps will entail. It would be the expectation that the implementation team and/or vendor's project manager would work with the City's project manager to figure those details out during the contracting and planning portion of the project. See question 41 and 42 for more information specific to the change management component.

Question 57: Does the City expect one individual to own all, one individual to own each, or a team to own each of the following scope elements?

Answer 57:   - Implementation
- Project Management
- Training
- Migration of Data
- User Testing
- Change Management

The City doesn't have a preference whether the above items are owned by one or a team, just that there be someone from the Vendor's side able to work with the City's project manager for planning and implementation of these items.

Question 58: Our team was unable to attend the pre-bid conference. Was that session recorded? If so, can that recording be made available to all vendors?

Answer 58: Yes, a recording will be provided.

Question 59: Would the City provide a .DOC version of the Signature Page to enable vendors to fill out electronically?

Answer 59: No, the document is provided in PDF format only. Vendors often print out and fill out manually and then scan into their system if Adobe licenses do not allow it to be filled out via that method.

Question 60: In addition to completing the requirements spreadsheet, what is the City's expectation for response to section 12.1 - Proposed Solution? If none, are vendors free to respond to this section as they see fit?

Answer 60: Other than providing information in the Vendor Submittal for the specific requirements, vendors are free to showcase their proposed solution in any other way they want, as long as it doesn't exceed the page limit.

Question 61: Often, our clients will ask that we not share their contact information directly in response to reference requests (e.g., their organization does not permit it, they are using personal phone numbers due to remote work, etc.). In these situations, will Tacoma accept the contact information of a vendor intermediary who can facilitate direct contact with that reference without disclosing that reference's personal contact information?

Answer 61: This is acceptable, however not preferred. References are one of the criteria upon which submittals will be evaluated.

Question 62: Must be able to create and assign custom security roles. LMS365 security roles are preset and can be assigned within LMS365. What security roles need to be created?

Answer 62: We will need User, Supervisor, Sub Amin, and Admin roles.

Question 63: Must be able to create integrations to import completion data from third-party platforms. Must be able to create integrations to import content from third-party platforms. Specifically, what 3rd party platforms?

Answer 63: The only system we can clearly identify at this point will be LinkedIn Learning. Upon selection of the Citywide LMS there will be internal discussions as well as discussions with the selected vendor during contracting where we determine if any other integrations will be a part of the implementation or not.