



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

April 5, 2012

TO: ALL OFFERORS

FROM: PETE TEAGUE, STATE CONTRACT PROCUREMENT ADMINISTRATOR

SUBJECT: REQUEST FOR PROPOSAL NO.: GSS12659-ProfTrng QUESTION AND ANSWERS

ADDENDUM #3

GSS12659-ProfTrng QUESTIONS AND ANSWERS

BIDDER REFERENCE	QUESTION	ANSWER
Section II; Paragraph 1; Page #: 1; Text of passage being questioned: "The State will select training firms (which may also include individuals), as pre-qualified vendors for the purpose of delivery verity of Training to State Employees"	Questions: If multiple vendors are selected for award, how will it be determined which vendor will teach which course?	Each Agency will decide on a need by need basis, selecting the pre-qualified bidder that the agency determines best satisfies the agency need.
Section II; Paragraph N/A; Page #: 2-4; Text of passage being questioned: Chart: Examples of Training Required"	<ol style="list-style-type: none"> (1) Is the chart to be filled in by vendor for each course they are proposing? (2) If the vendor offers the course via multiple delivery methods with different price for each, should we add additional rows to the spreadsheet to cover them? (3) If the vendor offers a course that covers multiple topics identified in the RFP, how should we present that information and the price? (4) Is it anticipated that all these courses will be taught over the contract period? (5) If customization of courseware is available for a course, how should we present the additional price? 	<ol style="list-style-type: none"> (1) Yes (2) Yes (3) Make reference in the Customized column i.e. included in offering xxx and priced at xxx (4) Possibly, the number of courses and course topics are determined by the agency. (5) Bidders should note in the cover letter that a supplement to this section is provided to address specifics on customization
Section II; Paragraph 5; Page #: 5; Text of passage being questioned: "Vendors responding to this RFP must possess experience conducting workforce training relating to State workforce policies with an awareness of Delaware's structure."	<ol style="list-style-type: none"> (1) Please clarify. Most of the courses defined in the RFP are professional development courses that are not specific to State of Delaware workforce policies (e.g, Writing –Punctuation). (2) What level of experience working with the Delaware State workforce policies is required? 	<ol style="list-style-type: none"> (1) As discussed in the Information Meeting, vendors are expected to familiarize themselves with general state polices via the states web portal at www.delaware.gov (2) This is subjective. What the state is looking for is evidence that the bidder has familiarized itself in general terms on state policy.

GSS12659-ProfTrng QUESTIONS AND ANSWERS

BIDDER REFERENCE	QUESTION	ANSWER
Section II; Paragraph 5; Page #: 5; Text of passage being questioned: "Proposals must include a description of training notifications/invitations"	<ol style="list-style-type: none"> (1) Please clarify. (2) Are all bidders required to be on a state approved list to receive notifications/invitations? 	<ol style="list-style-type: none"> (1) Provide a sample of the material to be used by the bidder in announcing courses (2) If awarded this contract or portions of it, bidders will be on the notification list.
Section III; Paragraph A – 5.; Page #: 6; Text of passage being questioned: "Background Check: Instructor(s) agree to provide evidence of a successful background check"	Please provide further definition as to the type of background check(s) that will be acceptable.	A Delaware State Police background check is required for trainers prior to providing training in state healthcare facilities.
Section II; Paragraph 2; Page #: 4; Text of passage being questioned: "Requested training formats"	What is the preferred delivery method?	This will be determined by the agency on a case by case bases, this RFP does mandate a particular format.
Section II; Paragraph 4; Page #: 5; Text of passage being questioned: "Required Reporting"	<ol style="list-style-type: none"> (1) Is there a Learning Management System (LMS) and/or registration system currently in place? If so, please identify the name of the system. (2) Does the proposed courseware have to be integrated and/or compatible with a Learning Management system (LMS)? (3) Does the contractor need to track and maintain individual and/or departmental records of all course and participant data? (4) Is all online learning required to be SCORM compliant so information can be reported? 	<ol style="list-style-type: none"> (1) Currently, each agency has its own method of managing training. (2) For e-learning content, the content must be SCORM/AICC compliant. (3) The contractor needs to provide attendance records and course evaluation data to the hiring agency. (4) Yes

GSS12659-ProfTrng QUESTIONS AND ANSWERS

QUESTION	ANSWER
Is there an incumbent or incumbent contractors providing professional training services	Yes. There are several contractors utilized today in each agency. However, none are on a central contract.
What training materials are expected to be provided to participants?	The training materials provided should be appropriate for the course being offered.
What is the estimate of how many courses will be taught over the duration of the contract?	Unknown. However, as mentioned during the Information Meeting, an estimated 10K hours of training occurred over the past year.
What is the estimate of how many employees this training will be provided to over the duration of the contract?	Up to 15K depending on individual agency and statewide training needs
Is there a current system in place or a preferred delivery system for online synchronous training (Virtual classrooms / webinars)?	There is no preferred delivery system for online synchronous training; however the training delivery should be appropriate for the course content. Vendors are required to provide technical requirements and allocate time for testing for all scheduled online classes to ensure course content is comparable with the State network and computers. This process must be completed one week prior to the scheduled class.
Is the contractor required to provide the learning portal / registration system /delivery platform /system for the online learning (synchronous and asynchronous)?	No, the agency will use their system to manage registration for all courses.
Is it anticipated that contractors will use pre-existing (Commercial off the shelf – COTS) courses and materials?	Not necessarily; it will depend on the content and the contractor, and arrangements made with the agency to provide the training. The training could include only pre-existing courses and materials, only customized, or a combination. If customization is available, include that in the chart "Examples of Training".
Do you anticipate any custom courseware development? If so, please define which courses and to what level customization and/or new development will be required?	The need for customize courseware will be determined by the agency based on need.

END.



GOVERNMENT SUPPORT SERVICES – CONTRACTING
 100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
 PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV