



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

March 2, 2018

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY  
STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO. GSS18869-LEARN\_MGT,  
STATEWIDE LEARNING MANAGEMENT SYSTEM

**ADDENDUM # 1**

Q1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

A1. Refer to Vendor Activity, page 31 of the Request for Proposal.

Q2. Whether we need to come over there for meetings?

A2. Meetings may be required as part of implementation and/or training; however, there is no pre-bid meeting requirement associated with this solicitation.

Q3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A3. Refer to Vendor Activity, page 31 of the Request for Proposal.

Q4. Can we submit the proposals via email?

A4. No. Refer to Proposals, page 8 and Attachment 11, page 48 for submission requirements.

Q5. LMS Functional Training Requirement (4-5.14), Ability to set waiting periods between retesting, test score is valid for life of test. -- Is this to mean that all previous test scores remain valid or just the last test score?

A5. It means that test scores are valid for the life of the test. If retesting is an enabled that retesting wait periods can be configured and then the new test score will replace the existing score.

Q6. LMS Functional Training Requirement (4-7.14), Create activities and alerts based on group or learning topic. -- Can you provide an example of what types of activities would be created?

A6. An example of an activity might be that an employee needs to complete an online evaluation before given credit for completing a training course. Another example of an alert might be for training with a due date.



Q7. LMS Functional Training Requirement (4-11.11), Enable administrator to add a facilitator/instructor that is not a state employee. -- Does the non-state facilitator/instructor being added to the course need to access the LMS or just needs to be identified in the course catalog who the instructor is?

A7. The non-state facilitator/instructor may access the LMS, if enabled by the administrator and security role configuration. There needs to be a mechanism to add non-state facilitators/instructors to the LMS.

Q8. LMS Functional Training Requirement (7-1.12), Solution must use State's approved credit card processing vendors. -- Can you provide a list of DE approved credit card processing vendors?

A8. The State of Delaware uses Bank of America as the credit card processor.

Q9. LMS Functional Training Requirement (4-3.28), Select language preferences. -- Is there a list of required language translations that can be provided?

A9. Currently, training is provided in Spanish and English. We are interested in what options are available.

Q10. LMS Functional Training Requirement (7-1.1), Import data from the current LMS solutions including data from disparate systems such as spreadsheets, access databases, custom developed applications and purchased systems – include process for initial load and key tasks to import data. -- Approximately how many records are required for migration? Similarly, do you require content migration? If so, approximately how many courses? For courseware migration, do you require conversion or is the goal to ensure existing courseware works in the new LMS system?

A10. The goal is to ensure existing new courseware works in the LMS, to be able to provide third-party content through the LMS and upload files, to update LMS records including user data, transcripts, location/facility information, or course information. This may also include historical data migration. Preference is to have the capability for the LMS administrator to import the data without engineer or back-end loads. There are records for approximately 26,000 active users in the current system. Over 100 training administrators manage learning in the LMS consisting of 1,400 classroom courses, 527 online classes, 482 materials, 90 videos, 85 curriculums, and 145 tests/assessments.

Q11. III. Required Information (page 4, section A.4), Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section V, Item 7, subsection g (insurance). -- Is this insurance documentation required with the proposal response? IF so, where would you like insurance documentation included in your mandatory RFP format?

A11. No, it is not required with the proposal response.

Q12. II. Scope of Services (page 2, section A. Background), N/A this is a general question. -- What pain points and issues are driving you to market?

A12. The current contract covering this solution has entered into the final extension option and therefore must go out for rebid.

Q13. II. Scope of Services (page 2, section A. Background), N/A this is a general question. – What are perceived internal prejudices or challenges that would prevent you from purchasing a new LMS system? What factors contribute to internal doubt and uncertainty of moving to a new software vendor?

A13. The State is open to any solution that can successfully demonstrated an ability to meet our needs as outlined in the solicitation.

Q14. II. Scope of Services (page 2, section A. Background para 1 & 2), Agency sizes vary from the largest with over 6,000 employees to very small with only a few employees. -- What number of internal users should we use for licensing purposes? You mention multiple agencies but do not provide an overall count for internal users other than that some agencies are as large as 6K. We assume that there are multiple other agencies with currently unknown user counts. An estimated number of annual internal users will be necessary for accurate license pricing.

**A14. 20,000 licenses for State employees.**

Q15. Proposals (page 8, section IV., para B.2.), Please provide a separate electronic pricing file from the rest of the RFP proposal responses. -- We understand that a separate pricing file is required for the electronic copy submission. For the submission of paper copies, is pricing information also required to be provided separately from the rest of the proposal?

**A15. Yes, refer to 3. Technical Proposal Content and Organization (starting on page 9 of the RFP).**

All other terms and conditions remain the same.

S:\ Addendum to RFP