

LMS RFP 856 Vendor Questions

	Question	Answer	Vendor
1	Are you looking for an LMS system that also includes Talent and Performance Management?	The proposed solution must meet all needs stated in the RFP, (either in original product or through customization) anything additional will be evaluated as an extra.	Saba
2	It appears that DHSS is interested in acquiring an LMS to be installed behind its firewall, is that correct?	Yes	Learn.com
3	Would DHSS consider a vendor-hosted (SaaS) LMS?	No, not vendor hosted.	Learn.com
4	Would DHSS be interested in allowing the vendor to host its LMS in year one, then after configuration/stabilization move the application behind the DHSS firewall, thereby reducing a significant amount of need for DTI/IT resources?	No, we do not want anything vendor hosted.	Learn.com
5	Will DHSS require integration with an HRIS application? If so, what platform?	Yes, see pages 80-82. DHSS would like to interface with the statewide HR system of record PHRST. This is a PeopleSoft application running against an Oracle back end.	Learn.com
6	Does DHSS utilize single sign-on, and will the LMS operate within that?	DHSS does not have a SSO. See section 4.10.15 of the RFP regarding Authentication	Learn.com
7	Does DHSS desire to have legacy data migrated to the new LMS platform? If so, in what format(s) is the legacy data?	DHSS would like to migrate legacy data from the existing TAS system into LMS. TAS is an in-house Centura application running against a Sql Server back end.	Learn.com
8	Will DHSS license 5,000 staff, or will the agency begin with a smaller sub-set population?	600 to start but up to potentially 5000	Learn.com
9	Is DTI currently supporting any other LMS products, and if so, which one(s)?	No, DTI is not supporting any other LMS products for us DSS.	Learn.com
10	<p>On-Site Staffing Requirement The following key contractor staff are required to be on-site at the Biggs Data Center in New Castle, Delaware as determined by the Division</p> <ul style="list-style-type: none"> • Contractor project manager, and • Additional key project staff <p>Question: Is this a hard and fast requirement? Much like DE will not have staff assigned to this project full time, and due to the nature of web-based technologies, onsite representation is typically not required.</p>	Yes, this is a requirement as stated in 4.1.4 we want the project manager on site at the very least for the customization period.	Learn.com
11	4.1 - Project Management Employee, is the State looking for provider to provide a project manager for the entire engagement or only for the integration and set up LMS, also is the fee for on site project manager included in the total project cost cap or would this expense be in	The cost cap is the total we have to spend for the entire project, including project manager cost. Vendors can propose staffing as they like and DSS will review to determine if they can meet our needs.	Elogic

	addition to stated cost cap?		
12	4.10.6 – Financial, is State of Delaware asking vendor to tie into a financial management system or is it expected that vendor’s system will track development and budget costing on each course?	No, there is no financial system to tie into.	Elogic
13	4.10.8 - Customizable Floating tool bars, will students have ability to customize or is it expected that vendor will customize tool bars on delivery of application?	Students will not have the ability but our trainers will want this.	Elogic
14	4.10.15 last bullet - Active Directory would pass of token from AD to LMS work for integration?	DHSS has a custom framework for web application to integrate with our Application AD. To use our APPS domain for authentication, the framework will be provided. However, it is important to know the user’s desktops are not part of the APPS domain so we can’t do pass-through authentication. Vendors should propose the best solution; the authentication method will have to be approved by DTI/IRM before it can be implemented.	Elogic
15	4.10.17 Standards, Does SCORM Authoring tool need to be delivered within application? Or will State use SCORM Tools and just need SCORM Certified player to launch courses? If State requires SCORM Authoring tool, will license of Articulate Suffice?	We do not need an authoring tool. We need our SCORM compliant authoring tool to interface properly with the LMS.	Elogic
16	6.3.1and page 64 Project Cost Cap- Ongoing maintenance and support of application, is State prepared to enter into an ongoing service and support contract for the application?	The cost cap does not include ongoing maintenance. No decision has been made at this time about adding on a maintenance period.	Elogic
17	As we are a Canadian company a great deal of the work will be completed in Canada on page 8 section 4.1.2 it states that work will be permitted offsite, within the United States. Can this requirement be lifted?	Yes	Desire2Learn Inc.
18	Also on page 8 section 4.1.4 you indicated that DSS expects a vendor staff member be on site for the implantation of the system this is something we generally do not do is it a requirement?	Yes, this is a requirement as stated in 4.1.4 we want the project manager on site at the very least for the customization period.	Desire2Learn Inc.
19	How many users total will be using the system?	600 to start but up to potentially 5000	Desire2Learn Inc.
20	Are you looking for the creation of the content or just the system to support online learning (we can do both I just need to know to appropriately setup our response team)	No content creation is required	Desire2Learn Inc.
21	Our business model is structured around an annual licensing fee it seems that from your RFP that you are looking for a custom piece of software development. Would you entertain an annual license fee option?	We are look for an off the shelf product with minimal customization. The only customizing will be to identify user-defined fields.	Desire2Learn Inc.
22	Under the assumption that this is a piece of custom development there are several points which do not align to our business model such as - page 40 :9 IP ownership (we own the IP for the system except for the	We do not want a custom development at all. We are look for an off the shelf product with minimal customization.	Desire2Learn Inc.

	<p>content you have in the LMS)</p> <ul style="list-style-type: none"> - page 41 : 12 The licensing model that we offer does not include a perpetual option it is only an annual fee - page 64 we are not a COTS software provider we are an enterprise software partner 		
23	<p>page 51 B8 We would to have this the sole discretion clause be removed as we believe that it is better served by an objective/ reasonable component.</p>	<p>This is boilerplate and page 41 number 18 says “Appendix C contains a copy of the standard Departmental contract, which will be used for the agreement between the State and the winning bidder. The State will not entertain any modifications to the language of this document. By submitting a proposal to this RFP, the bidder agrees to be bound by the terms and conditions in that contract document.”</p>	<p>Desire2Learn Inc.</p>
24	<p>page 55 onward : you have indicated “ if applicable” please indicate which are applicable.</p>	<p>These decisions will be made at the time of contract negotiations.</p> <p>Policy Memorandum # 46 is written to protect the right of residents/clients of the Department of Health and Social Services to be free of abuse/neglect/financial exploitation/significant injury/mistreatment and to ensure that instances of abuse/neglect/financial exploitation/significant injury/mistreatment are reported appropriately, in compliance with federal code.</p> <p>Policy Memorandum #40 is written to ensure provision of safe, secure environment for patients, residents, and employees. DE code requires a criminal background check of all seeking employment in long term care facilities. To that end, it is this policy that is written wherein DHSS requires criminal background checks of all persons hired or promoted into any permanent or temporary long-term care or psychiatric facility operated by DHSS.</p> <p>Policy Memorandum #36 is written to delineate minimal requirements of contractors who are engaging in a contractual agreement to develop community based residential arrangements for those individuals served by Divisions within DHSS. This policy seeks to enhance the transparency of the operations within DHSS Divisions and their contractors.</p>	<p>Desire2Learn Inc.</p>
25	<p>Do you only want an off the shelf product made in USA or any global product with customization done onsite in USA would be suffice?</p>	<p>We will accept any product which meets our needs as stated in the RFP, with any needed customization done on site in Delaware.</p>	<p>Smartshore.us</p>
26	<p>Is DHSS looking for a perpetual license structure or annual recurring</p>	<p>Vendor is directed to detail their licensing options with term(s),</p>	<p>Certpoint Systems</p>

	license?	licensing structure and cost and recommend one that seems most cost advantageous to DHSS.	
27	Is DHSS looking for a hosted or installed solution?	DSS is looking for an installed solution.	Certpoint Systems
28	What is the current system you have in place and for how long?	We have no LMS in place at this time.	Oracle
29	What are the main drivers for change?	Because we have no LMS.	Oracle
30	Other than yourself who else would be involved in the decision making process?	An Evaluation Team will review all proposals submitted in response to this RFP. Specific individuals have not been assigned at this time.	Oracle
31	How much do you plan to allocate for this project?	See RFP sections 2.3 and 6.3.1 for staffing limitations and project cost cap.	Oracle
32	When are you looking to implement?	See section 4.4 of RFP	Oracle
33	What other vendors have you been speaking with?	We have not spoken with any vendor regarding this RFP. All vendors who submitted questions are shown here with the questions and answers. As we had no bidders conference we have no way of know who may submit a proposal.	Oracle