



**RFP NO. 100170-FY20-31  
LEARNING MANAGEMENT SYSTEM AND ONLINE COURSE LIBRARY**

**ADDENDUM NO. 1**

**FEBRUARY 27, 2020**

**Please note the following responses to the questions received:**

1. Question: Page 8 states a dollar amount of \$70 per employee per year as your training investment amount for the employees. Can you divulge your research on how this amount was developed? The national training investment for a municipal employee is approximately \$950.

Response: The Town of Leesburg is fully aware of the \$950 per employee range which is well outside the budgetary arena for us to support the LMS and online course library. Further, \$70 per year per employee does not encompass the entire training investment for Town employees. It was important that we defined realistic parameters for this RFP to ensure potential vendors entered the process with realistic expectations of what was/was not possible so they could make informed choices about whether to propose or not.

The goal is to establish a relationship with an LMS vendor who is committed to providing a high-quality product and tech support at a price point accessible to a small municipal organization. We do not expect a content library of thousands of titles but instead a curated selection of top notch content with instructional integrity that addresses compliance, foundational supervisory/management skills and basic business skills, examples of which can be found in Exhibit C.

2. Question: Page 8, paragraph 4 states “Above and beyond one time implementation/set up costs, the Town is seeking pricing proposals for implementation of and access to the learning management system and course library of approximately \$70/user/year”. Are all of the items on Page 30 to be considered as the totality of the “implementation/set-up costs”? Is the unit price of \$70, or approximately \$26-27k per year, the amount then for the LMS/library usage and access?

Response: The approximate \$70/user/year is the estimated budget for the LMS and online content. The items on Page 30 of the RFP include that, as well as other one-time costs. We are requesting those be broken out so we know what to expect as one-time implementation costs, as well as ongoing per-year costs.

3. Question: Page 30, line item 7 addresses LMS access and usage but not the courses nor the number of courses in the library. Should there be a new item 7A for the number of courses that the vendor will supply and the annual license fees for those courses?

Response: No. Please see Exhibit C of the RFP for example course titles desired.

4. Question: Page 30, line item 8 addresses many items all bunched together without any measurement criteria, e.g., how many train the trainer sessions are being requested and how long is each session? Do you want multiple training sessions for administrators to develop core competency and mapping sessions? Who will actually do the research and write the core competencies and then develop the curriculum, the Town or the vendor?

Response: The vendor should propose the training and time needed based on an organization our size. The Town of Leesburg expects to provide initial training to a total population of 50-75 employees to include representatives from HR, IT and designated super users from departments. We do not need training for administrators to develop core competencies or mapping sessions at this time.

5. Question: Page 3 speaks of the HR department committing to the design, development and implementation of a citywide career path, a betterment program, core competencies, a crosswalk between competencies and training (both classroom and online) and a full curriculum development. Will there be any hours that the proposal vendor should designate in assisting this effort?

Response: No.

6. Question: I see the course content topics that you have listed. Do you happen to know how many courses that the Town of Leesburg is interested in (i.e. 25, 50, 100)?

Response: We do not have any preconceived ideas about total number of courses. Of greater importance is the quality of the courses that are provided within the course library: HTML5 based; address key/most common compliance topical areas; instructional integrity, etc., as outlined in Exhibit C of the RFP.

7. Question: Section IV.C.2 says “provide a complete list of six of your clients with government experience...” The Reference Form says “Provide at least six accounts, preferably governmental...” Does the Reference Form fulfill the six client reference requirements or are there 12 references to be provided?

Response: Six maximum clients are required, preferably governmental and, if possible, similarly sized to The Town of Leesburg.

8. Question: How can the data be accessed (csv, APIs, etc) for migration from each of the three systems?

Response: The Town of Leesburg expects the LMS vendor to collaborate with vendors from the three systems to ensure the LMS API successfully migrates data into the LMS. If the LMS vendor has a pre-existing API that has worked successfully with these/similar vendors in the past, we would encourage them to recommend its use or make another recommendation to accomplish this goal.

9. Question: What record fields are needed from each system?

Response: At a minimum, the Town expects migration for common fields such as:

- MUNIS - employee name, number, location, department, supervisor, etc.
- Laserfische – course name, vendor provider, course length, completion Y/N or score, course summary, certificate.
- Awareity – course name, vendor provider, course length, completion Y/N or score, course summary, certificate.

10. Question: How many user records need to be ported?

Response: Records will be ported for approximately 375 employees from the three systems named in Question 9. Total number of records for each employee will vary depending on the number of his/her professional development activities. Records will be migrated only for existing employees.

11. Question: Please describe how the data from each of the three systems is used for reporting and organization of learners in the system.

Response: The Town of Leesburg expects to capture all professional development activities in the LMS, making it the primary and official repository for growth opportunities for all employees.

12. Question: What historical outcomes are you wanting to preserve? For example are you wanting to keep the historical training records for former employees in the new LMS?

Response: The Town of Leesburg does not intend to migrate former employees to the new LMS, therefore no historical training records will be needed for former employees.

13. Question: Are there any stipulations on the content creation tool?

Response: No, other than it must be SCORM compliant and easy to use by staff who are not trained and skilled instructional designers.

14. Question: How much focus is on compliance training vs. leadership development?

Response: We expect the online content to be the main source of compliance training. We see online leadership development content as complementary to our current instructor-led training.

15. Question: What is the desired time frame for transition to go live?

Response: Our goal is to initiate preparation for implementation in summer 2020, with migration and other implementation tasks scheduled for Fall 2020. Go live timeframe is expected to be December 2020/January 2021.

16. Question: Besides the ability to easily access and reference, what is your desired outcome relative to historical training data?

Response: None; we don't have specific plans in this area at this time. But ultimately we are looking to make it easier for employees and their supervisors/managers to track and monitor professional development activities that will enable us to grow our own talent to support meaningful succession planning, enhance retention and recruit new talent.

17. Question: From a longer-term standpoint, what are your desired outcomes you would like to achieve from the data we can get from the other various systems other than implementation/user set up?

Response: Longer term we expect to pull from MUNIS on an ongoing basis (periodicity TBD) to ensure we can track and monitor professional development activities of new employees as they are hired. We expect a (likely) one time migration would occur from Laserfische and Awareity, although periodic updates from Awareity may be necessary. Ultimately, it is the expectation of the Town that, going forward the LMS will serve as the official repository for all training and development activities for its employees.

18. Question: Are you looking to incorporate/leverage machine Learning or predictive assistance into your overall Learning strategy?

Response: No.

19. Question: What about performance support/knowledge at the point of need in-line of your employee's workday look like?

Response: No, not at this time or in the immediate/midterm future.

20. Question: Does your team need the ability for users to create and publish their own content (upon approval) for best practices type of contribution and increased overall engagement?

Response: This is a likely possibility but in the first year or so of implementation we do not see this as a major focus. The first year will be dedicated to familiarizing the employee population with how to use the system and take advantage of its capabilities.

21. Question: How important is career pathing/personalized learning paths geared towards future careers or roles within the organization from a discretionary learning standpoint?

Response: Career pathing is part of the organizational vision but not in the 1:1, person #1 is wired to position #1 pathing structures often seen within the private sector. In the municipal setting, we can provide opportunities for folks to grow and develop, but the ultimate measure is whether they choose to pursue growth opportunities above and beyond the daily responsibilities of their current position.

22. Question: Is it important to track all training in your organization such as learning resources from various other external providers or just the training that takes place within your LMS?

Response: The Town of Leesburg wants to track all learning to include external events and classes, so the LMS should enable administrators and/or super users to set up external learning/classes, attach completion certificates and award completions within the system as well as track recurring recertification's.

23. Question: Do you anticipate a high percentage of users leveraging your new platform for a great deal of self-directed learning that is highly personalized?

Response: We expect to open most online course offerings to a majority of the employee population so they can explore where their interests may take them. However, we expect only a few (exempt employees) to do this. Within the municipal setting we must pay non-exempt employees for all work (and training) hours outside of their normally scheduled hours. The Town of Leesburg does not have the budget to allow this off-hour flexibility for all employees.

24. Question: In addition to the learning that will be assigned, how important is it for your users to get content pushed to them based on interests/topics they have subscribed to?

Response: It is desirable but not highest priority. However, please note the limitations identified in Question #23. That said, if online courses include push reminders and/or resources to learners about content from recently completed courses, that feature is highly desirable.

25. Question: Create a cohesive and economic package of learnings (both instructor led and online) that build on one another rather than isolated "one offs". We need a system which has this ability, does instructor led and online means live trainer? Can that be a pre-recorded webinar? Does it involve any Question and answer sessions with instructors?

Response: Separate from this RFP effort we recently signed contracts with specialized instructor-led trainers who will be conducting selected ILT courses for our employee population to exist alongside online courses available within the LMS. Pre-recorded webinars and/or Q&A or separately scheduled refresher sessions with online instructors will not be a part of our repertoire at this time.

26. Question: Section A- Learning Management System: Migration of existing ERP employee data from Tyler Technologies' MUNIS, the Town of Leesburg's ERP system, to LMS for go-live and scheduled weekly/biweekly updates thereafter. All the APIs for integration will be provided by the Town or Tyler Tech?

Response: Please see #8 of this addendum.

27. Question: Migration of existing employee data from Laserfische, the Town of Leesburg's document management system, to LMS. All the APIs for integration will be provided by the Town or Laserfische?

Response: Please see #8 of this addendum.

28. Question: Migration of existing/future employee training data from Awareness (Town of Leesburg's information security training) platform. All the APIs for integration will be provided by the Town or Awareness?

Response: Please see #8 of this addendum.

29. Question: Section B- LMS Course Library: Deployment of an HTML5 based online course content library via LMS platform for up to 375 users throughout term of contract. What is possibility of increase in users? How many will be concurrent users at same time?

Response: An increase in active users is highly unlikely. Vendors should feel comfortable with the 375 employee population as the active user standard going forward.

30. Question: Section C – Implementation Support and Training: After providing one time training, will there be further training required to new additional folks with time?

Response: The Town of Leesburg will be establishing super users within each department. This selected group of individuals will be the nucleus of the 50-75 person target population for the initial vendor training, teaching them how to use the system. (Security roles will need to be defined and assigned in conjunction with the vendor.)

This group will meet monthly with the HR team throughout the first year of implementation and address/resolve user issues to enhance knowledge and application for all. The group will also train and guide new employees who join their respective departments in how to use the system and will drive future training and one-on-one coaching of individuals who need additional assistance/support.

31. Question: Section D- Ongoing Technical Support: Is there a timeline for ongoing support?

Response: Ongoing support is expected to occur as part of a standard tech support package and agreed upon service level recommended by the vendor during implementation and after go live. Vendors are encouraged to make recommendations suitable to the level of support expected within the hours of M-F 8:30-5:30 ET and no holidays.

32. Question: Is the mobile app full ready supporting iPhone and android? [Check with IT]

Response: The Town of Leesburg expects the LMS vendor to provide access to the LMS via mobile device platforms for iOS. The Town of Leesburg's mobile hardware is predominantly Apple and the LMS is expected to run on them as well as at work stations. During set-up/implementation the vendor is welcome to make recommendations for any adjustments necessary to enhance this level of performance based on their previous experience.

33. Question: Can the customization or development be done offsite?

Response: Yes, potentially, it can be done offsite. But the same level of collaboration with The Town of Leesburg and its vendors is still expected whether onsite or remote.

34. Question: Is teaming or joint venture allowed? If yes, does their references accepted as valid for evaluation?

Response: Yes, teaming or joint ventures allowed. However, the proposal must be submitted on behalf of one firm as the prime contractor and the subsequent contract will be awarded to the prime contractor. Prime contractors can include subcontractors to perform work for them; however, all subcontractors must be identified in your proposal must be approved in advance by the Town, and must meet all the requirements needed to fulfill the contractual requirements. Any agreements between the prime contractor and the subcontractor shall not be construed to be an agreement or obligation of the Town.

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