



**Questions and Answers No. 1
Request for Proposal F50B4400058
LEARNING MANAGEMENT SYSTEM FOR THE STATE OF MARYLAND**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFQ. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the RFQ. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

- 1) Please advise when is the proposal submission Deadline; it is declared in the RFQ 2/20/2014, while on the link [sic] it is 3/3/2014.
(<https://emaryland.buyspeed.com/bs0/external/bidDetail.sdo?bidId=MDF5031012922&parentUrl=activeBids>)

RESPONSE: Please see Amendment #1. The proposal submission deadline is 2:00 pm EST on March 3, 2014

- 2) Please advise if the requested LMS will not cover the Maryland students as we believe they exceed 40K; please confirm if it is Training management system for Maryland agencies or staff as declared in the RFQ?

RESPONSE: The requested LMS will not cover Maryland students. The requested LMS is only for Maryland agencies or staff.

- 3) What does the state have in place now for a Learning Management System?

RESPONSE: The State doesn't currently have a statewide LMS.

- 4) What are the business drivers for implementing a new system?

RESPONSE: The State intends to establish a statewide training portal for state employees to access training material.

- 5) Is there a targeted live date for the new LMS?

RESPONSE: The State will not release this information.

- 6) Has Workday recommended a specific vendor?

RESPONSE: The State will not release this information.

7) Is there a consulting firm facilitating the evaluation? If yes, who?

RESPONSE: The State will not release this information.

8) Can you tell me what other vendors are bidding on the project?

RESPONSE: The State will not release this information.

9) Is it possible to get an extension for the response given the short turnaround?

RESPONSE: Please see Amendment #1 and the response to Question #1.

10) Does the state require monthly subscriptions or will it accept yearly subscriptions?

RESPONSE: The State, at its sole discretion, will accept a monthly or a yearly subscription model.

11) [We] currently have two customers that have [our product] in production for 1-4 years in excess of 40,000 users, but both are self-hosted (installed) and not SaaS. Does this disqualify us?

RESPONSE: Offerors must meet the minimum qualifications as described in Section 2.3 of the RFQ. Failure to meet the minimum qualifications may result in the Offeror being deemed not susceptible for award.

12) Questions RE: APPENDIX 1 – PRODUCT REQUIREMENTS

a. #13: Might provide a web link to the State IT security guidelines?

RESPONSE: The State Information Technology Security Policy and Standards may be found at the following link: <http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx>

b. #36: Please expand; what type of ‘support’? Enrollment? Classroom Management; e.g. instructor/classroom/resource scheduling? Or synchronous learning simulations; e.g. role-playing?

RESPONSE: The State is looking for a product that supports these functionalities of Learning simulation e.g. interactive real life business process simulation or role-playing and self-study labs.

c. #38: Please provide a web link to information regarding the States’ SPS and online help facilities.

RESPONSE: The SPS project is currently being implemented and unfortunately there is not a web link for this information. However, the State is looking for a product that supports a direct link to and from the SPS system and SPS & LMS online help.

- d. #41: Please clarify 'gateway'. Does this refer to an integration with another system the state has, or is does this refer to the management of documents by the LMS?

RESPONSE: The State assumes that this question is actually in reference to Requirement #42. The State is looking for a product that helps to design/define the business process(es) to enforce relevant business policies, guidelines and best practices.

- e. #48: Please clarify 'study results tracking'. Does this refer to tracking time utilizing eLearning modules?

RESPONSE: The State is looking for a product that supports the study results tracking functionality. For example, the product shall be able to track the results of training that has been completed.

- f. #61: Please provide a resource/web link regarding 'SPS collaboration'

RESPONSE: The State cannot provide a web link at this time.

- g. #78: Please expand on 'customizable'. Does this refer to 'branding' the help functionality in the system to conform to the look and feel of the State's website? Or does this refer to changing the information in 'help'?

RESPONSE: The State shall be able to brand the Product's training and/or shall be able to customize the actual help by the State's specific configured business process(es), if required.

- h. #85: Please clarify/expand 'bidirectional SSO'. Does the state desire users to be able to flow from a function in Workday directly into a disparate function in the LMS? Or will a hotlink button in each platform that bypasses additional logout/in suffice?

RESPONSE: The State is looking for a product that supports a hotlink button in each platform that bypasses additional logout/in suffice.

- 13) In 1.4.2.7 Section 8, bullet 2: It references that the state requires "at least six (3) examples of successful projects". Are you requiring 6 or 3 past performance examples for this?

RESPONSE: Please see Amendment #2. The State requires three (3) past performance examples.

- 14) What LMS is DoIT currently using, if any?

RESPONSE: Please see the answer to Question #3.

- 15) RFQ Summary Statement Section 1.1.1: The system is for 43,000 users. How long is the training for each user going to be or, in other words, how long will they be in the system for each course or topic? Will there be multiple courses they take on different subjects? Will the courses be self-

paced or will there be time limits with specific start and end dates for each course? Will learners be accessing the system at the same time or will the courses be open enrollment?

RESPONSE: Training can vary from 5-10 minutes or up to one full day. The amount of time a user will be in the system will vary. Yes, there can be multiple courses on the same subject or different subjects. The courses can be self-paced or time limited. The State cannot answer the last question in its form because it is unclear.

16) RFQ General Requirements Section 2.2.2.1: What format is the HRIS Employee Data?

RESPONSE: The data can be any format the product accepts. The State prefers to have flexibility of file based or web services based data integration.

17) RFQ General Requirements Section 2.2.2.4: What format are the quiz questions, IMS QTI, XML, etc.?

RESPONSE: The quiz questions will be in MS Word or MS Excel format.

18) RFQ General Requirements Section 2.2.2.6: When will the specification for the custom log-in screen be provided?

RESPONSE: These requirements will be discussed in the requirement analysis and design session(s). The State is looking for a product that is flexible to brand the login page in the State's specific logo/color scheme and shall be able to add any informational text on the login screen.

19) RFQ Ongoing Technical Support Section 2.2.4.2: Is the 24x7 e-mail and phone support only for the ten (10) State Training Admins?

RESPONSE: Yes.

20) RFQ Section 8 Past Performance Item 2: Would DoIT clarify whether six or three examples of successful projects should be provided?

RESPONSE: Please see the answer to Question # 13.

21) [In regard to Section 2.2.2.1] Does this requirement refer to a batch file feed between the LMS and your HRIS system, both ways, on a daily basis?

RESPONSE: The State prefers to have flexibility of file based or web services based data integration. It will be both ways i.e. LMS to and from HRIS system.

22) [In regard to Section 2.2.2.2] Does this refer to Oracle's HCM Cloud product?

RESPONSE: It refers to a generic web services connector with Workday SaaS HCM Cloud product.

23) [In regard to Section 2.2.2.4] Is this SCORM-based content, or are you intending to populate the assessment engine within the LMS?

RESPONSE: **The LMS solution shall have the capability to perform both functions.**

24) [In regard to Section 2.2.2.7] Is Web-Ex integration required, or would integration with another online classroom product be acceptable? Is a link-out from the course to a scheduled Web-Ex session sufficient?

RESPONSE: **Integration with Webex is required.**

25) [In regard to Section 2.2.4] Technical support: for end users, or system administrators?

RESPONSE: **Please see the answer to Question #19.**

26) Questions regarding the requirements:

a. [#13] What are the State IT security guidelines regarding encryption, authentication, etc.?

RESPONSE: **Please see the answer to Question # 12 (a).**

b. [#30] Does GroupWise support iCalendar files?

RESPONSE: **Yes, however the State is moving to cloud based e-mail for all State of Maryland employees**

c. [#61] Please clarify "SPS collaboration"; this can mean several things.

RESPONSE: **The State cannot answer the question in its form because it is unclear.**

d. [#84} Please clarify "seamless pre-integration with Workday"

RESPONSE: **It means the product shall already have a plug & play integration for our Workday HRIS system. The State will not build or write the integration. The product shall be able to demonstrate its successful implementation as well.**

27) [We] are very interested in responding to this RFQ and have a Learning solution that meets the requirements, however, the products are currently not on any GSA Schedule. Is this a firm requirement (per the below) or would contracting directly with [us] be an option?

RESPONSE: **Offerors are required to be listed on the GSA schedule to submit a proposal.**

28) I didn't see the Attachment I Living Wage Affidavit of Agreement included as indicated on page 7. Am I just missing it?

RESPONSE: **Please see Amendment #2.**



29) Page 15 references the Completed Conflict of Interest Affidavit. I didn't see that attached either.

RESPONSE: **Please see Amendment #2.**

Thank you,

Michael Meinel
Procurement Officer

End of Question and Answer # 1