

National Association of State Workforce Agencies

2019 LMS Procurement

Bidder's Conference Question List

ADMINISTRATIVE QUESTIONS	
Question	Response
Is NASWA a private or Federal entity?	NASWA is a private, non-profit membership organization but receives its funding from both Federal and state sources.
Will you provide the requirements table in a Word or Excel format?	Yes. We have posted both Excel and Word versions of the requirements table on the RFP posting site: http://itsc.org/Pages/RFP_LMS.aspx
We understand the LMS implementation must be complete by December 31, 2019, but does NASWA have a preferred or targeted go-live date?	The LMS must go live by February 1, 2020.
Are you planning to release budget information, or at least a budget range, so we can scale our response accordingly?	No. We would like proposals reflect the cost necessary to meet our requirements.
We are NY state MWBE certified. Can we use that certificate, or we will need a certificate from DC?	(RFP page 8, Proposal Response Requirements and Basis for Award of Contract) NY state MWBE certification is adequate.
According to Attachment B, the Technical Response has a "Max 3 pages narrative response and a completed table referred to in Appendix B." Please confirm that the response to Appendix B itself is not included in the three (3) page limit.	No. The table in Appendix B is not subject to the three (3) page limit.

<p>According to Attachment B, the Previous Client Implementations and References section has a "Max two pages per reference and separate client list." Does the "separate client list" has its own two (2) page limit? Please confirm.</p>	<p>No. The " "separate client list" does not have its own two (2) page limit.</p>
<p>Will NASWA sign a mutual non-disclosure agreement?</p>	<p>Yes.</p>

General Note on Questions in Appendix A

(Appendix A, Page 3) Questions do not reflect our LMS requirements, however, we are interested in hearing your responses to questions that apply to your LMS.

TECHNICAL REQUIREMENT QUESTIONS	
Question	Response
Clarify: "Provide materials for learner training, such as job aids, reference guides and/or any other materials, and editable templates that can be modified for learners.	(NFR27) These are materials for the learners and/or administrators of the LMS. For example, in addition to manuals and documentation, do you have any other materials to help guide users on how to use the LMS?
Clarify: Do you offer pre-built courses to your customers that integrate with your LMS at no additional charge, e.g. human resources topics like behavior in the workplace?"	(Q42) Do you offer canned courses as a courtesy to your LMS customers? If so, what are they and do you charge for these courses?
Clarify: "Does your LMS allow learners to post informal learning?" Can you provide a use case example for this?	(Q39) If a learner has completed learning activities not provided from the LMS, can they post their personal learning activities in their record on the LMS? Use Case: A learner attends a training workshop not offered by NASWA. The learner would like to note their attendance at this workshop in their learning record on the LMS.

Question	Response
<p>Clarify: "NASWA would like to implement social learning features and are open to hearing about the types of features provided within your LMS. Provide social learning capabilities, such as chat rooms, discussion boards, workspaces, and/or threaded discussion forums."</p>	<p>(FR117, 118-121) In addition to FR118-121, what other social learning capabilities does your LMS provide?</p>
<p>What current LMS are you utilizing? If using an LMS do they support, data export through API's or excel format?</p>	<p>We are using a SharePoint-based LMS. The current LMS uses a SQL database and can export, at a minimum, to a .csv or .xls format.</p>
<p>Which type of licensing is best suited for your organization Active/Registered licensing? What type of license model do you have now? What type of license model do you prefer (monthly logins, named users, transactions, etc.)?</p>	<p>(RFP page 6 - Under Licensing Fees) Likely, active licensing would be best for our organization, unless registered licensing is more cost effective.</p>
<p>What are the number of licenses required?</p>	<p>(RFP page 6 - Under Licensing Fees) It is estimated that an initial 6,000 user licenses will be needed at the time of implementation.</p>
<p>How is the content being used now? (Frequency of usage, type of content and monthly active users) In case of cloud hosting, what is user concurrency percentage required to access the LMS system out of initial 6000 users.</p>	<p>In the last year, we averaged 600 active users per month with an average number of visits (number of site pages accessed) of 1600 per month.</p>
<p>Would you want to allow external users to browse a catalog before authenticating (logging in)?</p>	<p>(FR237-239) Yes. The intent of the public-facing homepage is to give external users/visitors a view of the catalog before enrolling to become a licensed user of the LMS.</p>

Question	Response
<p>What formats of content do you create?</p> <p>What learning objects will the user consume (courses, quiz, power point, videos)?</p> <p>What types of trainings and certifications are needed?</p> <p>What is the content and monetization strategy, if there is one?</p> <p>What are the types of training you are planning to offer (ILT, Webinars, eLearning, Videos, Certification, etc.)? If possible please share an estimated volume of these training per year by delivery type?</p>	<p>(FR1-8) See section "Types of Content to be Supported by the LMS (FR1-8)."</p> <p>We do not charge our learners for training. eLearning: Approximately 400 SCORM content packages, 500 Learning materials (includes: .doc, .pdf, .ppt, and .xls files) Events (ILT, Webinar, Virtual Classes): In the past year, approximately 20 events.</p>
<p>What is the system of record for external users? Do you need a way to capture registrations in the system?</p>	<p>(FR62-76) Currently, our enrollment and event registration process are external to the LMS and handled by the NASWA website. We would like to have learners enroll to access the LMS on a public site (see UC6). Once enrolled, learners would be able to register for events within the LMS (FR62).</p>
<p>Do you use on premise directory or active directory hosted over Azure?</p>	<p>(UC7) Currently, our active directory is hosted by our cloud service provider.</p>

Question	Response
<p>What information would you like to exchange between Captivate Prime and other third-party application, such as Survey Monkey, Drupal through API's?</p>	<p>(FR108,110-116)</p> <p>Drupal: We would like the course catalog information (for example, course name, description, and tags) to be pulled from the LMS to the Drupal website.</p> <p>SurveyMonkey: Ability to send survey link upon completion of a course/module/lesson.</p> <p>Please describe the degree of integration possible with the third-party tools listed in Appendix A with your LMS.</p>
<p>Would you require any additional content from Adobe? Adobe provides several modules listed on our website as attached below: https://www.adobe.com/in/products/captivateprime/content-catalog.html</p>	<p>(Q42)</p> <p>The list provided can be included in your RFP response. Please indicate the fee to use this content, if any. We do not require additional content, but we would like to know our options.</p>
<p>Is data being sent to an HRIS?</p> <p>Which HRIS software are you currently using?</p>	<p>No, we do not have HRIS software. Also, because most of the users are external to NASWA we do not keep track of them as "employees."</p>
<p>What additional types of integration required? (Apart from SurveyMonkey, Drool etc.)</p> <p>What specific third-party applications does NASWA expect to integrate with for the initial system launch?</p> <p>Does this data need to integrate with other systems? If so is these two ways or SSO?</p>	<p>(FR110-116)</p> <p>See section "Built-in Tools / Integration with Apps" in Appendix A.</p> <p>Here is a list of third-party tools that we are currently using/plan to use:</p> <ul style="list-style-type: none"> - SurveyMonkey/Survey Gizmo - Drupal - SharePoint - Adobe Connect

Question	Response
<p>How many lessons from the existing solution will need to be transferred to the new system? Are they HTML5 or Flash based SCORM packages? What is the authoring tool(s) used to create the content. Are the original source files available?</p> <p>For the data migration, are you looking to import content, history and user data? Or what do you need migrated?</p> <p>How many student transcripts will need to be transferred? What is the current database where these records are stored and please provide the API or ETL documentation for the existing system?</p>	<p>(NFR21)</p> <ul style="list-style-type: none"> - Approximately 400 SCORM content packages, 500 learning materials (includes: .doc, .pdf, .ppt, and .xls files) - Each SCORM content package is created in Articulate Storyline and currently published as Flash with HTML5 fallback. - The SCORM content packages are available. - Yes, we want to transfer all courseware content, learning history, and user data from our existing LMS to the new LMS. - We currently have 6,000 active users, but 9,000 learning records that need to be transferred. - The current database is MS SQL Server Database.
<p>Do you expect all Learner roles (including visitors to the public facing view) to have access when the system is initially launched?</p> <p>Will the user log in one time or will it be continuous access?</p>	<p>Yes, we expect all learner roles to access the LMS when initially launched.</p> <p>We expect our users to log in to the LMS and return multiple times to complete courses and access their learning history.</p>

Question	Response
<p>In which system does the reporting need to happen?</p>	<p>(FR114, FR123-127, FR135-136) We anticipate using built-in reporting functionality of the LMS.</p> <p>Our intent is to integrate all LMS data with a third-party Business Intelligence tool such as Microsoft Power BI or Tableau. Some LMS's also have built-in BI tools which we are open to learning more about.</p>
<p>Please provide more specifics on the enrollment information you would like to collect from learner.</p>	<p>(FR58-59) Our enrollment form is available here: https://integrity.naswa.org/form/nia-enrollment#no-back</p> <p>However, we may want to modify this enrollment form and have the ability to make changes to data fields as needed.</p>
<p><i>(UC3) Use Case (Visually ID Course Learning Objects): We may like to visually identify the multiple learning objects (lessons, events, materials) in a course. For example, all Course learning objects would be marked with a symbol or color to identify them as being part of the same course/curriculum. In some cases, learning objects are used across multiple courses/curriculum, so when they are not identified as being with a course/curriculum or, if the also lesson stands alone as an object, the visual cue would be removed. Can your LMS provide these needs?</i></p> <p>In the above use case, who would you like to show the visual cues to? Admin or Learner? And how will the visual cues help the user?</p>	<p>(UC3) The visual cues should be visible to everyone (admin and learner). The visual cues help visually identify all objects within a particular curriculum.</p>

Question	Response
Does the LMS need to be AICC compliant?	(FR17,144) SCORM conformance is required. Currently we use SCORM 2004 4 th edition. No, there is no requirement to be AICC compliant, but please indicate whether the LMS supports AICC.
Please explain the detailed workflow for public facing LMS home page.	(FR28-32, UC4) See section regarding public-facing home page, FR28-32 and UC4. Please describe the capabilities of your LMS if they vary from our requirements. If your LMS does not have a public-facing home page capability, describe how our needs can be addressed.
(FR74) Sign up for an ILT without first signing into the LMS. (Signup for the event on a public facing site without signing in to the LMS.) Please explain the detailed workflow.	(FR74) Workflow: <ul style="list-style-type: none"> - A visitor can access a registration form for events (such as an ILT or webinar) on a public facing page. - Registration information is captured and stored on the LMS database. - If the visitor is not an LMS user, a prompt to create an account will appear. - If the visitor is an LMS user, they will be prompted to sign in to complete registration.

Question	Response
<p>(FR86) Allow learners to request that certain prerequisites be waived. (This requirement is also noted with the learner site description.)</p> <p>Please explain the detailed workflow.</p>	<p>(FR47, 86)</p> <p>Workflow:</p> <ul style="list-style-type: none"> - On the learner site, a learner can request that a prerequisite be waived. - The instructor or LMS administrator will review request to determine whether it is approved. - If approved, the instructor must be able to override the prerequisite for the learner.
<p>Is there is any specific choice of cloud hosting provider needed by NASWA</p>	<p>(Q2)</p> <p>We do not have any specific preference for a cloud hosting provider. Please describe your cloud environment and service provider in your response.</p>
<p>Is offsite or onsite support is required? What are the several mediums to provide an Annual Maintenance Contract?</p>	<p>(NFR23)</p> <p>We do not anticipate onsite support. Please use Q27-34 in Appendix A to describe the types of support you offer.</p>
<p>What languages are you looking to have available to your users?</p>	<p>English.</p>

Question	Response
<p>Is compliance with Section 508 of the Rehabilitation Act a hard requirement?</p> <p>Is it mandatory to have 100% compliance on Section 508?</p>	<p>(NFR15-16)</p> <p>Yes, we are federally funded so we do have Section 508 compliance requirements. The majority of our users are state and federal employees. We have an audience requiring accessibility and are mindful of their needs. Please describe the level of Section 508 compliancy that your LMS offers.</p>
<p>Would like to know if the contents are generated in-house or by a 3rd party provider? If so, please provide specifics.</p>	<p>Both. Learning content is produced by internal eLearning developers as well as contracted eLearning developers. eLearning is developed utilizing Articulate Storyline, both internally and externally.</p>
<p>Does the LMS need to be FedRAMP Compliant?</p> <p>Regarding being FedRAMP certified, is this mandatory as of now or can it be something that is on the roadmap?</p>	<p>(NFR14)</p> <p>No. Although NFR14 states that FedRAMP compliancy is a requirement, it is not. However, FedRAMP compliancy is our preference. Please describe the security, backup and recovery infrastructure of your cloud hosting environment.</p>
<p>Any chance of getting a Sample Storyline file *.story for testing purposes?</p>	<p>(RFP page 10, Selection Procedures)</p> <p>We will provide a SCORM content packaged Storyline file.zip (compressed zip file) for testing after we have narrowed down the list of vendors. We will not be providing the Articulate Storyline .story source file.</p>

Question	Response
Do you require "Question Level Reporting" with storyline/SCORM 2004 courses?	Exam questions are written in Storyline. We ask that the LMS use the functionality that Articulate provides to pull the question-level data for reporting.
Do you have a verification process as a part of the enrollment?	(FR60,61) We have a vetting and verification process for learners who wish to enroll. LMS administrators will approve all enrollments. In some cases, an enrollee supervisor approval is needed as part of the enrollment process.
Are learners allowed to consume training on mobile devices?	(NFR5-7) At this point we don't have a requirement for mobile, but we may in the future. We are, however, looking for an LMS that is responsive and supports desktops and tablets.
What percentage of the 6,000 users are internal users of NASWA vs. external members?	95%+ of users are external members, i.e. state and federal agency employees.
In case of cloud hosting, what is the user concurrency percentage required to access the LMS system out of initial 6000 users.	We average 600 active users per month or 60 active users a day during business hours across time zones. We anticipate usage will increase over time.
What is the frequency a learner would login to the LMS?	

Question	Response
Would you want your users to have access to these training at all times or is there a time period limit?	Learners should have access to training at all times – 24 hours a day, seven days a week. We place a high emphasis on training availability for individual learners based upon their own scheduling needs, with the exception of scheduled instructor-led training courses.
Will the LMS solution need to be a local install or can it be cloud based?	(Q1-2) We are open to either solution. Please provide cost estimates for both, if you offer both solutions.
Is a Vimeo based video library integration is mandate? We have video library based on Kpoint. Will that work?	(FR7) It is not a requirement to use Vimeo, but it would be inconvenient for us to switch. We embed the video links within course content. We don't store or run video off our LMS server. In general, our courses are not video-heavy, but we do have clips throughout our training.
If the LMS already provides you the option to send surveys, would you still need the integration with Survey Monkey.	(FR107) We currently use both Survey Monkey and Survey Gizmo, but if your LMS has a robust survey tool, please describe it in your response.
You would prefer a Proprietary LMS or Open Source LMS platform?	We don't have a preference, as long as our requirements are met. Our intent is not to build an LMS solution, but to adopt and make customizations to an existing LMS.
Our LMS itself has its own BI engine. Do you still require 3 rd party BI integrations?	(FR114) We'd like to have the option of integrating to external BI tools. Please describe your tools and how they work.

Question	Response
<p data-bbox="201 233 1077 337">Do you expect to migrate some of your own courses in or do you prefer the provider build everything out for you? Will all of your historical user data be in csv format?</p> <p data-bbox="201 591 1077 695">It sounds like you would like all historical records for "live course" to be imported and aligned to these same courses in the new LMS deployment. Is this correct?</p>	<p data-bbox="1121 233 1860 337">(NFR21) At a minimum, we will be providing a CSV format to export the historical data to the LMS.</p> <p data-bbox="1121 376 1860 480">For courses, we will work with the LMS vendor to determine the best method for migration/uploading course content to the new LMS.</p> <p data-bbox="1121 519 1184 545">Yes.</p>

Miscellaneous Questions	
Question	Response
<p>What impacts do you expect the LMS to have on your business?</p> <p>What outcomes are most critical for your Executives?</p>	<p>Our LMS is the primary interface with our learner community. We are looking for an LMS that allows us to be more responsive to the specific needs of states while encouraging learners to continue to educate themselves.</p>
<p>Any preference to companies based out of the US?</p>	<p>All proposals will be provided equal review and consideration regardless of the location of the company.</p> <p>We do require that the vendor has a significant U.S. presence (e.g.: US based offices and staff) and that the data infrastructure is hosted within the U.S.</p>
<p>What is the total duration of the contract? How many years?</p>	<p>To be negotiated.</p>
<p>How many vendors expressed interest?</p>	<p>26 vendors</p>
<p>Do you ever work with state or fed agencies directly or do you only work with the individuals?</p>	<p>Yes, we work with both federal and state agencies.</p>
<p>What is driving you to market? Why now?</p>	<p>NASWA's training offerings have expanded significantly not only in terms of growth of learners, but also in terms of the different types and the diversity of the audiences that we are now reaching. We want an LMS that meets all the requirements for all new training programs and branches of NASWA that are now providing training.</p>

Question	Response
How will you define success for this project?	Successful migration of current learning data and course content into an LMS that addresses our requirements.
What are your training challenges?	One of the largest training challenges is the diversity of our audience from new newly hired entry level positions, all the way to positions of executive leaders in the state workforce agencies. The diversity of our audience provides challenges in terms of developing training on particular topics to fit all of those different audiences.
What are your internal challenges (budget, politics, legal mandate, etc.)?	<p>We are federally-funded and do have budget constraints.</p> <p>Politics is generally not a challenge that we face, and we're a non- political organization. We do have legal mandates, such as Section 508.</p>
What is the name your current LMS? Is it custom made?	We use a SharePoint-based learning management system that uses a SQL database. We are not disclosing the name of our current LMS.