

AL-LMS-RFP-20-001 ATTACHMENT E – Q and A Template

Attachment E
Question and Answer Document
AL Learning Management System RFP
AL-LMS-RFP-20-001

Please submit your questions in the form below (yellow shaded area) by the date and time established in the RFP.

Question No.	DOC NAME (RFP or Attachment)	PAGE # OR SECTION #	RESPONDENTS QUESTION	RESPONSE
1	AL-LMS-RFP-20-001–GENERAL INSTRUCTIONS	Pg. 4, Section 1.3 DUE DATE FOR PROPOSALS	Since the outbreak of the COVID-19 pandemic, we have answered several other RFPs that have extended Electronic Only options for submission to limit exposure during shipping/ mailing of hard copy responses. Will the Alabama 9-1-1 Board consider a similar exception and offer proposers the ability to provide Only Electronic submissions?	No.
2	AL-LMS-RFP-20-001–GENERAL INSTRUCTIONS	Pg. 6, Section 1.8 TYPE AND TERM OF CONTRACT	Does The Alabama 9-1-1 Board have a budget allocated for this purchase? If so, can you provide some insight for vendors to take into consideration?	No, there is currently no budget allocated for this particular purchase. No further insight can be provided.
3	AL-LMS-RFP-20-001–GENERAL INSTRUCTIONS	Pg. 15, Section 3.2 EVALUATION CRITERIA	The Evaluation Criteria refer to “Mandatory Requirements,” however, no list of Mandatory Requirements is provided in this document or subsequent attachments (the only reference found is related to “mandatory contract terms”). Can you direct respondents as to which Requirements are deemed Mandatory and therefore subject to Evaluation Criteria Step 1?	Requirements are outlined in Section 2 <i>Proposal Preparation Instructions</i> , Subsection 2.1 <i>General</i> .
4	AL-LMS-RFP-20-001-ATTACHMENT -D-Technical Requirements	Pg. 1, 2.1 ALABAMA 911 BACKGROUND	Is there a current Learning Management System in use by the Alabama 9-1-1 Board this solicitation is seeking to replace? If so, can you provide the name of the current solutions and details as to why the current LMS is not meeting the needs of the Board?	No, there is not currently an LMS in use.
5	AL-LMS-RFP-20-001-ATTACHMENT -D-Technical Requirements	Pg. 4, 2.5.2 SYSTEM ACCESS AND USE	Is there an Identity Management Provider in use by the Board (either Active Directory, Single Sign On, or both)?	No, there is not currently an Identity Management Provider in use.
6	AL-LMS-RFP-20-001-Attachment A - Sample Contract	Section 33. Ownership of Documents and Materials.	This section of the sample contract is indicated as “mandatory” in the RFP, and are non-negotiable (per RFP Section 2.3.5). We are a SaaS provider which means our software is being developed and updated continuously and we provide access to our web application to customers, all of whom use the same shared application. Consequently, SaaS providers would not be able to agree to a “work for hire” clause which would only be appropriate for custom development. Can SaaS providers provide requested edits to this section?	Yes, SaaS providers can provide requested edits to Section 2.3.5.
7	AL-LMS-RFP-20-001–GENERAL INSTRUCTIONS	Section 2.3.3 Company Financial Information	This section requires providing Respondent’s Financial Statements. We are not a publicly-traded company so our financial statements are not publicly available and we are bound by confidentiality commitments which prohibit disclosure of this information.	Alabama law will likely limit the ability of any information resulting from this procurement to be confidential. §36-40-12, Code of Alabama 1975, as amended.

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			Can we instead submit a Financial Condition Statement and our Financial Auditor's Opinion Letter to satisfy this requirement?	
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1	AL LMS Technical Requirements	2.4 Technical Support & Vendor Training	Is long term technical support needed for end-users and/or administrators?	Yes, technical support is expected to be provided to end-users and/or administrators for the duration of the contracted term.
2	AL LMS Technical Requirements	2.5.2 System Access & Use	Will the Board consider a Single-Sign-On (SSO) approach or a native login approach?	The Board expects each end-user and administrator to have a unique login, username, and password. Respondents are expected to demonstrate their approach to the assignment and use of login credentials for evaluation.
3	AL LMS Technical Requirements	2.5.2 System Access & Use	What is the volume of historical data to be migrated? Number of users, course completions, etc.	The Board currently offers three different courses within its Emergency Medical Dispatch Program; there are approximately 800 users within this program and that historical data is housed over multiple spreadsheets. Respondents are expected to demonstrate their ability to migrate historical data for up to 2,500 users statewide.
4	AL LMS Technical Requirements	2.5.2 System Access & Use	Will the Board look to bring any content/data over from the current LMS/process? If so, what types of information?	Yes, current content data includes pdf versions of student manuals, and pdf files for course materials including tests, answer sheets, skills evaluations, and rosters.
5	AL LMS Technical Requirements	2.5.3 System Features	What is the 3 rd party live/virtual classroom platform that you currently use?	Various platforms have been used by the Board.
6	AL LMS Technical Requirements	2.5.3 System Features	Is the Board looking for the vendor to provide developers for course content?	The Board expects respondents to describe the process that is used to create custom courses, the average development period for new course content, and the average modification period for existing courses. Course content development, if an option, should be presented in the Cost Proposal as described in AL-LMS-RFP-20-001 General Information & Proposal Instructions, Section 2.4. Based on the responses, the Board may choose to have course content developed.
7	AL LMS Technical Requirements	1.1 Project Overview	Due to Covid-19, will the board consider electronic only (email) submissions and if so, what are the requirements?	No.
8	AL LMS Technical Requirements	2.1 Background	Is there a current LMS System in Place? If yes, please specify the current vendor?	No, there is not currently an LMS in use.
9	AL LMS Technical Requirements	2.2.2 LMS Requirements	Does the Alabama 911 Board require any other languages other than English?	No.
10	AL LMS Technical Requirements	2.4 Technical Support and Vendor Training	Would the board be interested in admin training outside of self-service and if so, for how many administrators?	Yes, for 5-10 administrators.
11	AL LMS Technical Requirements	2.5.2 System Access & Use	Will external users need to access the system to complete courses/ILT sessions?	No.
12	AL LMS Technical Requirements	1.1 Project Overview	What is the timeline from award to implementation?	The timeline for implementation will be determined between the Board and the chosen vendor during contract negotiation.

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1 3	AL LMS Technical Requirements	2.5.2 System Access & Use	Who is the current content provider?	The Alabama 9-1-1 Board.
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