



State of Rhode Island
Department of Administration / Division of Purchases
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ADDENDUM #3

RFP # 7548919
TITLE: LEARNING MANAGEMENT SOFTWARE
SUBMISSION DEADLINE: 9/24/14 – 11:30 A.M.

Attached are questions and answers for RFP 7548919 - Learning Management Software

A handwritten signature in black ink, appearing to read "Lisa Hill".

Lisa Hill
Chief Buyer

Bidders must include a signed copy of this addendum with their proposal submission as acknowledgement.

Company Name (print)

Signature of Authorized Representative

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

RIDOT Addendum Notification

7548919 – Purchase and Installation of Learning Management Software Including System Maintenance and Support Training

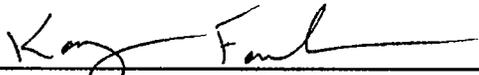
Per the issuance of Department of Transportation **ADDENDUM # 7548919A3** the following changes are noted:

- PRE-PROPOSAL ON-LINE Q & A

Due to the significant response and technical content, attached for review are the complete set of on-line questions posted by potential Respondents and responded to by RIDOT on their website www.dot.ri.gov.

Please note the website is now disabled but project Q & A will remain on-line until project Due Date on September 24, 2014.

APPROVED:


Kazem Farhoumand, P.E.
Chief Engineer

9/19/14
DATE

Questions and Answers For: 7548919

[Ask Question](#)

	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: Rob Heater		Company: SumTotal Systems	
Question: What is the compelling event?			
Answer: RIDOT established an Office of Professional Development and Training in 2013. The Learning Management System identified in this RFP will help to enhance and streamline all professional development and training at RIDOT.			
	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: Rob Heater		Company: SumTotal Systems	
Question: What happens if the customer fails to act by our implementation timeframe?			
Answer: The successful VENDOR is expected to meet the stated timeline according to the RFP. If RIDOT determines that additional time is needed to respond/address an issue, the implementation timeframe may be adjusted accordingly.			
	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: Rob Heater		Company: SumTotal Systems	
Question: What is the success criteria of this project for the business? How will this project be valued?			
Answer: Success criteria are defined in the RFP. The value of the project will be determined by the successful utilization of the software by everyone at RIDOT.			
	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: Rob Heater		Company: SumTotal Systems	
Question: Who is competing for this RFP?			
Answer: This is an open public solicitation for all VENDORS who meet the criteria outlined in the RFP.			
	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: Rob Heater		Company: SumTotal Systems	
Question: What is your definition of success for this project?			

Answer: Success criteria are defined in the RFP. The success of the project will be in the implementation and utilization of the software by everyone at RIDOT.			
	Date Asked: 08/13/2014	Date Answered: 08/19/2014	
Poster: <u>Rob Heater</u>		Company: SumTotal Systems	
Question: We do not include resumes with RFP responses because personnel is not assigned yet. Will this preclude us from the award?			
Answer: The RFP explicitly requires that resumes of key personnel be included for RIDOT review and evaluation; failure to submit this information may result in the VENDOR'S submission declared non-responsive.			
	Date Asked: 08/18/2014	Date Answered: 08/19/2014	
Poster: <u>Tom</u>		Company: Infor	
Question: Can a vendor receive a "word formatted" document of the RFP rather than PDF only.			
Answer: NO.			
	Date Asked: 08/25/2014	Date Answered: 08/26/2014	
Poster: <u>Kim Popkey</u>		Company: D2L	
Question: Will you be providing call in details to the pre call conference?			
Answer: Upon further review and consideration, there will be NO TELECONFERENCE ACCESS provided at this Meeting. Potential Respondents are advised that the Meeting discussion and any questions asked by the participants will be made available by ADDENDUM to be posted on the RIVIP website @ www.purchasing.ri.gov. Any additional questions can still be posted though this RIDOT portal up until NOON on September 18, 2014.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: <u>Kim Popkey</u>		Company: D2L	
Question: Oracle Specialist – what defines an "Oracle Expert?"			
Answer: A technical/senior programmer who understand the underlying structure of the Oracle HRMS (Human Resource Management System). The person should be able to extract information necessary to integrate to the vendor's LMS application. This person will have thorough knowledge of Oracle's E-Business Suite & HRMS as well PL/SQL experience that is needed to perform the tasks to extract and update information in the new LMS.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	

Poster: Kim Popkey		Company: D2L	
Question: Is hosting in Canada acceptable – understanding the bidder is SSAE 16 compliant?			
Answer: Yes.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: Kim Popkey		Company: D2L	
Question: Is on site implementation mandatory or is remote acceptable?			
Answer: Not mandatory but preferred. A combination of on-site and off-site is acceptable.			
	Date Asked: 08/25/2014	Date Answered: 08/26/2014	
Poster: Kim Popkey		Company: D2L	
Question: In the “Contract Terms/Conditions” in the final paragraph on page 1/first paragraph on page 2, two different RTO (48 hours and 18 hours) objectives are stated for disaster recovery. Please clarify what is your required RTO? Thank you.			
Answer: The language should read 48 hours and 24 hours (rather than 18). This correction will be formally documented by addendum.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: Nancy Whitehead		Company: Kyran Research Associates, Inc.	
Question: 1. Item 6 requires the ability to integrate with a future Performance Management System (PMS). Has RIDOT identified such a system? If so, what is that system? Does RIDOT anticipate that the PMS will be hosted by the state or by a third-party hosting environment?			
Answer: The Performance Management System will be identified in the future. RIDOT's LMS should have the ability to link/integrate with the new system when it is developed.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: Nancy Whitehead		Company: Kyran Research Associates, Inc.	
Question: 2. Item 27 specifies “Allow for multiple domains...” Please explain the definition of a domain as it relates to the proposed LMS.			
Answer: Not needed.			
	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: Nancy Whitehead		Company: Kyran Research Associates, Inc.	

Question: 3. Item 29 specified that all user information must come from the HR Oracle Financial System. a. Does this requirement apply to both state employee users AND non-state employee users? b. If the answer to the above question is YES, how will non-state employees be added to the Oracle Financial System? c. Since the proposed solution is to be hosted in a third-party environment, It will be necessary for DoIT to open access to Oracle Financial System from a remote location. Will DoIT accept this requirement? Does the Oracle system create standard exports through web services?

Answer: Only DOT employees will be required to be entered in DOT's Oracle HRMS. All other external employees will be entered and maintained by the Administrator. External access to the Oracle Financials is not necessary. Exports can be created using standard .CSV outputs. However, if data is considered sensitive, the vendor must encrypt data.

	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: <u>Nancy Whitehead</u>		Company: Kyran Research Associates, Inc.	

Question: 4. Item 35 requires the use of Single Sign-on for users based upon Active Directory. a. Since the proposed solution is to be hosted in a third-party environment, It will be necessary for DoIT to open access to Active Directory from a remote location. Will DoIT accept this requirement? b. Is it RIDOT's intent that ALL users, even non-state employee users will be authenticated using Active Directory? c. If the answer to 5.b is YES, how will non-state employee users be added to Active Directory? (Also relates to Item 30).

Answer: Active Directory is preferred but a separate authentication mechanism provided by the LMS vendor is acceptable. The system must have a security module for managing accounts by a RIDOT Administrator(s). The administrator must have the ability to Manage (create, delete or update user access). All passwords must follow state standards and must be encrypted with force resets every 90 days.

	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: <u>Nancy Whitehead</u>		Company: Kyran Research Associates, Inc.	

Question: 5. Item 39 Provide administrator level user the ability to create and edit employment information... a. Is this requirement intended to update the Oracle Financial System directly? Or will an export from the LMS be used to update the Oracle Financial System? b. Is this requirement intended to update Active Directory directly? Or will an export from the LMS be used to update the Active Directory?

Answer: No, Oracle is maintained by existing HR Staff. The LMS administrator is strictly responsible for maintaining LMS information

	Date Asked: 08/25/2014	Date Answered: 09/03/2014	
Poster: <u>Nancy Whitehead</u>		Company: Kyran Research Associates, Inc.	

Question: 6. Item 58 Should this be taken to imply that the proposed system will be capable of making changes to Active Directory?

Answer: No, only user access within LMS.

 **Date Asked:** 08/25/2014 **Date Answered:** 09/03/2014 

Poster: Nancy Whitehead **Company:** Kyran Research Associates, Inc.

Question: Installation/Software Configuration/Data Migration This section states, in part "The VENDOR shall be responsible for ensuring all EEO requirements are met and data & reporting from the legacy EEO system is captured in the Vendor Hosted system." What is the nature of the legacy EEO system? Can you provide implementation details? Are the EEO requirements for RIDOT staff only? Can you provide the data dictionary/definition for the EEO legacy system?

Answer: RIDOT's current EEO system for training is an access database. This information is only tracked for RIDOT employees. The data dictionary will be attached to addendum #2 which will be posted shortly.

 **Date Asked:** 08/27/2014 **Date Answered:** 09/04/2014 

Poster: Kim Popkey **Company:** D2L

Question: In your response to the teleconference for August 28th pre bid conference - can you confirm that if a client cannot attend in person they will not be disqualified. Also you mentioned that we can ask questions until Sept 18th but this bid closes on Sept 10th. Please advise if there has been a change to the due date. Thank you

Answer: Be advised that attendance at the scheduled conference was NOT MANDATORY; questions and comments discussed at the Meeting along with the list of attendees will be posted shortly under ADDENDUM#2 on the RIVIP website @ www.purchasing.ri.gov. The Project submission deadline was EXTENDED to SEPTEMBER 24, 2014 per ADDENDUM#1 posted August 19, 2014.

 **Date Asked:** 09/04/2014 **Date Answered:** 09/08/2014 

Poster: Kim Popkey **Company:** D2L

Question: I am unable to find the bid on the RIDOT website - I have logged in and used the bid number #7458919. Can you please provide instructions on how to obtain the addendum?

Answer: The RFP and subsequent addenda can be downloaded through the RIVIP website @ www.purchasing.ri.gov. Respondents should first click on "Solicitation Opportunities" then select "State Agency Solicitations". Enter keyword "DOT" and click on project BID NO. to access current solicitation documents available. The RIDOT website only "lists" the projects available and provides access to Q&A but the RFP document can only be "downloaded" through the RIVIP website. A link to the RIVIP is also provided on the RIDOT website.

 **Date Asked:** 09/05/2014 **Date Answered:** 09/09/2014 

Poster: Dennis Flannery **Company:** Gyrus Systems

Question: Type your questions here. On Page 12 the Solicitation, "PROPOSED LMS COST (YEAR 1)": Stipulates that 'Proposed LMS cost pricing should include the following:.... Total Price must include ONE (1) YEAR of software Licensee(s) and warranty, and maintenance/support covering all proposed solution components...' and to "Itemize, detail and individually price the following:" a list including...." • ADDITIONAL 4 YEARS OF MAINTENANCE", and then; Under 'MAINTENANCE AND SUPPORT COST (YEARS 2. 3. 4 and 5)' the heading does not indicate license fees but in the narrative it specifies: "The maintenance and support cost for YEARS 2, 3, 4 and 5 will be paid in accordance with the terms and conditions of the resulting Agreement." And includes "Annual Software License(s)" along with other items. Since RIDOT could not operate a system without licenses after year one and subsequently would not have a need for support or maintenance, do we understand correctly that Years 2-5 should include all costs, including licensing?

Answer: Yes years 2-5 should include licensing.

	Date Asked: 09/05/2014	Date Answered: 09/09/2014	
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Poster: <u>Dennis Flannery</u>	Company: Gyrus Systems
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Question: Type your questions here. Also on page 12, the solicitation stipulates, "RESPONSIBILITIES OF RIDOT RIDOT will be responsible for the following: • Provide Point of Contact (POC) to the selected VENDOR during the implementation. • Provide adequate work space. Q: Will RIDOT provide any personnel to be involved in configuring the software? (so you have a working knowledge of configuration rationale and system governance after system acceptance) or to clean data prior to migration (since your personnel will recognize bad data more readily than our personnel)?

Answer: RIDOT will work collaboratively with the selected VENDOR to configure the software and to clean data prior to migration.

	Date Asked: 09/05/2014	Date Answered: 09/09/2014	
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Poster: <u>Dennis Flannery</u>	Company: Gyrus Systems
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Question: Type your questions here. Appendix D, Software Manuals, does not provide for a vendor to refuse to include these. Since all responses will become publicly available after the process has concluded, and we would rather not have to supply these until implementation, is this allowed or does it render us non-compliant? If it is allowed, how do you prefer we indicate this?

Answer: RIDOT requires that the software manual is included in the submission. This information is needed to evaluate the proposed LMS. It is at the VENDORS discretion as to what materials are submitted for RIDOT review.

	Date Asked: 09/05/2014	Date Answered: 09/17/2014	
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Poster: <u>Dennis Flannery</u>	Company: Gyrus Systems
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Question: Type your questions here. Realizing you have already been asked about 'Domains'; if we, the vendors, quote you pricing on an unknown number of actual domains/sub domains as the IT industry defines them, when separate 'organizational nodes' within one LMS system can usually

achieve the segregation and security of data, then RIDOT could actually be unnecessarily increasing the cost of the system. Can you confirm that RIDOT does require separate domains (unique URL's) and duplicated instances of the software and a range of how many you require?

Answer: No to separate domains. However, having additional instances provides benefits in the event you wanted to test a setup change or you needed to patch something that required testing.

	Date Asked: 09/05/2014	Date Answered: 09/08/2014	
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Poster: <u>Dennis Flannery</u>	Company: Gyrus Systems
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Question: Type your questions here. Regarding the Disclosure of Lobbying Activities, how do we indicate that we have not engaged in any of these actions/they do not apply?

Answer: Enter "Not Applicable" in the applicable fields. Form must still be signed and dated and included in Proposal.

	Date Asked: 09/11/2014	Date Answered: 09/17/2014	
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Poster: <u>Don Cole</u>	Company: ESKILLZ Corp
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Question: Is RIDOT able to purchase the selected software solution via the GSA Schedule 70 contract from a reseller not on the state purchasing contract? If not, what other options does RIDOT have for purchasing the software?

Answer: The RFP is to specifically establish a contract with a vendor for the licensing/purchasing, installation, and continued support of the software.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: What is the version number for the HR Oracle Financials that is currently used by RIDOT?

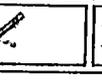
Answer: 11.2.0.3.0

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: The RFP has requested copies of the Software Manuals in Appendix D. Do you require a copy of the documentation to be included in each of the 7 copies of the technical proposal?

Answer: Yes.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: What is the expected timeline to start using the online automated training delivery portion of the system?			
Answer: The online automated training delivery portion of the system is an essential part of the RFP and must be part of the functionality of the completed system.			
	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Can you estimate the number of instructor lead courses verses the number of online courses per year ? or maybe a percentage factor? Do you see the system being used primarily for Instructor Lead courses?			
Answer: RIDOT expects to use the system for both instructor led courses and online courses. The number of instructor led courses and online courses will vary from year to year.			
	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Item 4 on page 10 requires the system to be accessible to 1,800 users at the same time – is this really the expectation for concurrent users?			
Answer: The 1800 User Count includes an estimated 737 RIDOT employees with the count balance to include users from other State Agencies and Municipalities. Full LMS access will be available for all RIDOT employees while other state agencies/municipalities will have limited access.			
	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Can you describe the approval hierarchy for RIDOT personnel; and for external contractors? Can you provide an organization chart? Will all courses require approval?			
Answer: RIDOT's organizational structure is posted on our website at www.dot.ri.gov . Not all classes will require approval.			
	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Item 37 "Update Sampler and Inspector qualifications – what is a "sampler"; please describe what inspector qualifications need to be tracked?			
Answer: RIDOT has various positions where staff have certifications such as a sampler or inspector certification. There are numerous certifications that need to be tracked for example: Amtrak Safety			

Certification, CPR, First Aid, HMA Paving, OSHA etc.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: Item 41 "provide ability for contractors to pay online" – Are contractors currently paying for courses? How is this accomplished?

Answer: Currently, RIDOT does not have the ability to allow contractors to pay online for a class or exam or to track payment status.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: Would payment be restricted to credit cards? If so, Several RI state agencies have agreements with RI.gov for credit card payment – would this be acceptable to RIDOT? There is usually an administration fee per charge. Can we assume that the cost of doing credit card charges would be the responsibility of RIDOT?

Answer: The payment process will need to be determined in the future.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: Item 53 "Allow Administrators to input qualification suspensions" What would the employee be suspended from? please elaborate.

Answer: Item 59-Allow administrator level capability to input qualification suspensions and track those suspensions for specific timelines refers to expired certifications. Administrators should have the capability to input the certifications and timeframes to track expirations.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
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Poster: <u>Robert Whitehead</u>	Company: Kyran Research
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Question: Item 54 How many different data sets must be migrated; can you provide the database definitions? Will all data be provided in Access, csv or excel format?

Answer: The data migration will come from the EEO database and an active employee list from FMS (Oracle Financials/HRMS). The database dictionary for the EEO database was published in LMS Addendum #2 and the data dictionary for Oracle eBusiness Suite Electronic Technical Reference Manual (eTRM) is publicly accessible online. Data from EEO Access database can be supplied in Access, SQL Server or CSV/Excel whereas the data from FMS will be provided in .CSV format.

	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Appendix C Item #2 – How many RIDOT staff will need to be trained to author online courses?			
Answer: RIDOT will have 10-12 people trained to author online courses.			
	Date Asked: 09/16/2014	Date Answered: 09/17/2014	
Poster: <u>Robert Whitehead</u>		Company: Kyran Research	
Question: Appendix C - Item #33 multiple domains is not required per the Q&A; will this question be removed or should we respond with an NA			
Answer: Appendix C - Item #33 Allow for multiple domains with unique permissions to each is not required therefore, VENDORS can put NA in this space if they are not providing multiple domains.			
	Date Asked: 09/16/2014	Date Answered: 09/19/2014	
Poster: <u>Don Cole</u>		Company: ESKILLZ Corp	
Question: Under R.I. Gen. Laws §38-2-2, "Trade secrets and commercial or financial information obtained from a person, firm, or corporation which is of a privileged or confidential nature" is exempt from disclosure. The language in the RFP states that public records are "as defined in RI Gen Laws 38-2", but states that all materials will be considered to be public records, "without exception". Will the State release ALL materials submitted to the State for consideration for inspection whether or not they are marked as "Confidential" and are exempt from disclosure under R.I. Gen. Laws §38-2-2?			
Answer: Language cited under R.I. Gen. Laws §38-2-2 is correct. Only specified proposal materials marked "Confidential" will be exempt from public disclosure.			

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