November 4, 2022

Addendum No. 2
LEARNING MANAGEMENT SYSTEM
RFP No. 23-10-1271

It is the responsibility of the Respondent to assure and guarantee by <u>acknowledging</u> the receipt of this Addendum in the Proposal that the Respondent has received the Addendum in its entirety, and that the Respondent accepts all conditions contained herein.

<p style="text-align:center;color:red;">Questions and Answers</p>

Question 1: Whether companies from Outside USA can apply for this? (Like, from India or Canada)

Answer 1: Yes.

Question 2: Whether we need to come over there for meetings?

Answer 2: No – we can use Teams for video conferencing.

Question 3: Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)

Answer 3: Yes.

Question 4: Can we submit the proposals via email?

Answer 4: Yes.

Question 5: Exhibit B Compensation lists "No Work Order shall exceed twenty-five thousand dollars… over the life of the Contract." Does this mean the Learning Management System ceiling is $25,000? If not, what is the maximum budget? Will the budget be forecasted for one year or multiple years? What is the maximum budget for the Learning Management System?

Answer 5: This is for the implementation of the system.

Question 6: Are there any courses that need to be migrated to the new system? How many? Which format are the courses?

Answer 6: No.

Question 7: Are there any users' data that need to be migrated to the new system? How many records need to be moved?

Answer 7: No.

Question 8: In Scope of Services, you mention "4. Be-SCORM compliant so that we can incorporate 3rd party material in our LMS" and you also mention 8.0 Ability to build content within the LMS content rather than in addition to preparing it externally and uploading it." If the proposed solution requires content to be uploaded to the Learning Management System, will it disqualify the vendor?

Answer 8: No.

Question 9: The proposed solution uses SCORM, Word, Excel, PowerPoint, .mp4, etc. to develop course content. Will the solution be acceptable? Do you have a preferred format?

Answer 9: Yes, that is acceptable. There is no preferred format.

Question 10: How are the users' records currently organized?

Answer 10: Not applicable. We do not currently have an LMS.

Question 11: Who is the current provider?

Answer 11: Not applicable. We do not currently have an LMS.

Question 12: Is this requirement a deal breaker: " Ability to select language of LMS content. The ability to translate content uploaded by BRA employees is preferred" (Requirement #7)

Answer 12: No.

Question 13: Is this requirement a deal breaker: " Ability to build content within the LMS rather in addition to preparing it externally and uploading it. " (Requirement #8) Requirement #8 is typically outside the scope of an LMS.

Answer 13: No.

Question 14: One of the line items mentions that the Respondent have Pollution Liability Insurance. Given we are a learning services and technology company, and not in the manufacturing industry, could this requirement be excluded from our RFP response?

Answer 14: An Addendum to the RFP modifying the insurance requirements to exclude the Pollution Liability coverage.

Question 15: Do you require a cybersecurity insurance policy?

Answer 15: No.

Question 16: Will training be uploaded/created by BRA or by the consultant?

Answer 16: BRA.

Question 17: Will a web-based LMS be allowed, or is this required to be on-premise?

Answer 17: Web-based/hosted.

Question 18: Is the consultant only needed to provide maintenance and reporting for the system?

Answer 18: After implementation and training, the consultant will host the environment and provide software maintenance/updates. We expect there to be some reporting capabilities available in the LMS.

Question 19: Is this 24 hours 7 days a week?

Answer 19: Yes, the system will need to be accessible 24/7.

Question 20: How many eLearning courses exist today? Are all SCORM and/or AICC compliant?

Answer 20: We do not currently have an LMS.

Question 21: How many instructor-led courses are offered today? Are all of these live/in-person events or do you also utilize video conferencing tools to enable virtual instructor-led training?

Answer 21: Approximately 10 per month, varies by department (safety, human resources, cybersecurity, finance and accounting, project management, environmental services, etc.). Some are instructor led, some are recorded presentation, some are conducted utilizing Microsoft Teams and a presentation app such as PowerPoint.

Question 22: How is training organized currently? Do you use curriculums/program structures or is it primarily course-specific training by a deadline?

Answer 22: It depends on the functional area/department. Most training is done course-specific by a deadline; however, we would like to change that into more of a structured/program curriculum by adding content to our LMS via a third party in the future for employees to access both required and optional training. Specifically, workplace safety is an area in which we'd like to expand.

Question 23: Is any of the training recurring and/or subject to expiration (triggering a follow-on training completion in the future)?

Answer 23: Yes, some of the environmental services and safety training build upon prerequisites. There may be more in the future as we grow the system.

Question 24: How is training currently assigned to users (e.g., based on job/role, tenure, location, etc.)?

Answer 24: Depending on the topic first. If it is safety, training is based on their job/role. There is some training required when on-boarding employees that would be specific to that person/group. Some cybersecurity training and human resource training is conducted annually for every employee.

Question 25: What type of content needs to be translated and how frequently?

Answer 25: Preferably all content upon need of the user. We do not have many employees who are non-English speaking, so it would be seldom.

Question 26: In addition, are SCORM and AICC courses built today to support multilingual usage and/or are there language-specific variations of AICC or SCORM courses already being used?

Answer 26: No.

Question 27: Would the ability for an administrator to populate different parts of the site (page text, navigational elements, supporting documents, etc.) with translated content as needed satisfy your needs if there was also a means for your users to self-identify a language preference whenever logged into the LMS—i.e., preference for Spanish would result in presentation of Spanish UX whenever translated content was available to present?

Answer 27: Yes.

Question 28: Could you elaborate on what you would consider a robust reporting capability? What types of reporting data is most essential to you and how would admins and managers consume reports?

Answer 28: Example/Use Case would be: The safety trainer has the ability in the LMS to generate a report of all users who were assigned to a specific course. They would be able to see who has completed and when, their performance, who is remaining to take the course, etc. to identify which areas of safety need more focus.

Question 29: When you refer to interactive training environment, are you referring to the LMS system in its entirety or at the course/cohort/programmatic level (i.e., live chats, polls, assessments for a specific course or confined to a small group of individuals)?

Answer 29: The LMS in its entirety. For example, an environmental services training session could start with a video, transition into a PowerPoint presentation and then end with an short quiz/assessment.

Question 30: Are you expecting the Vendor to include ready-to-go courses with this RFP or do you intend to only use your own content? If so, what are the required topics?

Answer 30: We expect to use our own content as well as work with a 3rd party content provider to bring in additional content later.

Question 31: In Scope #7 What languages do you need?

Answer 31: Mainly English and Spanish. Additional ones would be nice to have.

Question 32: In Scope #1 Would a completion certificate satisfy this requirement. If not, can you provide more detail?

Answer 32: Yes.

Question 33: Is there an existing LMS system from which you would want data to be moved from and into the new system? (if so, please provide information about the source system, type of data, and amount of data in GB)

Answer 33: No. We do not currently have an LMS.

Question 34: Scope of Services states: Ability to select language of LMS content. The ability to translate content uploaded by BRA employees is preferred. What Language(s) need to be supported?

Answer 34: English and Spanish.

Question 35: Scope of Services states: Must have robust reporting capabilities. Can you elaborate on what you mean by "robust", e.g., provide any examples?

Answer 35: An example would be a user being able to generate a report showing employees whom completed required training, their progress level, and how they performed on a required quiz following the training.

Question 36: Do you require Proctoring capabilities?

Answer 36: No.

Question 37: Do you require support for hybrid courses or only online?

Answer 37: Only online.

Question 38: Do you require virtual classroom collaboration and/or video conferencing capabilities?

Answer 38: No.

Sincerely,

Allison Sheeler

Allison Sheeler, CTCD
Purchasing Agent