

**Allegheny County**  
**Department of Human Services**  
**Request for Proposals Q&A**  
RFP for a Learning Management System (LMS)

**June 13, 2016**

**23.) We would like to submit a hardcopy of our financial audit. Can we have your mailing address?**

DHS does not accept hardcopies of Proposals or attachments. Please only submit electronic documents.

**22.) What date would you like to launch?**

DHS would like to launch the implementation process August 1.

**21.) How many users do you have?**

As stated in the RFP, DHS currently has 1,400 User IDs and would like the new LMS to provide at least 2,800 User IDs to account for the additional external service provider Users.

**20.) Which courses are you hosting and what format will they be in?**

See question 19. Courses can be instructor-led or self-paced.

**19.) In the RFP, it states, “the proposed LMS not only must offer and track e-learning courses...” Could you please provide some more information on the content you are looking for with the Proposal? Do you have specific examples of e-learning courses you wish to have in the new LMS?**

DHS offers a variety of customized courses through its current LMS. Examples include HIPPA training, training for DHS-specific software applications, training for out-of-the-box software applications such as Microsoft Excel, Mental Health First Aid training, writing skills for case documentation, best investigative practices and speaker series.

**18.) The RFP provides a general timeline for your evaluation process, but doesn't outline specific steps. Understanding you are targeting awarding the business to the best fit vendor sometime this summer, what are the steps in the evaluation process that follow the RFP to enable you to make that decision? More importantly, when would you like to be live on a system?**

Please see *Section 4: The Evaluation Process* that describes the steps in the evaluation process. DHS expects the evaluation process to conclude in July and would like to begin the implementation process August 1.

**17.) In several places, the RFP highlights the desire to track and manage Competencies and goals as part of learning and development. Is this any perceived value in partnering with a company that has the ability to expand their offerings beyond traditional learning into things like integrated performance management, succession planning etc.?**

Yes, DHS would evaluate any proposed partnership for value and reasonableness.

**16.) Elaborate on the external audience. Are they projected to be repeat/frequent visitors, or infrequent? Will external audience take courses regularly? Or will the external audience be a large**

**population that has access to the LMS, with the individuals making up that population taking a course only once or twice a year? Which better aligns with your model?**

The external audience will be composed of a variety of service providers with diverse needs. DHS anticipates external service provider Users will be both frequent and infrequent Users. They will take courses on an as-needed bases, driven by DHS requirements. Those requirements will be tailored to the external service providers' needs.

**15.) What are the criteria would DHS use to measure the success of the partnership between the Successful Proposer and DHS six months after go-live date?**

DHS and the Successful Proposer will agree to deliverables at the start of the partnership. Then, DHS will measure ongoing success based on the Successful Proposer meeting those deliverables in a timely manner.

|              |
|--------------|
| June 3, 2016 |
|--------------|

**14.) Can you supply any specific requirements to the LMS that would impact HIPAA compliance? Most compliance is related to courseware regarding HIPAA.**

The proposed LMS should be SCORM compliant. SCORM is a set of technical standards for e-learning software products.

**13.) What are the custom reporting requirements? Are you looking to be able to write your own reports or are you looking for "configurability" of existing reports?**

DHS would like to be able to write customized reports and configure existing reports.

**12.) Can you clarify what is meant by customization of the interface, what you're trying to accomplish based on this item?**

DHS would like the User interface to be able to incorporate DHS branding and content. The interface should be able to interact with DHS applications and commercial software. Course content, enrollment procedures, assessments content and procedures, and transcript content need to be able to be tailored to meet DHS needs.

**11.) Managers being able to edit or add to Learner's Learning Plans—our LMS supports manager approval of courses and we have a manager nomination feature but not full management of the Learner's learning plan by managers. Is this an issue?**

DHS would like Managers to have the ability to create, edit, and assign Learn Plans to their staff.

**10.) Personal information in the Employee Profile—currently our LMS does not display any employee detail in the interface. What details are you looking to put on the learner dashboard?**

Personal information does not need to be displayed in the interface or dashboard. DHS would like to have detailed personal information, course history, and competency tracking in a Learner's transcript.

**9.) Currently our LMS doesn't support Continuing Education Units, is this a mandatory requirement?**

Yes, the proposed LMS should have the capacity to track Continuing Education Units.

**May 31, 2016**

**8.) How many classes need to be migrated from the old LMS?**

There are approximately 2,985 classes that need to be migrated from the existing LMS.

**7.) Do you have a budget form for the LMS RFP?**

Budget is negotiable, depending on the best software and service offering at the most competitive price.

**May 19, 2016**

**6.) What LMS application is DHS currently using?**

DHS is currently using Maestro by SumTotal, a Skillsoft company.

**May 16, 2016**

**5.) I represent a web-based LMS. I'll be happy to show you our product. Is there a time this week that will work for you to set up a demo?**

DHS will choose an LMS only through the evaluation process describe in the RFP. All Proposers must follow the application process outlined in the RFP and submit a Response Form to demonstrate their LMS.

**May 12, 2016**

**4.) Can we submit the Proposal via email?**

Proposers are required to submit their Proposal via email. See *Section 1: Key Information* of the RFP for directions on how to apply.

**3.) Can Successful Proposers perform the tasks related to the RFP from outside the United States?**

Yes, if a Successful Proposer can perform the tasks effectively and completely from outside the United States, then they may do so.

**2.) Do Successful Proposers need to come to DHS for meetings?**

It is possible that the Successful Proposer would need to come to DHS for meetings (e.g., trainings, demonstrations).

**1.) Can companies from outside United States apply for this RFP? (e.g., India, Canada)**

Yes, companies based in countries outside the United States may apply to this RFP.