

GLWA-CS-056 Request for Proposals

Learning Management System

Bulletin #1 **Dated 4-15-16**

This Bulletin #1 is hereby made part of the above referenced Request for Proposals and shall be taken into consideration by any and all respondents to this request for proposals.

RESPONSES TO QUESTIONS FROM PROPOSERS

Please note that all proposer(s) questions are responded to in *italics and bold text*.

Question 1: What server technology platform is GLWA's infrastructure based on? (Microsoft, Java, LAMP) I assume Microsoft due of the use of the Ceridian software but understand if GLWA IT has additional preferred technology platform standards

Response 1: Desktop is Microsoft.

Question 2: What hardware platforms are to be supported by the LMS interfaces? (Desktop, Tablet, Smartphone)

Response 2: All.

Question 3: What application platform are you targeting for the LMS? It is assumed that GLWA will be targeting a web application running in a web browser but it is understood that some level of offline functionality offered by a native desktop or mobile application may be required.

Response 3: Desktop applications are MS: mobile application would be associated with the Ceridian mobile app.

Question 4: If the answer to question #3 was "web application running in a browser", what browser(s) does GLWA support for viewing internal online web applications and websites?

Response 4: IT supports IE, Google, and Mozilla Firefox. Ceridian is run from IE.

Question 5: In relation to GLWA system integrations (Ceridan HRIS, dashboard, email, SharePoint, Smartsheet, Outlook, Active Directory etc.) Will GLWA IT conduct all integration activities or will the chosen vendor be required to make necessary changes to internal GLWA systems?

Response 5: *Vendor will not be making changes to internal GLWA systems, but is expected to work with GLWA AND Ceridian to integrate successfully.*

Question 6: What blended learning model types will be supported by the LMS? I assume the following models will be adopted:

- Face-to-face drive (in-person instruction with digital tools)
- Rotation (Combination of scheduled online and face-to-face classes)
- Flex (Majority of curriculum is delivered by digital platform with face-to-face support)
- Labs (Curriculum delivered via digital platform in an assigned lab, with normal face-to-face traditional class times)
- Self-blend (Traditional learning with online course work)
- Online Driver (Curriculum delivered through online digital platform with face-to-face meeting if necessary) Based on this list, what specific supporting digital learning components are you looking to have featured within the LMS?

Response 6: *Yes, all of those blended learning model types are exactly what we are planning to incorporate in GLWA training.*

Question 7: Will GLWA require the LMS to support the hosting of SCORM or Tin Can compliant e-learning courseware?

Response 7: *BOTH.*

Question 8: If question # 7 is yes, does GLWA prefer SCORM, Tin Can or both as its preferred e-learning compliance?

Response 8: *SCORM.*

Question 9: If question # 7 is yes and question # 8 has been identified, will you be authoring your own online courseware based on features available within the LMS or will GLWA author custom e-learning courseware to be deployed within the chosen LMS?

Response 9: *BOTH.*

Question 10: Will the alert sub-process functionality be initiated using GLWA office email, or will other notification methods such as SMS or custom system pop-ups be required?

Response 10: *GLWA mail – currently in Outlook. There is also a message center within the Ceridian Dayforce application.*

Question 11: In relation to the records, sub-process listing, does the ability to record external training offerings during work mean audio, video or both types of recording? What specifically functionality should this type of recording entail?

Response 11: *No, this was meant to capture the external training within the application.*

Question 12: The RFP mentions the need to provide integration with the Ceridian Document Management system. What specific functional requirements would this type of integration entail?

Response 12: *We would like to be able to store training documentation in the Ceridian employee profile. We prefer to automate the process of entering the completion certificates, licensing and other professional skills certifications into the employee record; NOT to have to scan the doc into Ceridian, if possible.*

Question 13: If necessary, for custom component interfaces, does GLWA possess creative standards or a style guide for look and feel, fonts or corporate style information?

Response 13: *GLWA is a new organization and as of today, does not yet have a standards guideline approved. A brand, logo, marketing strategy are under development.*

Question 14: Does the GLWA have a review process? The RFP specifies a preferred schedule for the LMS project. Does GLWA have a specific milestone based review process?

Response 14: *Yes, we use the 5 basic milestones for system implementation: Discovery, configuration, Systems test, UAT test, production.*

Question 15: Has GLWA already decided on a budget for this LMS integration project?

Response 15: *No.*

Question 16: What do the functionality codes F, C, CU, TP, WO, N stand for? And where is the functionality code against each requirement? Attachment 1, Page 54 & 55

Response 16: *F - Provide fully functional out of the box or with configuration (no custom development) in the proposed version of the product that is in production.*

C - Configuration required, but part of the purchased product.

CU - Customization/software enhancement, but included in pricing (Any custom development including custom reports)

TP - Third-party Software Required to Fully Provide Requirement (Third-party software Must be Proposed)

WO – Work around- manual

N – Not Included In This Proposal

Question 17: Ability to track class participation ILT and online for log-in-times, completion, repetition. – Can this be further explained please? Attachment 1, Page 54

Response 17: *We would like to know who took a class, whether the class was ILT or on-line. If on-line, how many times the student logged in throughout the class to complete the class, whether the class was completed on the first try or the student took the whole class multiple times before successful completion (pass the post test). If ILT, whether the class was repeated due to absences during the class, or non-successful post test.*

Question 18: Alerts to supervisors are possible if all Managers/Supervisors have email. Do all employees have email? Attachment 1, Page 55

Response 18: *All employees have an e-mail account.*

Question 19: Please explain the integration points and functionalities to be interfaced with Ceridian Dayforce. Attachment 1, Page 55

Response 19: *Integration with Ceridian Dayforce is for the employee profile information – do NOT expect multiple entries for new hires, employee assignment changes, changes in pay/supervisor/location, etc. Training is expected to track any apprentice programs, where progression is dependent upon successful training completion. We also need integration with Ceridian Performance Management so that successfully completed training sessions can be tied to Performance goals.*

Question 20: What is the mechanism of integration with HRIS? SFTP, Email data, API, others kindly detail. Attachment 1, Page 55

Response 20: *Prefer API or similar automated integration.*

Question 21: Ability to upload or link to outside documents, videos, website, etc. within course content – Is there content server/repository already in use? If yes, can we get the details of the same? Attachment 1, Page 54

Response 21: *No, we have a limited repository today, without indexing. We anticipate the ability to create content with the proposed solution, OR any additional cost of pre-packaged class content included in the proposal.*

Question 22: Ability to capture cost of class development and/or cost of external class...-- Is tracking of cost and charging employees for trainings in scope? Attachment 1, Page 55

Response 22: *GLWA would like to know the resources associated with a class offering – in terms of development dollars, location, personnel, materials. Charging the employees for trainings is not in scope at this time.*

Question 23: Where do the Appendix A, B, C & E fit into the response document structure? Page 12

Response 23: Completion of forms in Appendix A, B, C & D are part of the complete response expected, as detailed in Proposal Content, Forms. Appendix E is the sample contract.