

## Addendum No. 1

Issue Date: 11/22/2023

Project Name: Request for proposal for Learning Management System

Project Number: 298–SafetyLMS-24

### TO: Prospective Applicants

This addendum forms a part of the **Request for proposal for Learning Management System** and modifies the original Project Number **298-SafetyLMS-24** only to the extent specifically noted below. Failure to acknowledge this addendum in the submittal may subject the submitter to being deemed non-responsive.

This Addendum is posted on the City procurement website at [www.ashevollenc.gov/bids](http://www.ashevollenc.gov/bids). This is *the official source* of this addendum. All addenda and attachments shall be published to the same location.

**This Addendum consists of 7 pages in total.**

### **Response to Questions and Clarifications:**

Question: Is the purpose of the course content included with the LMS to (a) educate users, (b) ensure compliance with regulations, or both?

Response: Both

Question: In either of the above cases, is assessment/testing using end-of-course exams or tests, for whether users have learned the material, a mandatory or important feature/requirement of the LMS?

Response: Assessment is important but not mandatory.

Question: This RFP released by you has two identifiers: RFP#298-SafetyLMS-24 and RFP#298-SafetyLMS-23. (on cover page:as -24; in footer of entire document: as -23, and in section 9, the the two separate yellow-highlighted sections as -23 and as -24)

Response: Please use RFP#298-SafetyLMS-24

Question: How many titles or specific trainings need to make up the Content offering in the proposed solution? OSHA, for example, has a many types of titles in our library, but are there specific titles you are looking for?

Response: No, we would like to see your complete course library.

Question: Is there a need to link out to external training that may exist on a government portal or other?

Response: No, but if it is an option please identify as such.

Question: Does the COA currently have a vendor providing these courses? If so, who and why the change?

Response: We do not currently have a vendor.

Question: Is there an MWBE target for this solicitation? Please explain the MWBE vendor requirements as it relates to our response for the RFP.

Response: The Asheville Business Inclusion Office was unavailable to answer this question. I will answer in a second addendum.

Question: Are there specific courses?

- Relevant training
- -OSHA compliant training
- -interactive training

Response: No, these are not courses but “requirements” of the LMS

Question: References Please provide a list of relevant and similar projects. Provide a list of comparable projects and municipalities if applicable. Provide a list of (3) current and previous clients. Provide a list of clients that did not renew this year. **Can we provide these upon down selection? Is the request for 6 total?**

Response: Please provide as part of your response. 3 total.

Question: Do we need to redline the sample contract or can we provide our MSA and negotiate terms upon down selection

Response: The City's preference is to use our own templates. There is no guarantee that City of Asheville Legal will approve the vendor's MSA/contract.

Question: Has the team seen vendor demos prior to the release of the RFP? If so, which ones?

Response: No

Question: What is the budget associated with the project?

Response: There has not been a budget assigned to this project.

Question: Is there a target go live date?

Response: ASAP

Question: Will you migrate historical user and content to the new system?

Response: Yes

Question:How many number of users are there?

Response:800-1200+

Question: How many number of employees are there?

Response: 800-1200+

Question: When are you wanting to make a decision on the vendor they want to move forward with?

Response: ASAP

Question: Is the LMS for internal users only or are there external users also?

Response: Internal

Question: What are you currently using for your HRIS, Performance Management, and ATS?

Response: N/A

Question: Who is going to be in charge of ensuring the LMS rolls out appropriately internally?

Response: Safety Administrator and IT department

Question: Do you have a dedicated Administrator?

Response: Yes, Safety Administrator.

Question: How many people from your team will be working on creating content?

Response: 1-2

Question: Is Pre-built content important to you?

Response: Yes, very.

Question: What topics do you need content in? Who is in charge of creating company specific content?

Response: We need a wide variety of content to cover our diverse workload/type of work.

Question: How many years of historical data do you need to migrate and is it for all the users you mentioned in the RFP?

Response: 2+ years and yes all users.

Question: Who on your team will be in charge of implementation?

Response: Safety Administrator and IT Dept.

Question: Are there multiple team members dedicated to this project or how many folks are in charge of the rollout process in your organization for this initiative?

Response: 2, Safety Administrator and IT person.

Question: Will this system sit within HR or Operations?

Response: Operations

Question: Who will be the owner of the system within your organization?

Response: Risk Management

Question: What are your goals with this LMS platform that you are hoping to achieve?

Response: Provide a safe workplace for employees through training and the ability to document and run reports to have a level of accountability.

Question: What are the top 3 things you are struggling with today that we can ensure that you have a better experience to make sure our partnership is successful?

Response: will be discussed with the vendor upon contract acceptance.

Question: What made you want to change the existing LMS?

Response: Public Municipality requires a RFP after so many years.

Question: What authoring tools are you using if any today?

Response: N/A

Question:What has your experience been with the authoring tools?

Response: N/A

Questions: Are there any language restrictions that we should be aware of?

Response: English and Spanish

Question: Are you open to a multi-year term together or what are you looking for from an agreement term perspective?

Response: See RFP

Question: What is your budget for this project?

Response: there has been no budget set for this project.

Question: Who is the current vendor for your LMS?

Response: We do not have a current vendor.

Question: What types of integration do you need for your LMS?

Response: Will be determined after an IT review of the vendor awarded the contract.

Question: How do you handle company communication? Do you use slack, teams, or are all important employee communication happens through emails?

Response: Emails

Questions: Do you have a document management system like Sharepoint or where do your company SOP or any important documents reside?

Response: City Intranet - One Asheville

Question: How do employees know what tools they will be using for their roles?

Response: Supervisor onboarding

Question: Are all employees on site? Or do you work Hybrid?

Response: Hybrid

Question: What is your current onboarding process for when a new hire joins the business?

Response: City Wide as well as Department specific onboarding.

Question: Do you celebrate work anniversaries, birthdays etc. or how do you announce those?

Response: we don't typically announce those City Wide.

Question: What are some employee engagement activities that you currently do?

Response: In-person training and quarterly meet and greets

Question: How frequently do you run surveys/ polls?

Response: N/A

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I understand that failure to confirm the receipt of addenda may be cause for rejection of this proposal.

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Authorized Signature

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Company

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Date

- End -