



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES COMMISSIONER NICOLE "NIKKI" FRIED

August 7, 2020

ADDENDUM 1

TO: VENDORS
FROM: CARMELITA GRAHAM, PURCHASING SPECIALIST
RE: **INVITATION TO NEGOTIATE- ITN FNW 20 21 14
FNW LEARNING MANAGEMENT SYSTEM**

This addendum is to provide all potential respondents with answers to questions received in reference to Invitation to Negotiate- ITN FNW 20 21 14. Deletions are **red** through, and additions are **highlighted**.

Question / Answer

1. Could you please confirm that you will only be accepting hardcopy submissions?

The Department will allow digital or hardcopy replies. Submission format is at the option of the respondent. In total, the Department must receive six (6) digital or hardbound individual responses/ devices. One (1) of which must be identified as the original. Please note that the Department will not be liable for any damaged submissions. See Attachment A.

2. Is this solicitation open to companies outside of the United States?

Yes, but unless otherwise agreed in writing, the Contractor and its subcontractors will not perform any of the Services from outside of the United States, and the Contractor will not allow any State of Florida Data to be sent by any medium, transmitted or accessed outside of the United States.

3. Could you please advise of the job specification or scope of work?

The job specification or scope of work is outlined in the ITN document. Please review the document labeled "specifications".

4. Will your organization be requiring Government Information Security Awareness and/or Phishing and Social Media training and awareness in addition to your existing courses?

No, this type of training is not in the planned course catalog.

5. Are the courses offered free of charge to departmental employees as well as external workers?

Yes.

6. We didn't see much information regarding the overall formatting of the reply. If there are specific requirements, can you provide some details about the formatting, including page limit, page size, font size, and font type?

The Department does not have a preference on page limits, size and/or font. See response to question #1.

7. **What is the preferred binding method of the reply? Such as binding comb, coil, or coverbind? Or a three-ring binder?**

The Department does not have a preference on the binding method. See response to question #1.

8. **Can you clarify what the Information Technology Life Cycle process is and/or what is specifically being required for the last bullet point of the Minimum Project Deliverables under the Project Scope and Deliverables section of page 10?**

The FDACS Information Technology Life Cycle is a step-by-step phased approach to the business information system development process to ensure that business and technology goals are supported and met. This life cycle methodology specifies what documentation shall be generated during each phase of a project. A few possible solution document requirements include but are not limited to: technical specifications, security architecture, and data dictionary.

9. **In Appendix II, under the Technical Capabilities section, for the 14th bullet point, can you clarify what "authorization scenarios" means?**

Authorization scenarios refers to what a user can do after authentication and verification. For example, read-only, edit, and/or delete permissions to a document or feature.

10. **Please describe your course structure. You referenced "45 courses with multiple learning objects and SCORM packages per course." Does this mean that each course has multiple modules within it?**

Yes, some courses have multiple learning objects or modules. A learning object may be a SCORM package, a YouTube Video, a document to read, a quiz, etc.

11. **Is there a difference between a "learning object" and a "SCORM package"? If so, what is the difference?**

See response to question 10.

12. **Do your current courses have prerequisites or a necessary progression that users need to work through?**

We do not have courses with prerequisites currently. Some courses are in a group, but do not have to be completed in a certain order. For example, there may be 10 courses that are required to receive approval to operate in a program.

13. **You stated you will have about 2000 unique users annually, but also need the ability to grow as the popularity of the LMS grows with expansion to other areas of the Department. You also indicated that you may add additional courses over time. Do different users or groups of users need different sets of courses assigned?**

The initial contract will be for one course catalog and one set of users. However, the Department would like the selected vendor to have the capability to expand to offer multiple catalogs/portals for different groups if the need arises in the future. This should be outlined in your scope of services, if you have the ability to do so.

14. **Do you have a preference of how billing is constructed? E.g., per user/per course? Blanket "enterprise" usage up to a certain number of users? Tiers of users?**

The Department does not have a preference.

15. **You mentioned needing multiple languages, including Spanish. What other languages do you need?**

Spanish is a top priority. Creole is also desired.

16. **Do your current courses exist in Spanish (and other languages)?**

Some courses are available in Spanish.

17. **Do you need custom translation services for course content? If so, how many courses and needed, what languages are needed, and what is the word count for each course?**

The request for multiple languages is for text inside the LMS framework, such as the welcome page, web directional buttons, built-in quiz features, etc. The course content, such as the SCORM files, will be translated through other means.

18. **You mentioned needing a "quiz builder." Do you need this tool to create stand-alone quizzes, or do you need to somehow associate the quizzes with existing courses in the system?**

The quizzes should be associated with a course and should be able to be accessed after reviewing a learning module. The grade should be tracked for the user.

19. **You mentioned needing to segment LMS into multiple sites or portals with different course catalogs. Can you please expand on this? Is this simply different "portals" for different categories or groups of users?**

The initial contract will be for one course catalog and one set of users. However, the Department would like the selected vendor to have the capability to expand to offer multiple catalogs/portals for different groups if the need arises in the future. A portal would be a landing/log in page that allows a certain group of users access into a specific course catalog. This should be outlined in your scope of services, if you have the ability to do so.

20. **You mentioned the need for the ability for users to upload external training information to track their own training history. Can you please expand on what you mean by this? What does "upload external training information" mean?**

This means that the user can manually enter other trainings into their gradebook or certificates section that were not taken or added by an administrator within the LMS.

21. **Are all of the items listed in Appendix II ("Desired Features List") actual requirements that must be provided by the vendor, or are they items that would be wanted, but are not required? If some are absolutely required, please list the required elements out.**

The vendor should address what features are available in their system, or what features can be developed and the associated cost.

22. **Due to the COVID situation, will you consider electronic submission only?**

See response to question #1.

23. **What are the top 5 areas you are looking to improve upon from your current LMS solution? How would you prioritize them?**

The FDACS will not prioritize what it is looking to improve from the current LMS as the need is to replace the system in its entirety. The elements desired for the new system include:

- The ability for users outside of the department network to register for the LMS and access without any action required by department employees;*
- The ability for users to register with their own email address or self-chosen username;*
- The ability for users to re-take courses and for all attempts and completions to be tracked by the LMS admin and/or by the user.*
- The look and feel. The layout should be user-friendly and easy to follow.*
- The ability to assign custom roles to admins, especially view-only roles so department employees can view the status of users on courses.*

24. **How will you define success for this project?**

- The LMS is user-friendly and accessible 24 hours a day to users.*
- Department staff spends less time solving LMS challenges for users, such as how to access the system, how to access courses, how to view grades and certificates, etc.*
- Due to the ease of the system, there is an increase in users and courses taken.*

25. **What outcomes are most critical for your business owners and executives?**

We are a customer service-oriented organization. We desire a system that is easy to operate for our end users, which are not always tech savvy individuals. It is important that they have a good experience using this system, and that they be able to retain proof that they completed and passed a course.

- 26. You indicate that 90% of users will be external. Is the 2000 annual users you mention (specific to pricing) inclusive of both internal and external users? If not, then what is the estimated number of external users that will log into the system to take mandatory courses over the next twelve months?**

The 2,000 would be external and internal, with approx. 90% external.

- 27. The ITN states, Allows for design customization and white labeling. Can you please provide more specifics for this requirement?**

We would like it to be branded with Department's logo, colors, etc.

- 28. Other than English, what other language is required for your implementation?**

See answer to question #15.

- 29. Are we to assume that for external users they will not require any type of authentication via your Azure Active Directory but rather will create a new account?**

Azure AD integration is required for department employee Single Sign On (SSO) access. Describe your solutions ability to integrate with Azure AD for department employee Single Sign On (SSO) access and also provide authentication and access for non-department users of the solution.

- 30. The Department currently uses LMS365 by ELEARNINGFORCE for internal and external online training. Would you require data migration from the current LMS? What would be the data format and size?**

No, the user data migration is not needed.

- 31. The Department is seeking a system that allows external users to self-register for accounts and offers the ability for a custom log in page, along with a list of other desired features. Would you want a self-registration page allowing external users to register for LMS? Would you be selling content to these users via external Storefront? Custom login page would mean branding according to FDACS or else there would be different domain wherein each domain would have an autonomous branding, users and courses. Please elaborate.**

Yes, the Department wants a self-registration page allowing external users to register for LMS. The Department will not sell content to any users. The Department's intent is to have 1 domain/portal with custom FDACS branding for this contract.

- 32. The Department is currently hosting 45 courses with multiple learning objects and SCORM packages per course and plans to increase the number of courses over time. Would you want to migrate these courses to new LMS?**

The Department will be responsible for uploading current courses.

- 33. Upon procurement of a new LMS, the Department will transfer the courses and course objects that already exist in the current LMS to the new system. Would your team upload the courses in new LMS or it has to be considered as part of data migration by the vendor only?**

The Department will be responsible for uploading current courses.

- 34. Virtual or onsite training for up to 10 administrator users. Does this mean organizing virtual training for up to ten participants using integrated virtual meet up tool with one host license?**

The vendor shall provide virtual training for up to 10 users and the training can be conducted in one sitting using virtual meet up tool, provided by the vendor.

- 35. Regarding the information technology security and cloud computing section, we would deploy our application over cloud infra of AWS would that satisfy your need?**

The solution must meet the requirements outlined in this ITN to include the referenced Florida statutes and rules.

- 36. Is it mandatory to submit hard copies? During the COVID situation, sending international couriers can be a challenge, can we submit our reply through email only?**

Please see response to question #22.

- 37. We don't have CERTIFICATION OF DRUG-FREE WORKPLACE PROGRAM (ATTACHMENT B) in place, would that be ok if we wish to bid for this # ITN?**

Yes. As stated in the ITN, submission of ATTACHMENT B is not required but is recommended.

- 38. Appendix II, Technical Capabilities- Ability to automate enrollment and deactivation in bulk. Deactivate in bulk would mean archiving the users from LMS or un assigning the users from the courses?**

Archiving users; for example, deactivating users who have not been active in a year or more.

- 39. Appendix II, Technical Capabilities- Ability to provide third party authentication and authorization scenarios to support external customer access. Authentication would happen through Azure AD?**

See response to question #29.

- 40. Appendix II, Technical Capabilities- Ability to segment LMS into multiple sites or portals with different course catalogs (ability for different divisions to have their own LMS landing site/catalog). Would this mean setting up various portals with autonomous user, course catalogues and branding?**

Yes. The initial contract will be for one course catalog and one set of users. However, the Department would like the selected vendor to have the capability to expand to offer multiple catalogs/portals for different groups if the need arises in the future. Adding additional catalog sites could be accomplished with an addendum to this contract.

- 41. Due to the current situation regarding COVID-19, would FDACS consider accepting electronic submittals in lieu of the hardcopies and USB requirements?**

See response to question #22.

- 42. Do Vendors have to provide a line by line response to "Section C. Data Security Classification, Confidentiality, and Security" (page 10) of the RFP? Or is Section C for informational reference only?**

Please describe how your company and solution meets the requirements of this section in your response.

- 43. Could FDACS clarify what is meant by "five (5) duplicate copies?" Does the duplicate mean that they are also original signatures?**

The five (5) duplicate copies should be identical replies. Original signatures are not necessary for the duplicate copies.

- 44. Can you please clarify how many users we should use for the licenses quote? You have listed "up to 2k annually," but then stated that over the last year and a half 2700 users accessed your existing system. Given that licenses are purchased on an annual basis, not monthly, what would be the annual number?**

The annual number is 2,000 licenses.

- 45. Will the Department have a need to load any existing data (master data) from the old system to the new LMS and if so, what types of data will need to be loaded? And how much?**

No, user migration is not needed. The Department will be responsible for uploading courses.

- 46. The ITN states that "user data will not need to be transferred," will the Department not be looking to upload any historical data such as course completions, transcript data, etc.?**

No.

47. **For the “Azure AD,” integration, what types of data and information are you looking to integrate with the LMS? And how often, daily, monthly etc.?**

See response to question #29.

48. **Will the Department be utilizing Single Sign On?**

See response to question #29.

49. **In the license estimate (2,000) does that include external users? If not, how many external users are you looking to have on an annual basis and what would they be doing in the system? Taking training only? Will the training be purchased or free?**

The 2,000-license estimation includes external and internal users. The training offered to all users will be free.

50. **What is the Department’s overall budget for this endeavor?**

Cost will be evaluated in the ITN scoring process.

51. **Appendix II, page 26 of 43- Azure AD Integration. What is meant by integration? I am assuming that means single sign-on?**

See response to question #29.

52. **In the Appendix II on pages 26-27, under Technical Capabilities, for the seventh bullet point, can you clarify what "security practices for direct login" means? Does this relate to using HTTPS encryption? Or does "direct login" refer to the users logging into the LMS website?**

Please describe how your organization and solution utilizes cybersecurity best practices to safeguard accounts, passwords, data, and other resources related to the proposed solution.

53. **Will there be a need to interface to LMS365 by Elearningforce or other external Department systems to bidirectional transfer information (API Integrations)?**

No. Not needed to interface with LMS365 or external Department systems using API Integrations.

54. **Is there a need to also interface through Azure Active Directory for access to the Departments internal users on the contractor’s services?**

See response to question #29.

55. **It is stated that the user profile data will not need to be transferred or inputted into the current LMS. Do you want Course Completion histories to be transferred to the users account and transcripts as they enroll in the environment for a total training view to users, department and for archiving purposes?**

No. The current user data will not be transferred or input into the new system.

56. **ITN indicates the department has 45 courses are currently available, is the Department interested in expanding to use the vendors off the shelf course libraries to complement and enhance learning for targeted personnel or roles?**

No.

57. **Does the Department envision using e-commerce capabilities for possible course, live scheduled events, or products for payment on demand?**

No.

58. **General instructions to respondents’ item 3 page 1 referencing electronic submission of responses, does this clause override ITN FNW 20 21 14, Response Format, page 13, requiring physical copies of response to ITN?**

No.

59. **If yes to the above question, would a zipped file with separate folders for the associated areas of the ITN be acceptable via this electronic submission format?**

See response to question #1.

60. **As outlined in item D general terms and conditions item 1, page 11, The anticipated contract period is from the date of contract execution through June 30, 2024. For pricing, can you confirm this is a 3-year contract with automated renewals through June 30, 2024. And then the option for the Customer to renew up to 3 additional year?**

Contingent on upon annual appropriations this contract period is anticipated to be from the date of contract execution through June 30, 2024. Renewals shall be contingent upon satisfactory performance evaluations by the Department and subject to the availability of funds. Final term dates may be addressed during negotiations.

61. **As outlined in item I Special Conditions, Standard Contract Provisions, page 21, Attachment E the respondent is not to submit additions objections or modifications with their response to RFP ITN. If contractual concerns and issues arise, they will be referenced in the vendor's best and final offer. Is this the correct approach?**

Contractual concerns and issues may be addressed during negotiations.

62. **Does vendor get bonus points for providing capabilities above and beyond stated requirements in the RFP ITN?**

No. Bonus points will not be awarded. The Department welcomes vendors to propose additional capabilities not contemplated in the original ITN specifications. Any additional capabilities offered are subject to negotiations.

63. **Statement of Need: Overview and Background- While the initial intent of this system is to house training for the Division of Food, Nutrition and Wellness, this project could expand to other divisions in the Department for use with external trainees. Does FDACS foresee future requirements to support eCommerce functionality through the Course Catalog allowing external users to purchase course content and/or for the Department to monetize on content offerings?**

Currently, we do not anticipate requirements to support eCommerce functionality.

64. **TAB C: Past Performance/References- It is the responsibility of the proposer to assure that the Department can timely verify all references given. References must be verifiable within five (5) business days of initial verification attempt by the Department, exclusive of weekends and holidays. The Department must verify three (3) references for the proposal to be considered responsive. To ensure we are appropriately setting the right expectations with our clients, please confirm the means of communication in which the questions noted in the Response Format section (Past Performance/References) will be provided. For further clarification, will the verification and questions be delivered via email or is the expectation that these questions will be facilitated via a telephone conversation?**

The Department will explore every possible method of communication (email, telephone, fax) to obtain the necessary references. See Attachment B.

65. **Appendix II: Desired Features List- Supports ability to create external user profiles; capabilities should support both the ability for administrators and users to create the profile. We are curious about what is in place today to support this workflow. Does FDACS currently leverage a self-registration system/portal outside of LMS365? If yes, please provide detail. If this functionality is part of the existing LMS, please specify.**

No. Administrators must create accounts for external users.

66. **On page 10 under Minimum Project Deliverables -"Project management services for set-up configuration/customization, testing, implementation and project closure. These services should include, but are not limited to, scope management, time and cost management, risk management,**

communications, quality assurance and change management" Can we expand on anticipated project service needs/expectations?

Yes.

67. Can we withhold sharing 3 references on the initial proposal?

No. Failure to provide all of the requested information may result in disqualification of the vendor reply, or a zero-point score for that section.

This Addendum is hereby incorporated into, and made a part thereof, the above noted Invitation to Negotiate. All other terms, conditions and specifications of this Invitation to Negotiate will remain unchanged. For questions regarding this Addendum, please contact the Purchasing Office at (850) 617-7181 or email at Bids@FDACS.gov.

Attachment A

Phone: (850) 617-7181
Email: Bids@FDACS.gov

ADDENDUM

The Department reserves the right to amend this ITN. Addendums to answer vendor questions, provide clarifications, or amend any portion to this ITN will be posted on the VBS. It is the Vendor's responsibility to monitor the VBS for any solicitation notifications.

PUBLIC OPENING

THE PUBLIC OPENING FOR THIS SOLICITATION WILL BE AVAILABLE VIA TELECONFERENCE.

DIAL-IN TELECONFERENCE: 1 (888) 585 – 9008
CONFERENCE ROOM NUMBER: 407 – 639 – 217 THEN # AND FOLLOW PROMPTS

Residents in the State of Florida who are hearing, sight or speech impaired, please contact Florida Relay at 1 (800) 955- 8771 or via <https://www.ftri.org/relay> for assistance.

A. REPLY INSTRUCTIONS

Vendor should address/label their submission to:

**ITN FNS 20 21 14 FNW LEARNING MANAGEMENT SYSTEM
Florida Department of Agriculture and Consumer Services – Purchasing Office
407 South Calhoun Street – Mayo Building, Room SB-8
Tallahassee, Florida 32399-0800**

Replies shall be sealed upon submission and include all mandatory forms, attachments, qualifications / additional submittal requirements.

In addition to signing, thereby acknowledging the General Instructions to Respondents (PUR 1001) and the General Contract Conditions (PUR 1000) attached to the Reply, each Respondent must complete the attached Price Sheet (Appendix I) in its entirety. By affixing a manual signature to the Price Sheet, the Respondent states that he/she has read all the provisions of the ITN package and agrees to the terms, conditions and specifications contained therein. **REPLIES BY EMAIL OR FAX WILL NOT BE ACCEPTED BY THE DEPARTMENT. REPLIES MUST BE SUBMITTED IN A SEALED ENVELOPE AS SPECIFIED HEREIN.**

RESPONSE FORMAT

In consideration of the current limitations placed on vendors due to COVID-19, the Department is accepting digital copies of vendor's proposals to this ITN. Submit one (1) original, and five (5) duplicate copies of the Written Technical Reply and all attachments when responding to this ITN. Respondents must ~~also~~ submit a complete copy of their submission and all forms on a CD, DVD-ROM or USB flash drive in a pdf file **or hardcopies, or a combination thereof**. Replies shall be delivered to the Department's purchasing office before the specified Reply opening date in a sealed package(s) labeled with the proposer's name and address and the ITN number. Sequentially number all pages and organize as indicated below. Emphasis of each Reply must be on completeness and clarity of content. In order to expedite the evaluation process, it is essential that proposers follow the format and instructions contained herein.

The ITN response package must include all requested forms and information. Each section should be segregated by index TAB(s) or folders labeled as such, which will include either

Attachment B

mandatory response forms or material for weighted criteria to be scored by the appointed evaluation team. **Failure to provide all of the requested information may result in disqualification of the vendor Reply, or a zero-point score for that section.** The Respondent's package should clearly identify each area, as listed below, with an index tab or other type of identification.

TAB A State of Florida PUR 1001 and PUR 1000 Form, Pages 1 through 8

(No Points will be awarded for Tab A)

1. Each Reply must provide an original signed response which identifies the Vendor primary point of contact as it relates to this ITN, the address, telephone number, email address, and signature of an official representative of the Respondent who is legally authorized to contract on behalf of the Vendor.
2. Each Reply must provide a completed response form (page 1). This form shall be complete with all information and signature of the authorized representative. By submission of this signed form, the Respondent hereby complies with all requirements and specifications within this ITN.

TAB B Statement of Qualifications (30 points maximum)

1. Overview - Provide an overview of company, including years in business, previous/current clients and areas of expertise. (10 points maximum)
2. Summary of Qualifications - Contractor shall provide a summary of qualifications that documents, demonstrates and represents their organization's ability to manage, implement and complete the project as described herein. Describe the company's experience delivering and supporting SaaS LMS solutions for federal and state government agencies. (10 points maximum)
3. Personnel - Provide a complete list of all personnel that describes their roles and responsibilities, including subcontractors that will be assigned to this contract and describe their backgrounds/experience. (10 points maximum)

TAB C Past Performance/References (25 points maximum)

References must be current or former clients of the proposing firm. The Department shall not accept subcontractor/proposed personnel or personal references of a member of the proposing firm as a substitute for references. Past performance with the Department shall constitute a reference and be used by the Department to determine the prospective contractor's ability to perform services similar to those described in this ITN in a satisfactory manner. Confidential clients shall not be included. It is the responsibility of the proposer to assure that the Department can timely verify all references given. References must be verifiable within five (5) business days of initial verification attempt by the Department, exclusive of weekends and holidays. ~~The Department must verify three (3) references for the proposal to be considered responsive.~~ **The Department will make every attempt to verify three (3) references for the proposal. Non-responsive references will result in a score of zero (0).**