



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
COMMISSIONER ADAM H. PUTNAM

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December 8, 2017

**ADDENDUM 2**

**TO:** Vendors  
**FROM:** Vianka Colin, Purchasing Director  
**RE: INVITATION TO BID NUMBER ITB/DA-17/18-34  
COMMERCIAL OFF-THE-SHELF (COTS) LEARNING MANAGEMENT SYSTEM (LMS) LMS365**

This addendum is to provide all potential bidders with changes and answers to questions received in reference to Invitation to Bid ITB/DA-17/18-34. **Deletions are struck through, and additions are highlighted.**

**BID OPENING**

The bid opening will be at 2:00 p.m. on ~~December 12, 2017~~ **December 15, 2017**. The location of the bid opening is the Florida Department of Agriculture and Consumer Services, Bureau of General Services, 407 S. Calhoun Street, SB-8 Mayo Building, Tallahassee, Florida 32399-0800.

**MINIMUM PROJECT DELIVERABLES**

1. Finalized master project management schedule, which includes the phases of needs assessment/discovery; design; development; deployment and final system testing and delivery – due after award, for issuance with purchase order.
2. Provide all information needed by the Department to complete **ATTACHMENT D** – due prior to any customization work being performed.
3. Needs assessment update/refinement for **APPENDIX III** and **APPENDIX IV**.
4. Provide all information needed by the Department to complete **ATTACHMENT E** for the LMS365 application and the customized components of the LMS – due 14 calendar days before customization work is performed. No database or application coding changes can occur before design approval. At a minimum, the information shall include:
  - a. Technical architecture diagram.
  - b. Database requirements.
  - c. Projected utilization (number of users).
  - d. Installation requirements.
  - e. Security requirements.
5. Provide documentation to acknowledge establishment and maintenance of the following security controls for the LMS365 application environment:
  - a. FDACS data is encrypted residing (at rest) in the cloud.
  - b. FDACS data integrity is maintained.
  - c. FDACS data privacy is controlled.
  - d. Access to cloud services is controlled by multiple roles.
  - e. The cloud provider discloses internal security procedures and practices.
  - f. The cloud provider and FDACS have defined responsibilities for data protection.
  - g. FDACS retains ownership of their own data and intellectual rights.
  - h. FDACS data is backed up in the cloud and backed up data is available for restoration in the cloud.
  - i. FDACS data is maintained in North American data centers.
  - j. FDACS data retention is controlled in the cloud.
  - k. FDACS data is sanitized in the cloud.

- I. FDACS data is protected against contamination with data from other cloud tenants (compartmentalization).
  - m. FDACS is notified of the seizure of or legal processing involving FDACS data.
6. Installation requirements - due prior to any customization work being performed.
7. On-site training, in Tallahassee, Florida for as many as ten (10) teachers from various FDACS Divisions. All costs associated with the on-site training, including travel, shall be included on the "Bid Price Sheet".
8. During installation, train the SharePoint Online Administrator on how to install and administer the LMS365 and its components.
9. Four (4) hours of web training for super-users and administrators. The Department shall be granted the right to record the web training for internal use only.
10. LMS administration manual (online manuals may be acceptable, but at least one hard copy is required) – due at the time of LMS administrator training and knowledge transfer.
11. LMS user manual (online manuals may be acceptable, but at least one hard copy is required) – due at time of user training.
12. Application restoration plan; to be used to restore the application in the event of a disaster – due forty-five (45) days prior to planned deployment to production.
13. Application and system software – due fifteen (15) days prior to planned installation in a test environment.
14. Provide extract, transform, load (ETL) services for the conversion of existing training records for two (2) Divisions into the LMS365 database system.
15. At a minimum, telephone and internet based support for each subscription year. Contractor support must be available between 8:00 a.m. and 5:00 p.m. Eastern Standard Time, Monday through Friday.
16. Professional services must be provided for configuration/customization, testing, implementation and project closure. Project management services shall include, but not be limited to, scope management, time management, risk management, communication plan, quality assurance and change management.
17. Business consulting services (architect) shall be provided to perform LMS365 on-site implementation and configuration activities as listed below. The estimated hours required for the completion of these activities is 50 hours.
  - Download and installation of LMS365 add-ins.
  - Base configuration of LMS365 apps.
  - Office 365 configuration for LMS365.
  - Information and requirements gathering for system configuration.
  - SharePoint Online basic training.
  - LMS365 cloud training.
  - Setup and configuration of learning portal.
  - Setup and configuration of course site templates.
18. Professional services (project manager) shall be provided to perform project management activities as noted below. The estimated hours required to complete these activities is 10 hours.
  - Delivery of a master project management schedule.
  - Oversight for all project activities and the completion and delivery of deliverables as specified herein.
  - Services shall include scope management, time management, risk management, communication plan, quality assurance and change management.
19. Professional services (architect) shall be provided to perform technical design of the Azure Cloud AD External User Creation and Provisioning page. The estimated hours required to complete this activity is 10 hours.
20. Professional services (developer) to be provided to perform the creation and development of the Azure Cloud AD External User Creation and Provisioning page as outlined in **APPENDIX IV**, to provide quality assurance and testing of the solution, to provide system and end user documentation of the solution, and to provide end user training on the solution. The estimated hours required to complete these activities is 210 hours.

**QUESTIONS / ANSWERS**

1. **Do we need to provide detailed responses to each requirement in Appendix III (required functionality) and Appendix IV (Azure Cloud AD external user creation and provisioning requirements) or provide a blanket statement that we cover the requirements? If we have to provide detailed responses to each requirement, what is the expectation on how to rate? Would the following be acceptable? Out of the box (OOB); with integration (Int); on roadmap (RM); external user management (EUM); not supported (NS).**

*The bidder's response and acknowledgement by completing the price sheet and page 1 of the bid package is their certification that the bidder shall cover all requirements listed in the bid package and addendums.*

2. **Few discrepancies with the Bid Price Sheet**
- **Listed twice - Optional self-service password reset (with captcha) for external users**
  - o **First line has a per user price and total price**
  - o **Fourth line has total price, no per user price**
  - **LMS365 Installation/Configuration of LMS365 Add-ins – has hourly rate but nothing for hours to derive Firm Fixed Total Price**
  - **LMS365 Azure Cloud AD External User App - has hourly rate but nothing for hours to derive Firm Fixed Total Price**
  - **Recommend:**
    - o **having a separate line item for LMS355 Installation and configuration with totals**
    - o **having a separate line item for the External User App with totals**
    - o **add a line for annual support and maintenance for the External User App (separate from the LMS support and maintenance)**

*See attached revised price sheet.*

3. **Please confirm that only the following information should be submitted:**
- **Page 1, Signature**
  - **Page 16, References**
  - **Page 17, Bid Price Sheet**
  - **Page 19, Attachment B - Signature**
  - **Page 20, Attachment C – Signature**

*Correct.*

4. **Appendix III - #1 - The password complexity is set by Azure AAD and not by the External User Management Tool, SharePoint Online or LMS365.**

*Appendix III, Required Functionality for the LMS365 System, ~~1. System has configurable security settings for external users (password characteristics).~~*

5. **Appendix III - #16 - Ability to create a custom workflow and a custom approval form for student to complete without intervention from vendor. Please clarify?**

*Once the LMS365 product is correctly installed and configured, internal users with the proper authorization must be able to create unique workflows and unique approval forms for classes without having to further involve the vendor to perform setups or configurations.*

6. **Appendix III - #18 - Ability for a new learner to request an account. Is this an internet facing form or internal?**

*This is for both external and internal users to request an account.*

**7. Appendix III - #63 - Ability to assign importance ranking on resources for the system to indicate what/who is available. Please elaborate**

*The Department wants to have set-up capability to indicate our first choice for a teacher and a second choice for a teacher, etc. for a particular class or type of class, and then also have setup capability to indicate our first choice for a venue and a second choice for a venue for a particular class or type of class. Then, the list to assign the teacher or venue would list the resources in order of preference but also depending on availability.*

**8. Appendix IV - #4, The password complexity settings are configured within the Office 365 tenant. The password configuration set is imposed against any/all user objects in the tenant. The external user management application does not control these password settings but is required to abide by the regulations during password generation/reset.**

*APPENDIX IV, Azure Cloud AD External User Creation and Provisioning Requirements, 4. ~~Password security settings for external users will be configurable. Security settings include password complexity and password life to meet the following requirements. These requirements match with FDACS internal user password requirements in Active Directory.~~*

*a. ~~Password history — 10 passwords remembered.~~*

*b. ~~Maximum password age — 90 days.~~*

*c. ~~Minimum password age — 2 days.~~*

*d. ~~Minimum password length — 8 characters.~~*

*e. ~~Password complexity requirements — Uppercase, lowercase, number, special character.~~*

*f. ~~Account lockout duration — 0 minutes.~~*

*g. ~~Account lockout threshold — 5 invalid logon attempts.~~*

*h. ~~Reset account lockout counter after — 15 minutes.~~*

**To the extent this addendum gives rise to a protest, failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. All other terms, conditions and specifications of this Invitation to Bid will remain the same. If you have any questions regarding this addendum, please feel free to contact this office at (850) 617-7181.**

**BID PRICE SHEET**

Description	Firm Fixed Unit Price		Estimated Quantity		Firm Fixed Total Price
Optional self-service password reset (with captcha) for external users	\$	X	20,000	=	\$
LMS365 Installation/Configuration Consulting Services (hourly rates)					
Architect	\$ /hour	X	50 hours	=	\$
Project Manager	\$ /hour	X	10 hours	=	\$
LMS365 Azure Cloud AD External User App (hourly rate)					
Architect	\$ /hour	X	10 hours	=	\$
Developer	\$ /hour	X	210 hours	=	\$
<del>Optional self-service password reset (with captcha) for external users</del>					
On-Site Training as Specified Herein					\$
Four (4) Hours Web Training as Specified Herein					\$
Training Manuals as Specified Herein					\$
Software Maintenance/Support (LMS365) – per year pricing (100 hours per year)					\$
Software Maintenance/Support (External User App) – per year pricing (100 hours per year)					\$
Extract, Transform, Load (ETL) of Existing Training Records					
Administration (DA) 120 GB (SharePoint LMS records)					\$
Food Safety (FS) approximately 14000 records, 10.1 GB certificates					\$
<b>GRAND TOTAL</b>					\$

Description	Firm Fixed Unit Price		Estimated Quantity		Firm Fixed Total Price
Option 1: LMS365 Subscription Licenses (1-year price)	\$	X	20,000	=	\$
Option 2: LMS365 Subscription Licenses (3-year price)	\$	X	20,000	=	\$
Option 3: LMS365 Subscription Licenses (5-year price)	\$	X	20,000	=	\$

***By affixing signature to this BID PRICE SHEET, bidder acknowledges reading and agrees to accept all terms, provisions and conditions contained in this Invitation to Bid.***

**BIDDER NAME:** \_\_\_\_\_

**SIGNATURE (MANUAL):** \_\_\_\_\_

**SIGNATURE (PRINTED):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_

**STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_ **PHONE NUMBER:** \_\_\_\_\_

**FEID/SSN:** \_\_\_\_\_ **EMAIL ADDRESS:** \_\_\_\_\_

**\*\*\* Please submit two (2) copies of all bid documents, including Bid Price Sheet. \*\*\***