

Saas LMS

Final Response to Questions

07/18/2014

No.	Question	Response
1	<p>I have received the RFO for California Health Benefit Exchange's SaaS LMS system. We have a question for clarification.</p> <p>On page 1, it states "Responses to this RFO must be submitted in a single .pdf via electronic mail, clearly labeled to the department contact noted below:"</p> <p>On page 4, it states "This RFO requires Bidder(s) to submit a final phase proposal(s) that shall contain all required Administrative and Technical Attachments and Exhibits and submitted in a sealed envelope/container when shipped to Covered California by the dates and times shown in Section 2. Key Dates. The sealed package must be plainly marked with the (1) RFO number and title, (2) firm name and address, and (3) must be marked with "DO NOT OPEN", as shown in the following example:</p> <p>Our interpretation is that we have the option of submitting our response either in a single .pdf via email OR printed based on the instructions on page 4. Can you please validate that we have an electronic option and a printed option for submission?</p>	Either format is acceptable.
2	<p>Can you please confirm the delivery instructions?</p> <p>On the cover page of the PDF document, it says we should send a single pdf by email, but Section 6 requests four sets of hard copies and a CD-ROM.</p>	Either format is acceptable.
3	Can I get the Word format of the RFO?	Yes, if requested.
4	Does Covered California require two or three references?	Two references
5	Where can we find the Model Contract and General Terms and Conditions in order to note exceptions?	The General Terms and Conditions have been added to the solicitation website.
6	When does Covered California plan to go live with a new Learning Management System? Are there related events that dictate or could change this desired schedule?	The plan is to migrate to the selected system by January 1, 2015. There is a dependency on migrating user data into the selected system, but no related events.
7	How does Covered California plan on getting users registered or loaded into the new LMS?	We expect to have a migration plan included in the implementation plan of the new system. Ideally this will be an automated download/upload process

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8	How much data will be coming over from the existing LMS? Is there current transcript data coming into the new system and if so, how many years?	There are approximately 40,000 users with demographic data that will need to be migrated, along with the past year of history. There is minimal historical data from the past year (meaning very little data was kept about each user).
9	Will the new LMS be required to integrate with system(s) related to where learning content is being purchased or developed from? Is a content integration needed? Where is learning content currently coming from?	The LMS is intended to be a stand alone system without integration to other systems. The learning content is loaded individually by each developer.
10	Does Covered CA need the ability to manage certificates for some or all users?	yes - most users will need to be certified
11	Is a virtual classroom needed? Is WebEx, Adobe Connect, or other like services needed for virtual trainings? If so, is an integration needed?	The training strategy is to convert to eLearning for the majority of the users. System integration is not planned at this time.
12	Why is Covered California replacing the existing system?	Covered California is looking for the best LMS solution based upon a recent needs assessment. The selection committee will determine whether the best solution is the existing solution or a different one after reviewing the responses to this RFO
13	What length of time does the \$350,000 budget cover? Example: Year 1 costs, 3 years of a user license? Does this budget include both technology and implementation fees?	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
14	The cover page requires submitting our proposal as a single PDF email. This contradicts the requirements in Section 6 on pages 4 and 5 that state "Bids not submitted under sealed cover will be rejected." Is it acceptable to submit our proposal as a PDF without hard copies or CD-ROM?	Either format is acceptable.
15	Section 3 regarding cost lists a total cost not to exceed \$350,000. Is this for the initial 4-month engagement from September 1, 2014 – December 31, 2015 as stated on page 3? Or is this for the 5 option years listed on page 12 (Cost Worksheet)?	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15
16	Does row 8 "Total One Time Cost" span the initial 3 months, the initial year, or the option of exercising all 5 years?	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
17	Our licensing model is based on two variables, the number of Learners and the number of Administrators. The RFO scopes the Learner population at 40,000. How many Administrators should we price? Administrators are those actually configuring the system, uploading and managing content.	The number of administrator licenses should be included in the 40,000 user population. Provide the recommended number of administrator licenses based on your best practices.
18	Section 15.A (page 8) requires two references. Attachment C (page 14) requires three references. Are these intended to be the same request? If so, which is correct?	Two references
19	In the Excel workbook, MR4 requires Section 508 compliance. Our system has been implemented in State and Federal agencies but we do not have a VPAT to certify 508 compliance. Would this automatically disqualify us from consideration?	no

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20	Can you tell me if the \$350,000 max is meant to be over a 5-year subscription or Initial Year cost only?	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
21	Does Covered California require technical support via help desk for <i>all users</i> or just administrators?(Pg. 11 Addendum 1)	Just administrators
22	Where in the Bidder's offer would Covered California like to see responses to the items in Attachment A?	Placed within your proposal before Attachment B
23	On Page 3 - It is our understanding that Covered CA is looking to migrate both content and User information from the current LMS (Meridian Global) to the new LMS. The cost for these type endeavors can be difficult to estimate without more information. Could you please provide additional information with regard to the content? Helpful information would include - total number of SCORM files, average size/length of file, and total Gigabytes of Content file to be migrated.	Q1: 67 Q2: Between 2.1-14.4 MB Average 7.4 Q3: 9.5
24	On Page 3 - With regard to Item 5 in Key Dates - if selected to demo, will the vendor interviews occur simultaneously with the Demo? By what date will demo candidates be identified/notified? We certainly would love to reach this step and would like as much notice as possible to make travel arrangements. Also, will it be possible to obtain sample data or more specific examples for demo purposes?	Q1: yes Q2: The date has not been determined but we will attempt to give you as much advance notice as possible Q3: Prior to the demo we will provide scenarios and examples that we would want to see
25	On Page 4 and in Context of Page 12 Worksheet - What term does the contract that is not to exceed \$350,000.00 cover? Is that Year 1 only or a longer term? Or is that the total cost not to exceed per year (subscription)?	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
26	On Page 5 it states RFO Response Categories should be in a searchable text format. Is it acceptable to leave the completed Respondent Workbook in Excel?	yes
27	On Page 6 - Probably our biggest question/concern - Item 9 refers to a model contract, a Scope of Work in Section 3 and a General Terms and Conditions provided in Attachment 2. We don't know where any of this information is. Can you please clarify where I can find this information. Are there other attachments (e.g. Attachment 1?) that we are missing? It seems we may not have received all the information? Please clarify.	The Scope of Work is Attachment A The General Terms and Conditions have been added to the solicitations website.
28	On Page 8 regarding Preference Programs - Can you please provide the criteria by which a vendor would need to document qualification as a Small Business?	Please refer to www.dgs.ca.gov for information on Preference Programs.
29	On Page 8 and subsequently Page 14 regarding References - Page 8 states two (2) references should be included while Page 14 states to submit three(3). Please clarify the correct number.	Two references

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30	On Page 11, I wanted to clarify what is meant by COTS. Does this mean Commercial Off The Shelf? If so what, if any, provision would there be for customization work needed?	Yes - commercial off the shelf. Customization work would need to be factored into the implementation/annual license costs not to exceed \$350,000
31	On Page 12 - Referring to question 3 above as well. What is the difference between "Initial Year Cost" and "Option Year One Cost"? Our pricing model includes Annual Subscription (X) plus 1-Time Setup Cost (Y) so year 1 is "X+Y" and all remaining years are simply "X". So again we would like greater clarification around the term and not to exceed expectations.	The budget covers the implementation fees and licenses for up to 40,000 users for the period of 9/1/14 to 12/31/15. Implementation will occur from 9/14 - 12/14, and actual user access will be from 1/1/15 - 12/31/15
32	Is it possible to get pages 12-14 sent to me in a Word Doc?	Yes, if requested.
33	We would just like to confirm that the \$350,000 cap on the total cost of the impending contract is meant to apply only to the anticipated contract term of 9/1/14 to 12/31/15, and not to the option years two through five.	yes
34	Please clarify the number of references needed? Section 15.A states that two (2) references are needed, but Attachment C states that three (3) references are needed.	Two references
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