

Question and Answer Form

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	This is a complex RFP and we would like to request a two-week extension		The Court has issued an addendum extending the deadline of this RFP to May 26, 2022 3:00 PM Pacific Daylight Time for all Prospective Bidders.
2	What does “Anticipated interview dates (estimate only) May 31 – June 3, 2022” refer to?	Section 11.0, Page 22	<p>Per Section 11.0, Interviews, The Court may conduct interviews with Prospective Bidders to clarify aspects set forth in their proposals. The Anticipated Interview Dates are the tentative dates the interviews will be conducted. The Court will notify eligible Prospective Bidders regarding interview arrangements.</p> <p>Please note the tentative interview dates have changed to June 6 – 10, 2022 per the Addendum issued on April 25, 2022.</p>

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3	RFP states “Five (5) or more years of experience providing high quality Managed Print Services for government entities, public sector clients, or similar clients. Such services to be the same or substantially similar to those described in description of Goods and /or Services (Scope of Work). Contractor’s proposal shall include the contact information, contract value, duration and time frame and must identify the agency if a government entity.” Please clarify the requirement of Managed Print Services vendor for this RFP?	10.4 Minimum Qualifications	Managed Print Services experience is not a requirement for this RFP. Per Addendum No. 2 issued on (4/28/2022) the minimum qualifications has been updated.
4	Please share the size of the user base accessing the LMS. If possible, provide a breakdown of the user base, i.e., number of General Public users, number of Internal staff, number of administrative staff, etc.,	2.2 Minimum Requirements of LMS	The users are all internal and we currently have approx. 640 users.
5	What is the implementation timeline for the LMS platform?	General	The implementation timeline would be developed by the prospective bidder based on the target go-live date of September 2022.

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6	What is the total budget earmarked for this procurement?	General	Funds have not been earmarked in the current fiscal year's (FY 2021-22) budget for this project. Based on the outcome of this solicitation, FY 2022-23 funds will be budgeted to cover this expense.
7	Is there any incumbent? If so, can you please share the name of the incumbent?	General	Cornerstone On Demand
8	Has the court seen demonstrations of any solutions prior to the RFP release? If so, can you share the vendor's name?	General	Absorb and Workday Learn
9	Does The court expect the vendor to provide course training (inperson/virtual)?	2.1 Course Training	The court expects the vendor to provide training to LMS administrators on how to configure and use the system. There is no expectation for the vendor to train regular court staff.
10	Will the contractor be creating course content from scratch or updating the current provider's courses?	2.2 Minimum Requirements of LMS , B. Learning Development	Both
11	What is the number of courses provided by the court's current providers?	2.2 Minimum Requirements of LMS , B. Learning Development	We currently have 627 courses (254 active courses) available in our LMS. These courses have been developed in house or purchased and uploaded into the LMS.
12	What is the duration of each course?	2.2 Minimum Requirements of LMS , B. Learning Development	Between 5 minutes and 2 hours

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13	Will the vendor be able to collaborate with any of your SMEs to develop content?	2.2 Minimum Requirements of LMS , B. Learning Development	The SME will be available to work with the vendor on configuring the system.
14	What will be the format of the content, i.e., PDF, Videos, Documents, etc., Can you provide a breakdown.	2.2 Minimum Requirements of LMS , B. Learning Development	All formats (PDF, Video, Docs, etc.) are used for training
15	Should the course content be SCORM and XAPI compliant?	2.2 Minimum Requirements of LMS , B. Learning Development	Yes
16	For the training titles listed in the RFP, please provide the following details: A. Topics within each title listed	2.2 Minimum Requirements of LMS , B. Learning Development	There is no need for the vendor to develop training for staff. There is a need for the vendor to provide training around the configuration and administration of the LMS.
17	What is the estimated length for each training topic listed in the RFP?	2.1 Course Training	To be determined
18	If awarded, will the vendor have access to existing training materials and courses?	2.1 Course Training	Yes
19	Can you provide an estimated percentage of existing training content the contractor will be able to work with when updating existing or creating new training?	2.1 Course Training	85% of our existing content will need to be uploaded into the new LMS and the selected vendor will be able to work with the existing training content
20	What is the scope of training employees in Security Awareness Training, Sexual Harassment Prevention (Managers and Staff), Emergency Action Plan Training, and Anti-Bias Training? How many participants will need to be trained in these areas?	2.1 Course Training	All classes are developed in house or through a paid vendor. The staff specific training is required for all employees (approx. 640) and the manager specific training is required for approximately 90 employees

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21	Is all training expected to be self-paced, virtual? Do you anticipate any onsite / instructor-led training? What would be training days that need to be budgeted for onsite training?	2.1 Course Training	Yes, we will provide training for our staff via online or ILT. We would only require the vendor to provide training to the LMS Administrators using the system. No need for a specific budget for training.
22	Will the court provide a facility for onsite training?	2.1 Course Training	Yes, the court will provide a facility for onsite training if required.
23	Can you provide the volume of legacy data (in GB) to be migrated to the new system?	General	Unknown
24	Will the Court provide existing course content that can be updated?		Yes, the Court would like to import existing course content into the LMS. The court would like to ability to update any court developed courses in the LMS when needed.
25	Is the vendor expected to bring their own course content?		The vendor is expected to provide training to LMS Administrators on how to configure and use the system. The vendor is not expected to provide course content to general end users.

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26	What is the name, phone number and email address of the person overseeing this RFP process?	RFP SC 1701.2022.1 Learning Management System.pdf Page 2 Section 1	The Court's Procurement and Contracts Unit is overseeing the RFP process. All communication must go through the bidquestions@alameda.courts.ca.gov email regarding the solicitation.
27	What is the Human Resource Information System being used currently? Will the existing HRIS support a handshake for integration with our platform?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 A Question i.	Files are sent to SFTP in Workday integrations.
28	Do you require that the LMS assign courses by learner role/job title, or is this requirement based on a different rule in addition to or aside from learner role? If the latter, can you please provide examples?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 A Question i.	The LMS should be able to assign training by organization, individual, job title/classification, division/unit, group (i.e. manager, new hire, etc.).
29	Do you require that learning plans be assigned by learner role/job title, or by some other learner criteria such as described in 2.2 A. i?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 A Question ii.	Learning plans should be able to be assigned by organization, individual, job title/classification, division/unit, group (i.e. manager, new hire, etc.).
30	For Single-Sign-On (SSO), what system does your organization use for credentials?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 A Question iii.	The system we use for credentials is Azure AD

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31	Are you referring to scheduling synchronous and asynchronous courses, managing instructors, and adding course materials to instructor-led courses? Or do you want to design and develop training materials through the platform?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 B Question i.	This is in reference to being able to schedule courses, manage instructors, add materials, etc. to instructor led courses. Although it is a nice feature to be able to design and develop training within the platform, it is not a requirement of this RFP.
32	Must a learner be able to launch a web conferencing application, in the case of vILT courses, from the LMS? If yes, what is the web application that you currently use for Virtual Instructor-led Training?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 B Question i.	It is not a requirement that a learner be able to launch a web conferencing application through the LMS. We currently use Zoom to host virtual ILT sessions.
33	How many competencies and personas is being referred here? Can you share a copy of the competency matrix for better understanding?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 B Question ii.	We are looking at assigning competency-based learning assignments to individuals that are looking to promote (succession planning) within the Court. We are currently determining what those competencies will be.

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34	With regard to certification, would you like LMS course completion data to trigger a certificate that can be printed by the learner from the LMS, or is this requirement asking that course completion trigger a specific type of certification or credentialing, such as through Credly or another outside credentialing or certification platform?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 B Question vi.	In this section certification is referring to completing a series of courses or earning several credits in a topic that would result in a certification. For example, we have a pre-supervisory program. Learners who attend all 5 classes will be certified as having the foundational knowledge of the roles and responsibilities of a supervisor. They will receive a physical paper certificate through the system, but when applying for jobs within the court, managers can view their transcripts to see that they have completed the certification process. This could show up as a badge or maybe in another form.
35	What type of data import/export is being referred here?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 C Question ii.	Importing/exporting course completion data between the LMS and our HRIS. For example, if an employee is issued a Performance Improvement Plan and assigned training as a part of successfully completing the plan. We would like The LMS to be able to import course completion data (training name, completion date, etc.) to the HRIS.

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36	What are the other LMSs being referred here?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 C Question ii.	I believe this is referring to Percipio, the system used by Skillsoft. We use Skillsoft for compliance related training and we need the ability to have their content imported into our LMS.
37	Do you have a deadline by which you would like to launch the new system?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.2 C Question iv.	Yes, we would like to launch the system in September 2022.
38	We will take all the necessary steps to resolve the issues within the timeframe mentioned in the SLAs. However, there could be instances where a resolution cannot be achieved practically within the time frame (for eg, acts of God, etc.) How are these exceptions handled?	RFP SC 1701.2022.1 Learning Management System.pdf Page 3 Section 2.8 G	We ask that the vendor do its best to resolve issues on the timeframes described in the RFP. If that is not a reasonable request, then we ask that the vendor provide us with what they believe are reasonable timelines for providing service based on the descriptions of the levels provided in the section.
39	What is the proposed budget for this project?		Funds have not been earmarked in the current fiscal year's (FY 2021-22) budget for this project. Based on the outcome of this solicitation, FY 2022-23 funds will be budgeted to cover this expense.
40	Section 2.4 Customer Service: Does the Court want the selected vendor(s) to use the Court's incident reporting/ticketing system, or use the vendor's system?		The Court would like the vendor to use their own incident reporting/ticketing system to handle customer service issues.

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41	Which LMS/system are you currently using to deliver training?	General, no specific reference	Cornerstone On Demand
42	Can you share your anticipated go-live date?	General, no specific reference	September 2022
43	Can you please confirm the number of users you anticipate will be using the system at go-live?	1.0 (item 1.1), page 2	Approximately 640
44	Will you be migrating content to the new LMS? If yes, what format is that content in? Approximately how many courses will require migration?	General, no specific reference	Yes. SCORM and AICC, 50-100 courses
45	Section 2.2 states “minimum requirements of LMS” can Alameda County please advise if all items listed are mandatory?	Section 2.2, page 3	Yes
46	Section 2.2, subsection D, item iii, can you please confirm if the Court plans on housing confidential data on the LMS (within course content, etc.)?	Section 2.2, subsection D, item iii, page 5	No, the Court does not plan to house confidential data on the LMS.

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47	Can you please confirm if live support is required for learners or just administrators?	Section 2.8, Service Level Requirements, page 8	Support for administrators only
48	Are the training topics listed samples or are you expecting the chosen vendor to provide training courses?	2.0 Description of Services, 2.1, page 3	They are examples of the types of courses we want to be able to upload into the LMS. The vendor is not expected to create the content.
49	We would like to offer some optional services in our response for the Court's consideration. How would the Court like pricing for these services represented in the cost proposal?	Attachment 14	Offer the optional services separate from the general service request and pricing.
50	For clarification, and to quantify costs, are we to assume a total user population of approximately 700 unique users?	RFP section 1.1	Approx. 640 users
51	The RFP references 4 compliance related topics for example purpose. Is it the Courts' intention to only offer courses like those mentioned, or will the court open the LMS to a broader set of courses?	RFP section 2.1	The Court will offer the LMS to a broader set of courses.

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52	If bidders offer is the LMS only and not the courseware referenced as an example within the RFP, will the bidder be disqualified?	RFP section 2.1	No
53	Does the Court use Microsoft 365 and are all users expected to be on that platform as well?	General question	Yes
54	In relation to section B i, about course development, is the Court seeking a vendor with the capabilities to develop courses as a service or, wanting to know if the LMS includes tools for the Court to use and develop courses or, if the LMS has the capability to host, launch and track “synchronous and asynchronous, in-person, online and hybrid” type of courses?	RFP section 2 B i	The Court wants to know if the LMS has the ability to host, launch and track those types of courses.

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55	Can the Court provide examples of site customization?	RFP section 2 B x	For example, we would like to be able to design custom home pages that are specific to an employee’s division and/or classification. We would also like to have a page that highlights training in a “YouTube” style so the training that they see is relevant to the work that they do (not required but would be nice to have).
56	Which HRIS system(s) is the Court using and will expect an integration with?	RFP section 2.2 A i	Workday
57	Are there any other systems that will require integration with the LMS?	RFP section 2.2 A i	No
58	Is Azure AD used for the Court’s SSO today?	RFP section 2.2 A iii	Yes

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59	<p>The RFP states “Pursuant to Public Contract Code (PCC) section 2204, an Iran Contract Act certification is required for solicitations of goods or services of \$1,000,000 or more. Contractor must complete the Iran Contracting Act Certification and submit the completed certification with its proposal as applicable. (Reference Additional Document, “Iran Contracting Act Certification Form”).”</p> <p>However, the referenced document “Iran Contracting Act Certification Form” is not included in the RFP package. Can the Court please provide?</p>	<p>RFP SC 1701.2022.1 Learning Management System, page 21-10.4 Minimum Qualifications.</p>	<p>The Iran Contracting Act Certification Form will be completed upon contract award, should the award exceed \$1,000,000.</p>
60	<p>If a Bidder is neither a Small Business or Non-Profit Veteran Service Agency, are they still required to fill out and sign Section 3 (Certification) of Attachment 5?</p>	<p>Attachment 15 Checklist, page 1-Required Documents</p>	<p>No, if the Bidder is not a Small Business or Non-Profit Veteran Service Agency, Attachment 5 is not required.</p>
61	<p>How many licenses/learners are needed?</p>		<p>All 640 court employees will need access to the LMS.</p>
62	<p>Is there content areas needed outside of the Compliance related initiatives?</p>	<p>Page 3 Section 2.1</p>	<p>Yes, we have non-compliance related content to add to the LMS</p>

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63	Is the Superior Court aware of the Cooperative Agreement that Los Angeles County, Superior Court has in place?		The Court was not aware of this Cooperative Agreement during the solicitation of this RFP.