ATTACHMENT 11

Form for Vendor Question Submission

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Please outline the key functionality requirements and features you need in the LMS.	As per RFP	Please refer to the RFP, Section 2.4 Minimum Requirements of LMS, A-D
2	What integration capabilities are required for the LMS?	As per RFP	RaaS API for Workday Integrations and SSO via SAML for Credentials. Additionally as a last resort sFTP Integration capability would suffice but is not preferred.
3	Can you provide an overview of your technical environment, including current systems and software?	As per RFP	Our infrastructure is a mix of On-Prem and Cloud and are a M365 environment and Windows. Our HRIS for HCM is Workday.
4	How many total number of active licenses are required?	As per RFP	We currently require 635 active licenses, which may change before implementation.
5	When do you plan to make a decision on the LMS vendor?	As per RFP	The estimated issuance date for the Notice of Intent to Award is December 23, 2025.
6	What is your target date for having the new LMS live and accessible to users?	As per RFP	No later than June 30, 2026
7	Is the LMS intended solely for internal workers only, or will it be accessible to a broader audience?	As per RFP	Solely for internal workers
8	What systems do you currently use for HRIS, performance management, ATS, etc.? Please provide the names of these systems.	As per RFP	Workday

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9	What are your essential integration needs for the LMS?	As per RFP	There must be integration built at a minimum for Entra/M365 and Workday (HCM). Would also like necessary development to potentially connect Teams, Zoom, Outlook and Smartsheet.
10	What is your plan for launching the LMS?	As per RFP	The launch plan will align with vendor implementation options and will focus on configuration, data migration, training, and change management to ensure a smooth transition.
11	Who will be responsible for ensuring the LMS is properly implemented? Do you have a dedicated LMS Administrator?	As per RFP	The LMS Administrator
12	How many team members will be involved in creating content, and do you have a designated administrator?	As per RFP	10 team members may be involved with creating content, yes we will have a dedicated administrator
13	Is pre-built content important to you? If so, what topics are you interested in?	As per RFP	Yes. Leadership, communication, MS Suite, customer service, workplace harassment (California specific), change management, etc.
14	Who will be responsible for creating company-specific content?	As per RFP	LMS Administrator (Learning and Development Unit)

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15	How many years of historical data need to be migrated? How many courses need to be migrated from your current system on average?	As per RFP	7 years
16	Who will be our primary contact for this RFP?	As per RFP	Per the RFP Key Information Summary Sheet, Eddie Sanchez is the point of contact for this RFP. Pursuant to Attachment 1 – Administrative Rules Governing RFP (Non-IT Services), section 1, any communication regarding this RFP must be sent to bidquestions@alameda.courts.ca.gov.
17	Who will be in charge of the LMS implementation on your team?	As per RFP	Takasha Edmond-Harkness, Principal Analyst, Learning & Development Unit.
18	How many team members are dedicated to this project?	As per RFP	One
19	Will the LMS be managed by the HR or Operations team? Who will be the system owner?	As per RFP	Learning & Development Unit will manage the LMS and be the system owner.
20	What are your main goals for the LMS platform?	As per RFP	Refer to RFP, section 2.0 Description of Goods and/or Services

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21	Why are you looking to change your LMS now?	As per RFP	Our contract will be ending, and we are seeking vendors who can better support our needs.
22	What are the top three issues you are currently facing that we can help address?	As per RFP	1. Lack of customization: Notifications can't be tailored, reports are basic and may omit key data, and admin controls are restricted. Manual cross-checking is often required. 2. Limited functionality: External course links mark users "complete" too early, and completion tracking is unreliable. 3. Incomplete platform: Still under development and missing standard LMS features.
23	What external authoring tools are you using currently?	As per RFP	Articulate, Camtasia and Vyond
24	What has been your experience with these tools?	As per RFP	The tools work, but do not always fully meet our needs.
25	Are there any language requirements for the content?	As per RFP	No
26	What is your budget for this LMS project?	As per RFP	Unknown

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27	Are you currently using an LMS? If so, who is the vendor?	As per RFP	The incumbent's information on this contract may be requested through the Courts public access request email at PubAccessRequest@alameda.courts.ca.gov Charges may apply for public access request of information.
28	What tools do you use for company communication? (e.g., Slack, Teams, email)	As per RFP	MS Outlook
29	Do you have a document management system like SharePoint? Where do you store important documents and SOPs?	As per RFP	Yes, we use SharePoint
30	Are all employees on-site, or do you have a hybrid work model?	As per RFP	Most are on-site; however, some have hybrid options.
31	What is your current onboarding process for new hires and is the onboarding training something you want to incorporate in your LMS as a part of onboarding?	As per RFP	We currently provide general in-person onboarding. Yes, we would like to incorporate onboarding into the LMS as part of the new process.
32	Do you have any coaching or mentorship programs as part of your learning initiatives?	As per RFP	No, but we would be interested in seeing how those functions could be managed in the LMS.
33	Who is the incumbent LMS provider? Are they allowed to submit a proposal for this RFP?	RFP sections 1.0 and 2.0	The incumbent's information on this contract may be requested through the Courts public access request email at PubAccessRequest@alameda.courts.ca.gov Charges may apply for public access request of information.

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34	What are the pain points in your current LMS?	RFP sections 1.0 and 2.0	Lack of customization: Notifications can't be tailored, reports are basic and may omit key data, and admin controls are restricted. Manual cross-checking is often required. Limited functionality: External course links mark users "complete" too early, and completion tracking is unreliable. Incomplete platform: Still under development and missing standard LMS features.
35	The RFP states that the "Bidder must submit its proposal in two separate emails, the Technical Proposal and the cost portion." What is the expectation for submission of the Technical Proposal and all of the required attachments? Can they be combined in one PDF file or do you prefer they are each submitted as separate files but attached to one email (minus the cost proposal)?	RFP section 5.3	The RFP requires the submission of two separate emails (1, Technical Proposal and the 2, Cost Proposal). The bidder may choose to submit one file including all required attachments scanned into one PDF file as part of the technical proposal. Please keep in mind that a large file may cause delivery issues which may result in a non-responsive bid. The Court is not responsible for any technical related issues result in a non-delivered email. Individual files separated into multiple attachment (s) and compressed into a zip folder is preferred and ideal. This will ensure files are easily accessible, sharable, labeled and verifiable for a complete submission.

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36	Please clarify the go-live date. The RFP states that the contract duration is March 1, 2026 to February 28, 2027 which constitutes one year of service. However, Attachment 18, line 31 states that the go-live date is June 30, 2026 which is more than ¼ way through the stated contract term.	RFP, Key Information Summary Sheet and Attachment 18, line 31	The contract begins March 2026 with a target go-live by June 30, 2026, allowing time for configuration, data migration, and change management, with timeline flexibility based on vendor requirements. We are open to an earlier go-live date if feasible.