

ATTACHMENT 13 TECHNICAL PROPOSAL QUESTIONS

Instructions: Please provide a response to all questions below on a separate document. Prospective Bidder's response shall reference the organization and numbering of all questions (e.g. "Question 1 Response...; Question 2 Response..."). All pages of the response shall be consecutively numbered from beginning (page 1) to end (page "x").

Firm Experience

1. Please describe the experience level of the implementation staff and provide examples of implementation of an LMS in the past.
2. Please describe the level of experience of the Project Manager that will be working with the Court.
3. Please provide specific examples and describe your experience completing previous Learning Management System projects. Include name, address, telephone number, and contact for the entity, description of the services provided, including project valuation and duration.

Support Services

4. Please provide details on how your LMS will integrate into 3rd party Human Capital Management systems and existing Single Sign On authentication.
5. Please provide examples on how your LMS addresses ADA compliance including operability with common reader software.
6. Please describe the level of customization that is available on your LMS such as abilities to create user roles, ability to develop and create instructor-led courses within your LMS, allowing for embedded videos from a built-in streaming service or a third-party streaming service (Youtube).
7. Please provide details on how courses are tracked such as competency-based learning, elearning, progress tracking and notifications to users, course assessments and certifications. Additionally, please provide details of analytics available to Administrators, instructors, and managers for items such as (e.g., completion reports, past due reports, dashboards, charts, etc.)

8. Please describe your Service Level definition below as defined in section 2.8 of the RFP.(e.g. First level support, escalations, hours of availability, etc.) Note whether the terms will be negotiable.
9. Please describe the reporting capabilities of customer issued tickets such as time between resolution, type of issue reported, number of escalations within a time period.
10. What support and training services does your company provide to LMS administrators.
11. How frequently do you update the software and what is the process for providing information to LMS administrators.
12. Explain how the system will support secure access to privileged administrative users.
13. Describe server response times, bandwidth requirements, uptime guarantees and maintenance schedule.
14. Describe any protections afforded to customers (e.g., SLA downtime percentages, SLA remedies, service credits, data ownership, data breach, data transfer, data access, access to audit information, data center inspections, and disaster planning).
15. Describe your backup and restore plans in the event of a serious issue.
16. Describe your disaster recovery capabilities and return to operations timeline.
17. Describe options for retrieving ALL data stored in your systems on behalf of the Court.
18. Describe storage capacity options and related costs. Include storage management support.

System Compatibility

19. Please describe if there is an ability to import and export data between different LMS systems (The Court is currently utilizing Cornerstone's LMS).
20. Please describe any third-party software dependencies (browser, plugins, or apps) and whether these applications can be updated as soon as security vulnerabilities are detected.
21. Please describe the platforms that your mobile application is supported by (iOS, Android, Windows, etc.) Additionally, provide details on mobile security areas the application will need to access (location, camera, microphone, etc)

22. Does the mobile application have any limiting differences from the web-based interface. Detail any differences.
23. Provide details on how the system integrates with the Court's current HRIS environment (The Court currently uses Workday).
24. Describe the system's ability to follow strict password complexity and password management policies. In addition, please describe password reset policies/procedures and requirements.
25. Indicate whether your system integrates with any calendaring systems (e.g. Outlook, O365)
26. Detail the hosting infrastructure. Include security, location(s), capabilities, etc.

Implementation

27. Please provide an estimated timeline with an estimated go-live date of September 2023.
28. Please Describe the details of data security within your system such as user authentication, data exposure, and frequency of security updates.
29. What level of customization will we have and how much technical knowledge is needed to customize and run the system.
30. Describe how the Court can share information from the system with its other IT systems such as website/portal integrations, announcement notifications, etc.
31. Describe the system's ability to integrate with Microsoft Active Directory/Azure AD and/or CAS/SAML 2.0 and provide integration documentation.