DISTRICT OF COLUMBIA OFFICE OF CONTRACTS AND PROCUREMENT
DEPARTMENT OF BEHAVIORAL HEALTH
CONTRACTS AND PROCUREMENT SERVICES
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August 1, 2016

**REQUEST FOR QUOTE (RFQ) SOLICITATION**
**WEB-BASED LEARNING MANAGEMENT SYSTEM**
**AMENDMENT NUMBER TWO)**
**RM-17-RFQ-001-BY4-JM**

**TO ALL PROSPECTIVE BIDDERS:**

**PART I**

**The Closing Date for the above Solicitation is hereby extended from August 4, 2016 at 2:00 PM to August 8, 2016 at 2:00 PM.**

**PART II**

**The above solicitation is hereby amended to reflect DBH's response to questions that were received from Prospective Bidders.**

| Question No. | RFQ Section | Question |
|---|---|---|
| 1 | | **Does the client already have access to a fully-configured SharePoint 2013/2016 implementation (i.e. that of the DC Government/OCTO)?** |
| **DBH RESPONSE:** The Learning Management System (LMS) must be web-hosted external of any DBH software. SharePoint has no relation to the LMS currently. The LMS must be accessible to members of the general public. | | |
| **Question No.** | **RFQ Section** | **Question** |
| 2 | | **If not, should the cost for server hardware, operating system software, and underlying application software/licenses (SharePoint & SQL) be reflected in the RFQ response, or just the cost for the LMS software/licenses and professional services fees to install/configure?** |
| **DBH RESPONSE:** Please see DBH's response to Question No. 1. | | |

**WEB-BASED LEARNING MANAGEMENT SYSTEM**
**AMENDMENT NUMBER TWO (2)**
**RM-17-RFQ-001-BY4-JM**

| Question No. | RFQ Section | Question |
|---|---|---|
| 3 | | **Will all Learning Management System (LMS) users be included and registered in the client's Active Directory?** |
| **DBH RESPONSE:** Yes all Learning Management System (LMS) users shall be included and registered in the Client's Active Directory. | | |
| **Question No.** | **RFQ Section** | **Question** |
| 4 | | **Will the LMS need to be accessible from outside of the client's internal, secured network? If so does the customer already have SharePoint set up to allow for external access?** |
| **DBH RESPONSE:** The LMS will not be housed on any DBH internal network. | | |
| **Question No.** | **RFQ Section** | **Question** |
| 5 | | **Would a vendor-hosted solution be considered, or does DBH desire an on-premises or hybrid LMS solution?** |
| **DBH RESPONSE:** The LMS shall be Contractor hosted. | | |
| **Question No.** | **RFQ Section** | **Question** |
| 6 | | **If on premise or hybrid solution is desired, does the client have internal, on premise server and storage resources available?**<br>**a. If yes, Is this a virtualized environment (VMware or Hyper-V)?**<br>**b. If no, is it an accurate assumption that OCTO would be hosting the solution in their data center?**<br>**c. Does DBH expect to allocate a budget for the purchase of new hardware and software to deploy the LMS solution?** |
| **DBH RESPONSE:** This question is not applicable to this solicitation and the System is not hosted by OCTO. | | |
| **Question No.** | **RFQ Section** | **Question** |
| 7 | | **A firm, fixed-price contract cost has been requested, but there is no section provided for services. How and where would the client like ongoing services to be reflected in the response?** |
| **DBH RESPONSE:** Please provide Pricing as requested in Section B.4 – Pricing Schedule. | | |

**WEB-BASED LEARNING MANAGEMENT SYSTEM**
**AMENDMENT NUMBER TWO (2)**
**RM-17-RFQ-001-BY4-JM**

| Question No. | RFQ Section | Question |
|---|---|---|
| 8 | | **Please confirm the scope is for only 6,000 user licenses (2,000+ users within DBH and 4,000+ external users served by DBH's Training Institute) and consideration for growth beyond those 6K licenses is not within the scope of this proposal.** |
| **DBH RESPONSE:** The scope is for only 6,000 user licenses. | | |

| Question No. | RFQ Section | Question |
|---|---|---|
| 9 | | **Once the contract has been awarded, what is the client's anticipated implementation timeframe (projected start date and duration expected)?** |
| **DBH RESPONSE:** As stated in the Solicitation the client's implementation timeframe is 90 days. | | |

| Question No. | RFQ Section | Question |
|---|---|---|
| 10 | | **C.5.1.4: In what format do tutorials need to be provided?** |
| **DBH RESPONSE:** The tutorials should be synchronous, not asynchronous (WebEx or similar format). | | |

| Question No. | RFQ Section | Question |
|---|---|---|
| 11 | | **C.5.1.4: How many tutorials are expected to be produced?** |
| **DBH RESPONSE:** Only to training department and sufficient to successfully fulfill on-site administrative functions. | | |

| Question No. | RFQ Section | Question |
|---|---|---|
| 12 | | **C5.1.6.C: Is it possible to get an extract of user and training data records as examples of what needs to be imported?** |

**DBH RESPONSE:** Below is a list of current data fields for user profiles, transcripts and course records:

**User Profiles:**

- User Name/Password
- Contact info (Name, phone number, e-mail address, address)
- Employment information (date of hire, agency name, department, title, supervisory assignment, status)
- Unique identification code
- Internal/external user coding
- Licensure (discipline, licensure type, state, license number, expiration date)

**User Transcripts**

- Passed classes, failed classes, test scores, no-shows, dates, continuing education credits, associated certificates earned

**Course Records:**

- Course name
- Description
- Learning outcomes
- Target audience
- Venue
- Presenter
- Fees
- Start/stop times, dates
- Certificates (discipline specific) applied
- Continuing education credits applied
- Attendance records

| Question No. | RFQ Section | Question |
|---|---|---|
| 13 | | **C.5.1.7: What does the agency mean by "nested LMS"?** |

**DBH RESPONSE:** Private LMS "sub-sites" that function with all the same features of the primary site, except they are only open to the employees of the associated agency. Behavioral health agencies regulated by DBH are the target audience for the nested sites. The primary DBH LMS has administrative oversight of the nested sites in order to view the behavioral health agencies' compliance with their own training.

| Question No. | RFQ Section | Question |
|---|---|---|
| 14 | | **C5.1.12: Which smartphone and tablets need to be supported?** |

**DBH RESPONSE:** iOS, Windows phone and Android need to be supported.

| Question No. | RFQ Section | Question |
|---|---|---|
| 15 | | **C.5.1.15: Does DBH have an existing backup and recovery solution for their SharePoint environment?** |

**DBH RESPONSE:** This question is not applicable to this solicitation since DBH is not using Share Point environment.

**WEB-BASED LEARNING MANAGEMENT SYSTEM**
**AMENDMENT NUMBER TWO (2)**
**RM-17-RFQ-001-BY4-JM**

| Question No. | RFQ Section | Question |
|---|---|---|
| 16 | | **C.5.1.17: How many courses is the client expecting to have incorporated? and will DBH take responsibility for identifying what content they want to purchase and/or define a budget for course purchases? The cost for content purchase/development for inclusion in the scope could range widely without some bounding parameters.** |
| **DBH RESPONSE:** There is no pre-determined number of eLearning courses that should be offered to users. DBH will not be purchasing eLearning courses. Catalogs of behavioral health courses should be available through the LMS with fees charged to the end user. DBH can assist with the identification of these catalogs/courses but the vendor should negotiate with third-party course vendors for the use of their courses. DBH-developed eLearning courses can be loaded by the DBH training staff and would not charge user fees. | | |
| **Question No.** | **RFQ Section** | **Question** |
| **17** | | **C.5.1.19: How many customizations does DBH expect per year? Is there a list of expected customization needs? It's difficult to price this out without more details with which to estimate.** |
| **DBH RESPONSE:** Customizations and reporting needs are all identified throughout the RFQ. Potential Bidders may determine if customizations that arise outside these general parameters require additional fees. | | |
| **Question No.** | **RFQ Section** | **Question** |
| **18** | | **For AD users, will the contractor be allowed to add AD attributes?** |
| **DBH RESPONSE:** Yes, the Potential Bidder can add AD attributes as long as DBH may disable them if unnecessary. | | |
| **Question No.** | **RFQ Section** | **Question** |
| **19** | | **C.5.2.2: How does the agency define / what constitutes an "external user"?** |
| **DBH RESPONSE:** DBH considers an external user as a Non-DBH employees. These may be employees of the Behavioral Health Providers regulated by DBH or simply members of the general public. Many of DBH's trainings are open to the general public. | | |
| **Question No.** | **RFQ Section** | **Question** |
| **20** | | **C.5.3.1.c: Does DBH expect actual mapping of addresses, like Google maps, or is simple location address (text) sufficient?** |
| **DBH RESPONSE:** Classroom training locations and venues shall have a mapping function. | | |

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**AMENDMENT NUMBER TWO (2)**
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**ALL OTHER TERMS AND CONDITIONS OF THE INVITATION FOR BID REMAIN UNCHANGED.**

Only one copy of this Amendment is being sent to Prospective Bidders. Bidder shall sign below and attach a signed copy of this Amendment to each Bid to be submitted to the place specified for receipt of Bids. Bids shall be mailed or delivered in accordance with the instructions provided in the original RFQ Solicitation. In the event your bid has been previously deposited with the Office of Contracts and Procurement, Department of Behavioral Health, Contracts and Procurement Services (OCP/DBH/ CPS), submit this signed Amendment in a sealed envelope, identified on the outside by the RFQ Solicitation Number and Submission Date. This signed Amendment must be received by the OCP/DBH/ CPS no later than the date and time for closing. Failure to acknowledge receipt of Amendment Two (2) for Solicitation Number **RM-17-RFQ-001-BY4-JM** may be cause for rejection of any Bid submitted in response to the subject RFQ Solicitation.

Signed:

George G. Lewis, CPPO
Interim Chief Contracting Officer

Amendment Number Two (2) is hereby acknowledged and is considered a part of the Bid for Solicitation Number **RM-17-RFQ-001 BY4-JM**.

| | |
|---|---|
| Signature of Authorized Representative | Date |
| Title of Authorized Representative | Print or Type Name of Offeror |