Addendum No. 1 - Questions and Answers

Request for Proposal: Learning Management System

February 26, 2019

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1. Will you require the selected vendor to execute a BAA?

   ANSWER: The Exchange will not require the selected vendor to sign a BAA (Business Associate Agreement) since the LMS will not house PHI.

2. Can you provide the Requirements Traceability Matrix in SCHEDULE I in an Excel-compatible format to facilitate our response?

   ANSWER: An Excel version of the Requirements Traceability Matrix is now available at https://agency.accesshealthct.com/solicitations.

3. Can you please provide clarification on: Social features - we don't currently support chat messaging, or collaboration spaces but improved social features are on our roadmap - are these essential?

   ANSWER: Social features are not essential.

4. We will also like to seek clarification on Ethics and Nondiscrimination Certifications. We are not a registered Connecticut corporation and do not have the requested certifications. Please advise as to whether this removes us from consideration.

   ANSWER: The selected Respondent must comply with the Ethics and Nondiscrimination terms set forth in **Exhibit B** of the form contract included with the RFP. Additionally, the selected Respondent must execute all required Ethics and Nondiscrimination Forms included with the RFP. The Exchange cannot execute a contract with a Respondent that cannot comply with these terms and certifications.

5. Does your agency have the training materials, or will the vendor need to own or develop the training modules?

   ANSWER: The Exchange develops its own training materials. In limited situations, i.e. compliance, the Exchange links to courses by outside content providers.

6. What is the volume of existing LMS user records?

ANSWER: The Exchange's current LMS contains approximately 5,300 active and inactive user records.

7. How many learning objects, including SCORM 1.2 files, course curricula with exams exist in the current solution? Do you have full rights to extract this data?

ANSWER: For 2019, we had about 60 SCORM 1.2 files, 10 curricula, and 25 tests (this includes the initial test and if needed a retest). The Exchange has full rights to extract this data and all other data it has created.

8. How many current reports exists?

ANSWER: There are several standard or custom reports available to the Exchange, including the following standard report categories: Track Employees, ILT, Training, and System. Alternatively, the Exchange can customize reports to the specifics necessary for review.

9. Is it correct to assume there will be a combination of 2000 active Exchange employees, external brokers, partners and other stakeholders? Is there an additional amount of inactive users that will need to be converted? How many years of history will be included?

ANSWER: As a quasi-public agency of the State of Connecticut, the Exchange is required to maintain all records that have been created in the current LMS. The Exchange may only load active users into the new LMS if it is able to store the inactive users in Excel reports. The selected Respondent, however, should have the ability to convert all Exchange records to the new LMS, if necessary.

10. What are the HRIS/ERP/CRM systems which need to feed into the LMS? What data is required to be exported from LMS via APIs?

ANSWER: The API feed is currently not mandatory. The focus would be possibly taking an import from our HRIS system (which is Paylocity) and the CRM system (Oracle Cloud as well as Microsoft Dynamics 365). Direct integration will probably not occur in the near term. No linkage is necessary with our ERP system.

11. Is e-commerce essential?

    ANSWER: No, e-commerce is not essential.

12. What languages do you require?

    ANSWER: At this time only English will be required in the LMS. However, an LMS interface capable of displaying other languages is preferable.

13. What is the LMS access level difference between Exchange employees, external brokers, partners and other stakeholder's types of users?

    ANSWER: There is no significant difference in access for any of the external stakeholder groups and the Exchange staff. Access is allowed on a per user or per group basis by admins based on organizational unit identity and course availability for those respective users or groups. Some groups have used a self-registration feature to access training.

14. What are the possibilities for extension of the timeline mentioned? Can this delivery be phase wise? By mentioned timeline initial phase of working LMS is launched and gradually all other features are implemented?

    ANSWER: The Exchange needs more information on suggested implementation phases; at this point no extension.

15. Need more details on the educational course library? Is it like different materials will be uploaded to provide access to the learners and they will be able to access those materials?

    ANSWER: At a minimum, the new LMS must allow for the uploading or the linking to educational media, online training modules, and training videos (from federal/state agencies and other websites, as needed).

16. How is Skype for business expected to be used from LMS?

    ANSWER: The Exchange seeks the capability to host live presentations and training sessions.

17. Is live call/chart support expected or ticket based solution will work? What will be duration of this support? What will be the days of week and time of day support required to be provided?

    ANSWER: Call or chat support is preferred. Technical support should be available at minimum: Monday – Friday, 8:00 a.m. – 6 p.m. EST. During our busiest times, the Exchange may require additional technical support or hours.

18. Require more details on the links. Is it only website link required to be integrated or SSO with those sites too?

    ANSWER: Only links to web content (e.g. YouTube) are required. Single sign on is not required.

19. Assuming course content text management is required, LMS screen components will be static, only dynamic course content will be manageable from back end.

    ANSWER: LMS administrators need to be able to manage course content, not necessarily screen displays. Some screen customization by LMS administrators is preferred. User collaboration is not essential.

20. What type of customization is required?

    ANSWER: Customization would include use of the AHCT logo/branding in the LMS.

21. Need more details on worksite? What is it and what is the user work flow in LMS for the same?

    ANSWER: Currently all LMS administrators are located in one or two offices or worksites. Admins manage workflows for user groups.

22. Hosting will be provided by development agency on cloud right? What's specific need of such compatibility?

    ANSWER: Yes, the Exchange expects the development agency to host the LMS in the cloud. Please refer to the Requirements Traceability Matrix for related specifications.

23. The system shall have the ability to view and manage short-cuts. Need more details on this.

    ANSWER: Internal links will be available within the LMS for users to more easily navigate the LMS.

24. Learning path will be created and assigned by Admin, not end user. Please elaborate the requirement.

    ANSWER: Admins will have the ability to assign curricula or individual learning objects. Additionally, Admins will be able to update or adjust learning content as necessary.

25. Can we get details of existing LMS? Which technology and database it has? How will be able to get data from existing LMS to migrate into the new one? Data will be accessible via APIs or .csv format?

    ANSWER: We use a Cornerstone cloud learning management system. At a minimum, data must be accessible by .csv.

26. What are work products?

    ANSWER: Work products are Word, PowerPoint, or Excel spreadsheets.

27. Tests and surveys will be bound to course or it can be independent as well?

    ANSWER: The Exchange would like the ability to use tests and surveys with multiple curricula or independently. The Exchange needs to be able to attach tests to the end of other learning content in a curriculum.

28. Please elaborate, what type of gamification is required?

    ANSWER: The Exchange seeks options to make learning content more varied, interactive and engaging. No specific type of gamification is required.

29. What type of custom report is required?

    ANSWER: Custom reports should not require the admin user to perform formal queries. Custom reports should export to Excel.

30. What are your goals? How do you define success? What impacts to you expect the LMS to have on your business? What outcomes are most critical to the Exchange?

    ANSWER: The Exchange desires to acquire an intuitive learning management system that will deliver a positive user experience for LMS administrators and learners.

Additionally, the Exchange desires to ease the facilitation of yearly training certifications to the Exchange's various stakeholders. The Exchange seeks a vendor that can deliver and implement an affordable LMS solution that meets our specific business needs and provide robust technical support to Exchange administrators.

31. What are your training program challenges?

ANSWER: The main training program challenge the Exchange faces is meeting the training certification needs of a diverse group of stakeholders in an efficient fashion.

32. What are your internal challenges (budget, politics, legal mandate, etc.)?

ANSWER: Changes in federal and/or state law, regulations, or policies affecting the Affordable Care Act are always considerations for the Exchange's ongoing operations.

33. What is driving you to market? Why now?

ANSWER: The Exchange's contract with its current LMS vendor ends in June 2019.