

R.F.I. 24-02 – LMS

Response to Vendor Questions

1. We have reviewed your 2022 statistics. However, in order to provide appropriate costing could you please let us know how many annual users you anticipate will be using the platform and how often they will be visiting the LMS?
We can only estimate that we would fall somewhere in a 2500+ range.
2. Is PCSO open to receiving electronic responses?
We ask that both an electronic version and a paper version of vendor responses be sent.
3. In terms of your provided “Worksheet” is there a minimum percentage companies must be able to support in order to bid/be considered in your process?
We are in the information-gathering stage to better understand the market and its capabilities. There is no predetermined minimum.
4. Do you have any mandatory requirements that must be supported in order to participate in your RFI?
All requirements to be considered for this RFI are outlined within the document itself. If there is any specific language that needs clarification, please let us know.
5. Line Item 14 - Can you please expand on what you mean by “Course disposition.”
Course disposition is a form that is completed by trainees to signal they have completed the training that was requested.
6. Line Item 47+ - Can you please detail how you envision the Lesson Plan feature operating within the LMS? Will these be created and stored in the LMS and then linked to a course? Are lesson plans a mandatory feature?
Lesson plans as described in the RFI documents are essential to our operations. An administrator must be able to identify and produce the lesson plan that was in effect for a course at the time it was taken by the trainee.
7. Line item 439 - Adjustable passing scores – can you please provide further details on this requirement.
The score required to pass an assessment can be adjusted. For example, the passing score on a particularly difficult assessment may be 80%, where another assessment may require 100%.
8. Line Item 532 - Ability for training requests to include course date, course hours, course sponsor, etc. Is this stating that when a learner requests a course, these details will be shown to the approver? Or is this the info that is shown to the learner before they request the course?
The listed items should be entered or available on the training request when the learner submits the request.
9. Can you please confirm that the LMS Requirements Matrix is not required, only the Worksheet is required?
While filling out the LMS Requirement Matrix in lieu of the Worksheet helps us get a better understanding of the capabilities available in the market, we understand that the effort required may be outside the scope of an RFI, and as such, it is optional.

10. Using our software, learners will be given access to courses (based on data available in the learner profile), then they will be able to request enrollment, which will then trigger an enrollment approval notification to the course approver.

Can you please describe your desired course enrollment workflow? IE. Submitting a request to have a course added to the approve-to-request list vs. requesting enrollment in a course?

Trainees submit training requests for those classes that they have been approved to request. From time to time, they need to request that a class be added to that list. They are two separate workflows with different goals.

11. What is the range of active users?

2,800 – 3,000

12. You state Class Attendance of 60,000. How do these attendees consume learning? For example, they are required to take one (1) course, and no further courses (Please provide the percentage that consumes learning in this manner.), **or** Attendees take learning throughout a 12 month period, (Please provide the percentage that consumes learning in this manner.)

Depending on position, members are required to take varied number of courses each calendar year. The minimum REQUIRED number is 8 hours, and the max REQUIRED number is 40 hours per calendar year. Courses are in-person, online and virtual.

13. Do you see the 60,000 Class Attendance increasing or decreasing? Why? i.e., we are investing in a push for more training, or enrollments are declining.

We see it increasing as we are hiring to fill many vacant positions. In addition, we know of one standard that is increasing the number of hours by 24 for a specific group of members.

14. Are the 360 instructors assigned to manage specific groups, or sub-domains, based on position, rank, role, etc.? Do you foresee the 360 instructors increasing or decreasing?

Who the instructors are is constantly changing based on transfers, promotions, and salary incentives. Due to attrition, however, we think the numbers will stay about the same.

15. Do you require the current 1 million+ Training Records to be migrated to the new system?

Yes the intent is to transfer all training records into the new system.

16. Does The PCSO have a potential go-live date for the Learning Management System?

The goal is to have a new system procured before Oct. 1.

17. Is there an established budget for this initiative?

While we can't guarantee a finalized budget, there have been preliminary discussions that suggest budgeting is being considered.

18. Are lesson plans completely separate from courses?

Not sure how to answer this question without additional context.

19. Are lesson plans available to internal admins/instructors and learners?

Admins and Instructors only.

20. In Absorb LMS, administrators can create courses which can be linked to a category. Courses can hold resources, links, notes available to other admins, and courses can be versioned, would this suffice for your learning plan requirements?

Lesson plans define what is in the course, who is teaching it, and how it is being taught. Classes define who is being taught, when, and where. We need the ability to know exactly what someone was taught and how, when they took the training.