



Addendum #1
RFP # 32-23, Learning Management System
June 16, 2023

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP 32-23, Learning Management System.

Question 1: Does the City of Clearwater expect the vendor to develop the coursework and have an available library?

Answer to Question 1: The City expects the Vendor to provide coursework, which is regularly updated and increased, but should the City require something specific to our operations, we would develop. Yes, the City would need the vendor to update course work continually with any new trainings. Currently the City must find it in our LMS system, download it, then go back in and publish it all. If you are doing 50 or more classes, it makes this process difficult. The City would want it to be automatic and then a list of what new classes are now being offered.

Question 2: Does the City expect the vendor to develop new courses? Or will the City develop the courses and the vendor provide technical assistance?

Answer to Question 2: Please reference the answer to Question 1. Also, the City would want the ability to add our own classes if need be.

Question 3: What deficits does the NeoGov Learn have that the City seeks to overcome?

Answer to Question 3: Better quality of trainings, more up to date subjects, not a 2-minute training, but with more substance. Easier access to new courses that are offered for a larger audience, not just law enforcement information.

Question 4: What is the format of your content, LTI, SCORM?

Answer to Question 4: The Format of content varies but is mostly PowerPoint presentations, Word Documents, MP4 videos, links to other presentations and PDF's. User data will be in .CSV or Excel form.

Question 5: What web conferencing tool are you using?

Answer to Question 5: Microsoft TEAMS is our web conferencing tool.

Question 6: Do you need course migration for all 500 courses?

Answer to Question 6: Not all courses will need to be brought over. We will not migrate stale content or content that is non-proprietary.

Question 7: What is your current LMS?

Answer to Question 7: Please refer to DETAILED SPECIFICATIONS, 3. CURRENT ENVIRONMENT (a) page 17 of the solicitation.



Question 8: Do you have existing content to migrate to the new LMS? If yes, how much (# courses) and what format(s) is the content in?

Answer to Question 8: *Please reference DETAILED SPECIFICATIONS, 3. CURRENT ENVIRONMENT, (a), page 17 of the solicitation. Also reference the Answer to Question 6 regarding courses that will need to be migrated. Lastly, please reference the Answer to Question 4 regarding the format of content.*

Question 9: What is Clearwater “system of record” and can it accept API?

Answer to Question 9: *Our system of record is Tyler Munis – Enterprise ERP and yes, it can accept API but does not have plug & play for other systems.*

Question 10: Is there a logistical plan for the type of integration required?

Answer to Question 10: *The City is currently pushing data from Munis to our current LMS – NeoGov Learn for new hires, transfers and promotions and plan to continue that process with the chosen LMS. Respondents are encouraged to propose integration options.*

Question 11: Does Clearwater have a BI reporting tool or are they looking for the LMS partner to provide this type of reporting functionality?

Answer to Question 11: *The City utilizes Microsoft Power BI and its standard reporting tool. However, the LMS solution would ideally have built-in reporting capabilities to allow for running quick on-demand reports.*

Question 12: What is the anticipated go-live date for the new LMS?

Answer to Question 12: *The City is flexible, it's more important to be thorough with implementation and training than quick, we do not, however want to pay for two systems so we will work hard to implement quickly once the vendor is chosen in August or September.*

Question 13: Exhibit A LMS Questionnaire, #1 asks about migration of historical user data from the current LMS to the new LMS. What kind of user data will need to be migrated and how do you anticipate using it in the new LMS?

Answer to Question 13: *Historical information about courses taken is important. Some courses are mandatory for users and the City needs to be able to export that information as well as have it on the users transcript.*

Question 14: Where does your organization or company currently stand in regards to an Learning Management System transformation?

Answer to Question 14: *The City currently has an LMS. We do not fully utilize all of the capabilities provided by the LMS and plan to correct that with our next contract/LMS.*

Question 15: What are the challenges your company is facing?

Answer to Question 15: *Please reference the Answer to Question 3.*

Question 16: What are the expectations you have from the vendor?



Answer to Question 16: *Please refer to DETAILED SPECIFICATIONS, 5. PROJECT IMPLEMENTATION, page 17 of the solicitation, and RESPONSE ELEMENTS, 2. PROPOSAL FORMAT, pages 21 and 22 of the solicitation.*

Question 17: What you are looking in specific software?

Answer to Question 17: *The City is looking for the following:*

- *High quality content with brief courses as well as more detailed courses; course management; compliance training courses*
- *Personalization – recommend courses based on users job, dashboard that is easy to use and navigate (smart interface) customizable for different levels of users/security*
- *Integration from system of record (Tyler Munis – Enterprise ERP) to the LMS*
- *Data tracking*
- *Users should be able to self-enroll in courses, supervisors and admins should also be able to enroll users in courses*
- *Gamification, leaderboard, certificates... to keep interest of users*
- *Learning paths*
- *Integration of off-line learning through an admin or supervisor workflow*

Question 18: If the bidder does not have references in Florida, but have references from other States, would the Proposal be acceptable?

Answer to Question 18: *Yes, other state references will suffice.*

Question 19: What file format is available for migration of the courses and migration of the user data?

Answer to Question 19: *Please reference the Answer to Question 4.*

Question 20: The questionnaire states “Does the LMS have built in courses?” - Is this required?

Answer to Question 20: *Please reference the Answer to Question 8.*

Question 21: The questionnaire states “Can users self-identify one or many career interests as part of their career path?” How important is this?

Answer to Question 21: *This is not required but would be a nice feature.*

Question 22: The questionnaire states “Does the LMS provide an authoring tool or program to record high quality content, edit and publish including screen recording abilities?” –if the system does not have the capability, Is that an issue?

Answer to Question 22: *This is not required but would be a nice feature.*

End of Questions and Answers

All other dates and terms and conditions remain the same in this Request for Proposals.

End of Addendum