RFP Queries for 2076114 Learning Management System

1. Whether companies from outside USA can apply for this? (like from India or Canada)
   a. *Companies from outside of the US may reply to this procurement if they are registered to do business in New York State.*
2. Whether we need to come over there for meetings?
   a. *Not necessary to come on site for any work*
3. Can we perform the tasks (related to RFP) outside USA?
   a. *Remote work is allowed.*
4. Can we submit proposal via email?
   a. *Yes*
5. Is there any additional information you can provide to me with any greater detail?
   a. *There are no other documents other than the ad and the word document that is found in the documents tab of the contract reporter ad*
6. Can I please request you to kindly share the Proposal package at your earliest convenience?
   a. *There is no proposal package or any other document other than the ad and the word document that is found in the documents tab of the contract reporter ad*
7. Please clarify your needs, you mention needing Professional Development LMS, yet the LMS's you mention are not Professional Development LMS's, they are school based. These two types are very differently structured, and one cannot really be used in place of the other. We don't see any requirements for the features of a school based LMS.
   a. *The needs of the LMS are articulated in the word document found in the documents tab of the contract reporter ad*
8. Can you send any of the artifacts?
   a. *It is unclear what specifically you are looking for but there are no other documents other than the ad and the word document that is found in the documents tab of the contract reporter ad*
9. There are conflicting RFP submission due dates posted. The NYS Contract Reporter ad states that the due date is 06/25/2021 at 12:00 PM while the Document due date states that responses are due no later than close of business on June 30, 2021. Please confirm when RFP submissions are due and include the date, time and time zone.
   a. *Submissions are due June 30, 2021 at 12:00PM EST*

10. Please elaborate on "SaaS Deployment". Is this referring to multi-tenancy, and if so, how is it currently carried out and how would you ideally like to carry this out in the future?

   a. ***The term "SaaS deployment model" refers to the installation and delivery of software as a service. The vendor must be capable of hosting, delivering and managing the LMS. All updates are done by the contracted vendor and users experience the most recent version of the LMS without significant downtime or service interruptions. There is no current service.***

11. Is the need for 500 contemporaneous users within the platform or within a single video conferencing session? Please further define contemporaneous if it differs from concurrent.

   a. ***Within the platform. We need to be able to have the ability to actively engage up to 500 users within the LMS at any given time, not necessarily in the same training or conferencing session but within the system itself.***

12. Is there currently a registration catalogue being implemented, and if so, which system is being used? Will the courses be solely for internal employees, or will it also be available to external users and will there be a cost?

   a. ***It will be both internal and external but no costs***

13. Any further detail to each point would be greatly appreciated (current vs future state), so we can tailor our responses specific to DCJS's needs.

   a. ***No current system***

14. Are there any documents other than the OPCA CR AD revised Word document included on the contract reporter website that we should refer to in developing proposal materials?

   a. ***There are no documents other than the ad and the word document that is found in the documents tab of the contract reporter ad***

15. The OPCA CR AD document lists June 30 as the due date, and the website lists June 25. Which submission date should we adhere to?

   a. ***June 30, 2021 at 12:00PM EST***

16. Will the learning management system serve primarily/exclusively DCJS staff?

   a. ***This LMS will be used both internally for DCJS staff as well as for the criminal justice professionals our agency serves***

17. Will incarcerated persons access the LMS?

   a. ***No incarcerated persons will access the system***

18. Could you please more information about the submission instruction and what the Agency is expecting as part of the proposal response.

   a. ***The needs of the LMS are articulated in the word document found in the documents tab of the contract reporter ad***