



### **ADDENDUM I**

**SUBJECT:** Request for Competitive Sealed Proposal (RFCSP) for Hosting Services for a Learning Management System, (**RFCSP 18-029, RFX 6100009954**), Scheduled to Open: **March 30, 2018**; Date of Issue: **March 2, 2018**

**FROM:** Denise D. Gallegos, C.P.M., CPPB  
Procurement Administrator

**DATE:** March 20, 2018

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSAL**

#### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:**

On Thursday, March 8, 2018, the City of San Antonio and the Human Resources Department hosted a Pre-Submittal Conference to provide information and clarification for the Hosting Services for a Learning Management System Request for Competitive Sealed Proposal. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

**Question 1:** Regarding the current system in place, was that developed in-house or did the incumbent put this together?

**Response:** Our LMS was built using Moodle's open source software. We partnered with our 3<sup>rd</sup> party hosting organization, Remote Learner to implement.

**Question 2:** Is the City looking for hosting services or do we want to have someone take the software and install it somewhere else in a data center or are we looking for services to help expertise on how to configure and modify the software?

**Response:** Today the system sits on a third party server not belonging to the City. Going forward, our intention is to keep the Moodle software on a third party server. So our request is for both Hosting services and increased customer service to the LMS internal administrator on some of the how-to's of Moodle and the Totara applications.

**Question 3:** On the level of service, is that a help desk for like password reset or more level three type support?

**Response:** The City can handle the day-to-day user requests such as password resets. We are looking for assistance with "how to" assistance of Moodle Totara applications.

**Question 4:** Does the City want the expertise available 24/7 or normal business hours?

**Response:** We are looking for customer service within normal working hours.

**Question 5:** As far as integration with SAP, what is the integration goal?

**Response:** We are integrated from SAP to Moodle. Though we are communicating manually at the moment because we've made some changes and additions to data fields we wanted to capture in our LMS. Current integration is via

FTP'd CSV files.

COSA's goals are to:

1. Be able to automate extracting Employee Data from SAP to be uploaded to the Hosting Service to be used for Creation and Maintenance of participant Profiles in Moodle Totara.
2. Be able to automate extracting participant Training Results from the Moodle Hosting Service to be uploaded to SAP as Pass/Fail, Attended/Not Attended, etc...

**Question 6:** Do we know where the system is hosted right now?

**Response:** The system is hosted on AWS Cloud (Amazon Web Service Cloud). Our contract is with Remote Learner.

**Question 7:** Global support, are we expecting users to be able to use this on mobile devices? Are they currently?

**Response:** The City would like users to be able to access the LMS via mobile devices though few are using more than desktops today.

**Question 8:** What is the size of the concurrent user numbers?

**Response:** The largest possible concurrent users today would be around 10,000 participants for 30 minutes only a few times per year. We are still in the build stage of building an internal online library.

**Question 9:** Will there be a requirement to support a course library? Do you have plans to purchase and install here or will you buy a library like office suit and use that provider for support?

**Response:** There is no immediate plan to purchase a library. However, as our usage evolves, it is possible that we may purchase a library of courses.

**Question 10:** Is there a budget set on this project?

**Response:** No budget has been determined for this project.

**Question 11:** Is there a target go live on the new system or to migrate over? When does the current contract expire?

**Response:** The end of the current contract is September 30, 2018. The expectation is that the transition would be seamless, with little to no downtime.

#### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS ON COMMUNICATION:**

**Question 12:** Please confirm that Respondents can submit their responses through the portal in lieu of having to send hardcopies. This wasn't clear to us.

**Response:** Respondents can submit proposal in hard copy or via the portal. Please refer to RFCSP Section 010 – SUBMISSION OF PROPOSAL.

**Question 13:** Under the "Contracts Disclosure Form," are the services required within this RFCSP considered as a "high-profile contract?"

**Response:** This is not considered a High Profile Contract.

**Question 14:** Can the City please provide the copy of the actual Veteran-owned Small Business Program Identification Form(s)?

**Response:** The Veteran-owned Small Business Program Identification Form is available through the Vendor portal as an attachment to the project.

**Question 15:** Please confirm that Forms CIQ and CIQ-A are not required for the RFCSP response.

**Response:** The CIQ and CIQ-A are required forms for this RFCSP. Please refer to Section 013 – AWARD OF CONTRACT AND RESERVATION OF RIGHTS. The CIQ and CIQ-A should be submitted together to the Office of the City Clerk at the address provided in the RFCSP document. Do not include these forms with your proposals.

**Question 16:** Aside from the VOSB tracking and pricing forms, please identify which specific documents are not to be included in the five (5) hardcopies.

**Response:** Per Section 008 – PROPOSAL REQUIREMENTS of the RFCSP document “Please submit one (1) **COMPLETE** original hard copy of your proposal, signed in ink, five (5) hard copies **WITH ONLY TABS and documents for the General Information Form; Experience, Background and Qualifications; Proposed Plan, etc. (NO LPP, VOSB AND/OR PRICING TO BE INCLUDED in the 5 copies).**

**Question 17:** Is the Certified Vendor Registration (CVR) Form mentioned in Attachment G - Signature Page required to be included in the RFCSP response? If so, can the City please provide an actual copy of this document?

**Response:** The CVR form is required for firms registering for inclusion to the City’s Certified Vendor Registry. As per Section 010 – SUBMISSION OF PROPOSAL, if Respondent has not completed City’s Certified Vendor Registration (CVR) Form, respondent is required to do so prior to the due date for submission of proposals. The signature page for this project is Attachment G of the RFCSP and must be included in your response.

**Question 18:** Please provide details on the TX Controller Tax Payer Number?

**Response:** As part of Attachment A – PART ONE, GENERAL INFORMATION FORM, QUESTION 1, firms are asked to provide their Texas Comptroller’s Taxpayer Number, if applicable. For information on attaining a Texas Taxpayer number you can go to <https://comptroller.texas.gov> or you can call (210)342-2300.

**Question 19:** Can the City share what version of Totara you are upgrading to?

**Response:** The City has recently upgraded to Totara 10.3, using Moodle code.

**Question 20:** Can the City share how much is currently being spent, per month or year, on LMS hosting?

**Response:** The City’s current cost for LMS hosting services is \$46,000 per year.

**Question 21:** Can the City share what challenges you are experiencing with the current hosting provider? (i.e. Access to Customer Service / Response Time / Performance of Tasks)?

**Response:** The requirements for this solicitation have been provided in Section 004 – SCOPE OF SERVICES of the subject RFCSP.

**Question 22:** Can the City detail the desired customer request Response Time?

**Response:** Response time should be 1 business day or less, with a preference to be within a few hours during normal business hours.

**Question 23:** Does the City want Product Upgrades offered in the Proposal or will potential upgrades be negotiated on a per incident basis?

**Response:** The City does want to take advantage of Moodle/Totara upgrades as they become available and are tested.

**Question 24:** Does the City intend to implement Totara Social during the contract Period of Performance?

**Response:** No, the City does not intend to implement Totara Social during the contract period for this solicitation.

**Question 25:** Totara has branched out from Moodle. Does the city use Totara as a stand-alone or does the City still incorporate use of Moodle as well?

**Response:** Totara is Open Source Code but the base of Totara Code is Moodle. Totara extends the core structure of Moodle. Totara is its own branch and code, but the code is based off Moodle code. We are not running both Moodle and Totara, but Totara based off of Moodle code.

**Question 26:** Is a recording of the Pre-submittal conference available?

**Response:** The Pre-submittal conference was not recorded

**Question 27:** The previously released RFI #17-03 indicated there was a need for a Learning Management System (LMS) AND Hosting Service, but this RFP appears to be for just hosting services of the current (Moodle) system. Is there still a need for a new LMS and this RFP is just for an interim solution? If so, how and when will the new LMS be procured?

**Response:** Please refer to the response provided for Question 21. The City is no longer looking for a new LMS. We are seeking hosting services with Totara customer service.

**Question 28:** What is the estimated cost of the Hosting Services for a Learning Management System?

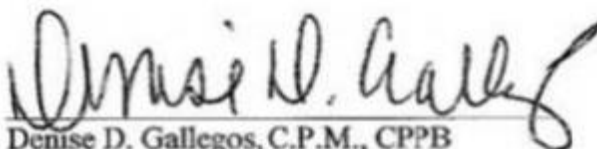
**Response:** Please provide your cost for the services being quoted using RFCSP Attachment B – PRICE SCHEDULE.

**Question 29:** Is the City of San Antonio open to an outsourced approach or does the solution need to reside on your self-hosted infrastructure?

**Response:** The solution would need to be hosted by the contracted vendor's servers. The City does not currently have the capacity to host on City servers.

**Question 30:** Are you using Totara 10.2, which is a fork of Moodle 3.2.5?

**Response:** Please refer to the response provided for Question 19.

  
Denise D. Gallegos, C.P.M., CPPB  
Procurement Administrator  
Finance Department – Purchasing Division

Date \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

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Signature