**Request for Proposal MED 24-008 HCBS Learning Management System**

**Bidder Questions and Agency Responses Round 1 – October 2, 2023**

The table below lists all questions that were received by 3:00 PM CST of September 20, 2023, by the Agency regarding RFP MED-24-008 HCBS Learning Management System and the Agency responses to these questions.

| Question Number | RFP Page(s) and Section Number(s) | Bidder Question / Clarification / Suggestion for Change | Agency Response |
| --- | --- | --- | --- |
| 1 | 1.3.3.3 / Milestone Payments | A. The Contractor shall submit an Agency approved project implementation plan by January 15, 2023. The milestone payment shall be $250,000. B. The Contractor shall complete Agency approved system testing by January 29, 2023. The milestone payment shall be $250,000. D. The Contractor shall upload initial Agency created content accessible by LMS users by February 31, 2024. The milestone payment shall be $250,000.Please update this section to reference 2024 dates versus 2023. | Please see amendment 2. Corrected dates are: A. January 16, 2024 B. January 29, 2024 D. February 29, 2024 |
| 2 | 1.3.3.3 / Milestone Payments | D. The Contractor shall upload initial Agency created content accessible by LMS users by February 31, 2024. The milestone payment shall be $250,000.Please update this item as there are only 29 days in February 2024. | Please see question 1 answer. |
| 3 | 3.3 / Cost Proposal & Procurement Timetable | 1. Development and implementation costs between December 1, 2023 and March 31, 2024.2. Operational costs between December 1, 2023 and November 31, 2024. Procurement Timetable: Contract Negotiations and Execution of the Contract Completed December 13, 2023Please provide the correct dates for items 1 & 2. | Please see amendment 2. Corrected dates are: 1. Development and implementation costs between January 1, 2024 and March 31, 2024 are not to exceed $1,250,000. 2. Operational costs between January 1, 2024 and December 31, 2024 are not to exceed $150,000. |
| 4 | 3.3 / Cost Proposal & Procurement Timetable | 2. Operational costs between December 1, 2023 and November 31, 2024. Procurement Timetable: Contract Negotiations and Execution of the Contract Completed December 13, 2023Please provide the correct dates for operational costs as they begin prior to contract negotiations and execution of the contract noted on Page 2 of the Procurement Timetable. | Please see question 3 answer. |
| 5 | 3.3 / Cost Proposal & Procurement Timetable | 2. Operational costs between December 1, 2023 and November 31, 2024. Procurement Timetable: Contract Negotiations and Execution of the Contract Completed December 13, 2023Please provide the correct date for operational end date as 11/30/24 as there are only 30 days in Nov 2024. | Please see question 3 answer |
| 6 | Attachemnt G | Implementation Costs (Section 3.3.1) January 1, 2023-March 31, 2024 listed under ‘Categories of Services.’Please provide the correct state date for implementation costs as believe this is to be January 1, 2024. | Please see amendment 2. Corrected dates are: Janary 1, 2024 - March 2024. |
| 7 | 1.3.1.5 Learning Management System Cloud Based Solution | Provide a stand alone system with the capability of integration to other systems and processes should the Agency identify a need;What types of systems and processes are you anticipating? | A stand alone system with the capability of integration to other systems and processes as the provider data integration systems mature. |
| 8 | 1.1 Background | Iowa Medicaid has approximately 4,000 behavioral health providers.What are the range of provider types that you are including in this number that you would want to access this learning system? Bachelor’s level workers or licensed providers of behavioral health services? | The users of the LMS will range from direct support professionals to management level and clinical staff. |
| 9 | 3.2.4.3 Letters of Reference | Letters of reference from three (3) of the Bidder’s previous clients knowledgeable of the Bidder’s performance in providing services similar to those sought in this RFP.Please clarify if vendors can include references from our subcontractor? | Section 3.2.4.3: "Letters of reference from three (3) of the Bidder's previous clients knowledgable of the Bidder's performance in providing services similar to those sought in this RFP…" Subcontractor references do not meet this requirement. |
| 10 | Section 3; 3.1 Bid Proposal Formatting | “Submit one (1) original hard copy of the Proposal (separate Technical and Cost proposals).”Please confirm that the total number of paper copies that can be submitted would be 3 copies total: Technical (original), Cost (original), and if applicable, the redacted Technical (Public Copy). | One paper copy is required of each the Technical proposal, Cost proposal, and, if applicable, a redacted Technical proposal. |
| 11 | Section 3; 3.1 Bid Proposal Formatting | “The original hard copy must contain original signatures.”For original signatures, would electronic signatures such as DocuSign be acceptable? | The Agency will accept certified digital signatures. |
| 12 | RFP Purpose Section 1.3.1.2Pages 2, 5 | The RFP Purpose states that the LMS will be for LTSS providers, direct support professionals, and family caregivers. The LMS Courses/Trainings deliverable requires content related to case management best practices and related to family caregivers. Please clarify who specifically will be the users of the LMS and for whom the trainings will need to be designed (i.e. providers, case managers) | Please see RFP Purpose and RFP Background sections. The HCBS Learning Management System will support LTSS providers and casemanagers across that state. |
| 13 | Section 1.3.2 Section 1.3.3.3 Pages 8-9 | Please verify the dates outlined. Some dates are in the past and one date does not exist (February 31.) Additionally, would the state consider an adjustment to the timeline for LMS delivery? | Please see amendment 2. Correct dates are: B. The Contractor shall submit an Agency approved project implementation plany by January 16, 2024. C. The Contractor shall complete Agency approved system testing by January 29, 2024. E. The Contractor shall upload initial Agency created content accessible by LMS users by February 29, 2024. No, the Agency is not able to adjust the timeline for LMS delivery. |
| 14 | Section 3.1Pages 16-18 | There are two tables that seem to be identical. However, in the row for "USB Flash Drive" in each table, the information seems to conflict. In the first table it says "The Technical Proposal and Cost Proposal must be provided on separate USB flash drives. Bidders shall submit one (1) flash drive, each with a copy identical to the content of the original hard copy of the Technical Proposal and one (1) flash drive of the Cost Proposal, each with a copy identical to the content of the original hard copy of the Cost Proposal. " But in the second table it says "The Technical Proposal and Cost Proposal must be provided on separate USB flash drives. Bidders shall submit two (2) flash drives, each with a copy identical to the content of the original hard copy of the Technical Proposal and one (1) flash drive of the Cost Proposal, each with a copy identical to the content of the original hard copy of the Cost Proposal." Please confirm whether the state requires two flash drives of the Technical Proposal or just one. Additionally, we understand that the "font must be 11 point or larger (excluding charts, graphs, or diagrams)" and using Times New Roman, Calibri, and/or Arial. May charts, graphs, and diagrams be smaller font? | Please see amendment 2. The first table in Section 3.1 is deleted and the second table remains in its entirety. Font in charts, graphs, and diagrams may be font 10. |
| 15 | RFP Section 3.1 Bid Proposal Formatting | The RFP states “The original hard copy must contain original signatures.” Will the State accept electronic signatures in lieu of wet/original signatures? | Please see question 11 answer. |
| 16 | RFP Section 3.1 Bid Proposal Formatting | The RFP states “The original hard copy must contain original signatures.” Are letters of reference also required to contain original/wet signatures? | Please see question 11 answer.  |
| 17 | RFP Section 3.1 Bid Proposal Formatting | Would DHHS accept electronic/email proposal response submissions in lieu of the hard copy/mail submission?  | No. Due to Agency limitations of electronic communication file size, proposals must be submitted as outlined in Section 3.1.  |
| 18 | RFP Section 1.3.1.2 Learning Management System Courses/ Trainings | Through the duration of the contract, how often will the contractor be required to update/modify the LMS courses and trainings?  | Please see section 1.3.1.1.C. The bidder should propose the cadence schedule for the LMS system as a whole.  |
| 19 | RFP Section 1.3.3.1 Pricing | Is it possible that DHHS would allocate additional funds (beyond the $2,750,000) towards the project in the future?  | Unknown at this time. |
| 20 | General | What learning systems are currently being used and on what type of platforms? | Please see question 23 answer.  |
| 21 | General | Would there be a requirement to merge any existing systems with the current vendor system (if one exists)? | No. Please see question 23 answer.  |
| 22 | General | Is the State currently using an HCBS Learning Management System? If so, can you provide the location/link to the system?  | No. Please see question 23 answer.  |
| 23 | General | Is the HCBS Learning Management System a new project endeavor or an expansion of a current/prior project? | The HCBS Learning Management System is a new RFP with the contract resulting from it being a new contract. The Agency does not currently have an HCBS LMS contract.  |
| 24 | General | Who are the vendor(s) who are currently providing any part of the learning system? | Please see question 23 answer. Additionally, the Agency currently has a Competency Based Training and Technical Assistance contract. The training conducted through this contract is currently housed on the HHS webpage and will be uploaded to the HCBS Learning Management System to supplement the training offered through this contract. The contract Vendor is currently Telligen, Inc.  |
| 25 | General | If there are current incumbent vendor(s), how long has each vendor been contracted? | The Telligen, Inc. Competency Based Training and Technical Assistance contract has been in place since January 1, 2022.  |
| 26 | General | Can the State please provide additional details surrounding the bidder demonstration? For example, is the bidder’s LMS system required to be completed for a full demonstration on the November 13-14 demonstration dates?  | Please see Section 4.3, Scoring Guide, Demonstration Components for demonstration content areas. Bidders will be expected to demonstrate software capabilities of the user functionality, administrator functionality, and reporting capabilities.  |
| 27 | General | Does Learnsoft provide the current HCBS Learning Management System for DHHS? | No. Please see question 23 answer.  |
| 28 |  | Are you currently using a LMS? If so, which one? If not, how are you currently offering training to your employees and tracking completions? | Please see question 23 answer. LTSS providers currently use a variety of training mechanisms which the Agency does not have a listing of. This Contractor will not interact with the LMS for Agency staff. |
| 29 |  | Have you seen any vendor demos prior to this RFP release? If so, which ones? | No. There have not been any vendor demonstrations for an LMS system prior to the RFP release.  |
| 30 | Section 1.3.2 | In section 1.3.2, you list a go-live date of February 16, 2024.  Can you please clarify what your definition of go-live is (is this system fully configured and available for end-users to take training)? What is driving that date? | Go live includes the system being fully configured and available for end-users. LTSS provider needs and funding availability are driving the date. |
| 31 | Attachment G - Cost Proposal | Based on the pricing specification in Attachment G - Cost Proposal, would you be open to spreading the budget of $2.5M more evenly across the option years to cover annual recurring software fees if the one-time implementation fees and software costs in Year 1 will be significantly less than $1.4M? | No. Based on availability of funding, this is not an option. Please see the American Rescue Plan Act (ARPA) spending plan at Insert Link. The sustainability funding will be through the general fund. |
| 32 |  | How will your user population interact with the system (i.e. one-time training, recurring training, optional/mandatory, etc.)? | User interaction will likely vary between LTSS providers.  |
| 33 |  | Will the learners/users taking training in this LMS self-register for an account or do you have a system from which you’d like to pull user account data for your target audience or will your administrators be manually bulk loading/creating these accounts? | Users will self-register for an account. |
| 34 |  | How many of the total expected 30,000 users will be your internal staff/employees? | The number is not certain however it is anticipated to be less than 1000. The LTSS providers will be the primary users of the HCBS LMS. |
| 35 |  | Which HRIS and/or other systems will you be pulling user data from to load user accounts into the LMS for your employees/internal staff? Does it capture supervisor relationships? | Please see question 28 answer.  |
| 36 |  | Do you have any users whose data will come from other systems (contractors, external users, etc.)? Will this data need to be fed into the LMS or be manually created by administrators?  | No. The Users will have to register. |
| 37 |  | Do you need to pre-load any inactive users for historical reference/data?  If so, how many? | No. |
| 38 |  | How many learning objects (web based training, ILT, vILT, documents) will you be migrating/loading to the new LMS for go-live? | The Agency will require that the current competency based training library and archive will be loaded to the LMS. Please see 1.3.2.E.1 as amended in amendment two. Please see the CBT webpage at https://hhs.iowa.gov/ime/Providers/tools-trainings-and-services/CBT-for-LTSS for the current and archived training library. |
| 39 |  | Are you looking to load any historical training completions for these users? | No.  |
| 40 |  | If yes, approximately how many total completion records to-date do you plan to load? | Please see question 39 answer.  |
| 41 |  | Please describe specific integration requirements to exchange data between the LMS and other systems. Include the type of data (specific fields, if possible), destination system, frequency, etc.  external systems. | Unknown at this time.  |
| 42 |  | Would you like to integrate any vILT providers with the LMS? Please specify which one(s). Ex. WebEx, GoToMeeting, Adobe Connect, Zoom, MS Teams. | The Bidder should propose the Virtual Instructor-led Training option(s).  |
| 43 |  | Do you expect all 30,000 users to have access to the medical content library or only a subset of users? | This is unknown at this time but has the potential to be up to 30,000.  |
| 44 |  | What are you currently spending for your current solution? | Please see question 23 answer.  |
| 45 |  | Are you planning to implement eCommerce functionality with the new LMS (ability for users to purchase/pay for training)? Please describe your use-cases/scenarios for eCommerce workflows. | No. Training will be at no cost for users.  |
| 46 | General Question | As answers to these questions will dictate if we can move forward, is HHS able to release answers prior to October 4th? | The Agency will release the list of questions and answers as soon as practical and no later than October 4.  |
| 47 | General Question | Is HHS open to extending the question period? | No. Due to the timeline needed for procurement, the Agency is not able to extend the question period.  |
| 48 | General Question | Are you looking for one vendor to manage the LMS and host content, or will you be open to having several vendors? (One who provides the LMS, and one vendor who provides the services to manage the LMS). | The Agency is seeking one Contractor. The Contractor may subcontract portions of work. |
| 49 | 1.3.1.1 Page 5 – B | “Provide an Agency approved, statewide cloud-based Learning Library/ Learning Management System” Does HHS already have a list of approved LMS providers? If so, can you share this list? | No |
| 50 | 1.5.1Page 42 | Provide certification of compliance with a minimum of one of the following security frameworks: NIST SP 800-53, HITRUST version 9, COBIT 5, CSA STAR Level 2 or greater, ISO 27001 or PCI-DSS version 3.2 prior to implementation of the system and when the certification(s) expire Is a minimum of one of these security frameworks mandatory? | Under 1.5.1, there are two options. Either provide the certification of compliance (bullet one) or the attestations (bullet two).  |
| 51 | 1.5.2Page 42 | Vendor Security Questionnaire Copy of the Agency’s Vendor Security Questionnaire – will this be provided at RFP stage? | Please see amendment 2 for an example of the Vendor Security Questionnaire.  |
| 52 | 1.5.3Page 42 | Is FedRAMP designation required for the LMS or only for the Cloud provider? | The cloud platform needs FedRAMP designation. |
| 53 |  | What types of integration do you need for your LMS?  | Please see question 32 answer.  |
| 54 |  | What are you currently using for your HRIS, Performance Management, and ATS?  | Please see question 23 answer. Agency HRIS, Performance Management, and ATS will not interact with the HCBS LMS.  |
| 55 |  | Who is going to be in charge of ensuring the LMS rolls out appropriately internally? Do you have a dedicated Administrator? How many people from your team will be working on creating content? | The Administrator is to be determined. Please see question 24 answer.  |
| 56 |  | How many years of historical data do you need to migrate and is it for all the users you mentioned in the RFP?  | There is no historical data to migrate.  |
| 57 |  | Who on your team will be in charge of implementation? | The implentation leader is to be determined. |
| 58 |  | Will this system sit within HR or Operations? Who will be the owner of the system within your organization?  | Operations. Please see question 57 answer.  |
| 59 |  | What are the top 3 things you are struggling with today that we can ensure that you have a better experience to make sure our partnership is successful? | Please see question 23 answer.  |
| 60 |  | What authoring tools are you using if any today? What has your experience been with those? | Please see question 23 answer.  |
| 61 |  | Are there any language restrictions that we should be aware of? | At a minimum, the Vendor must make the product available in English and Spanish.  |
| 62 |  | Who is the current vendor for your LMS? | Please see question 23 answer. |
| 63 |  | How do you handle company communication? Do you use slack and Teams, or are all important employee communication happen through emails? | Please see question 23 answer.  |
| 64 |  | Do you have a document management system like Sharepoint or where do your company SOP or any important documents reside? | Please see question 23 answer.  |
| 65 |  | How do employees know what tools they will be using for their roles? | Please see question 23 answer.  |
| 66 |  | Are all employees on-site? Or do you work Hybrid? | Please see question 23 answer.  |
| 67 |  | What is your current onboarding process for when a new hire joins the business? | Please see question 23 answer.  |
| 68 |  | Do you celebrate work anniversaries, birthdays etc. or how do you announce those? | Please see question 23 answer.  |
| 69 |  | What are some employee engagement activities that you currently do? | Please see question 23 answer.  |
| 70 |  | How frequently do you run surveys/polls?  | Please see question 23 answer. |
| 71 |  | Could you kindly provide a detailed description of what is expected under evidence-based training?  | Evidence-based training is a training and assessment method based on operational data that is characterized by developing and assessing the overall capability of a trainee across a range of core competencies rather than by measuring the performance in individual events or maneuvers.  |
| 72 |  | Based on the following statement, "upload external content to bidder’s LMS including training modules" What is all the external content you are expecting? | Please see question 38 answer.  |
| 73 |  | When you mention multiple modes of access, Does this refer to the different devices (different PCs & browsers) or does it include a mobile app as well? | The Agency would like the service to be accessible from the user's PC, browser, and mobile applications.  |
| 74 |  | Regarding notifications, do you expect in-app notifications, email notifications, both and some other type of notifications? | The Agency would expect, at a minimum, in application notifications in addition to email notifications.  |
| 75 | Section 1.3.2 | Training assignment - "The Contractor shall complete Agency-approved user training no later than the timeframe set forth in section Section 1.3.2. What is the user training regarding? | Training for the users of the platform on use of the platform. The Bidder should propose how to achieve the user training.  |
| 76 |  | When you say tracking training registration of participant's geography & capacity? is the geography based on the details the participant has entered when they create a profile or is it from their IP? Could you expand on what details you need to be tracked under capacity? | Tracking geography should be based on the user details self entered into the platform.  |
| 77 |  | Regarding, "Provide analysis, including potential recommendations, gathered from participant evaluations" How do you want the analyzed evaluation to be shown? | The Bidder should propose analysis methodology and format.  |
| 78 |  | Regarding, "Provide a stand-alone system with the capability of integration to other systems and processes should the Agency identify a need" Could you provide a list of all the systems you would like to integrate with? | System integration has not been identified at this time. The Bidder should identify the capability for the platform to integrate with other data systems/platforms.  |
| 79 |  | For Live Training, could we integrate with Google Meet, Zoom, and Teams? Which one are you looking to integrate? | Please see question 42 answer.  |
| 80 |  | Regarding, "Provide technical and administrative support to assist the Agency with content management and record access" For administrative support is there anything you are looking for apart from training on the tool built? | The Agency expects the Vendor to provide administrative support to the platform administrator within the Agency as needed to upload and download content, manage reporting capabilities, manager user access, and other platform functionality needs.  |
| 81 |  | Regarding, "Provide courses that have the ability to source multiple media assets (audio, video, and graphic files) from multiple platforms" What type of graphic files does the LMS need to support? Are these image files or other graphic files? | The Bidder should propose what graphic files are supported.  |
| 82 |  | Regarding, "Provide SCORM converter which automatically converts existing courses to cloud-based courses to enable the Agency to upload Agency developed content" Scrom-compatible course material will need to be provided and will include additional manual effort for cataloging, is this effort going to be provided from your end or are we expected to accommodate it? | The Vendor will be expected to fulfill this work.  |
| 83 |  | Regarding, "Provide accessible archives for users for the life of the contract and availability for download of information to a different platform at the close of the contract. The Bidder shall describe what data is archived and ease of accessibility for Agency needs." Are we expected to provide the download of archived data alone or integration to download to a different platform? | Initially, the Agency expects the Vendor to be able to provide archived data in a downloaded file with the potential to integrate archive data retreival in the future.  |
| 84 |  | Regarding, "The bidder shall describe the methodology used to determine that the proposed training provides an educational foundation suitable for the LTSS provider community, case management, and family caregivers." Can you please expand on the expected methodologies and what is exactly expected from the bidder regarding them? | The Bidder should describe the process and/or tools that the Bidder will utilize to determine that content originating with the Bidder is applicable to the LTSS training objectives.  |
| 85 |  | In relevance to all the content required for the platform and its many divisions/courses work will all content be provided to us or are we expected to gather some amount of content and create coursework? | Please see Section 1.3.1.2. The Contractor will be required to provide the learning content.  |