



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR PROPOSALS # 33501-175004
AMENDMENT # 2
FOR THE PROVISION OF A 9-1-1 ONLINE TRAINING
PLATFORM**

DATE: June 12, 2017

RFP # 33501-175004 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		CONFIRMED
2. Disability Accommodation Request Deadline	2:00 p.m.	CONFIRMED
3. Notice of Intent to Respond Deadline	2:00 p.m.	CONFIRMED
4. Written "Questions & Comments" Deadline	2:00 p.m.	CONFIRMED
5. State Response to Written "Questions & Comments"		CONFIRMED
6. Response Deadline	2:00 p.m.	June 26, 2017
7. State Completion of Technical Response Evaluations		July 10, 2017
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	July 11, 2017
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	July 14, 2017
10. End of Open File Period		July 21, 2017
11. State sends contract to Contractor for signature		July 24, 2017
12. Contractor Signature Deadline	2:00 p.m.	July 28, 2017

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
1 Who are the other respondents to the RFP?	Pursuant to Section 4.8.2 of RFP # 33501-175004, a list of actual Respondents submitting timely responses may be available to the public, upon request, after technical responses are opened.
2 Please provide insight into the roles that will need "state level access," in particular ECD Level and PSAP level access.	Directors/managers of ECDs and PSAPs will need access to see what courses and exams have been completed by their staff. State level access should be able to see completion rates for ECDs as a whole in addition to the ability to view the completion rates at the PSAP level. State level access should allow metrics and analytics from the state as a whole down through all levels to an individual trainee.
3 Is the pro forma contract required to be signed?	Upon award, a contract highly resembling the pro forma contract will be signed; however, the pro forma contract is not required to be signed when the Technical Proposal is submitted.
4 Are references a requirement for this RFP?	Yes. See RFP # 33501-175004, Attachment 6.2., Section B.17.
5 Some vendor services require deeper scoping that need additional conversations. Is an estimate sufficient?	See RFP # 33501-175004, Attachment 6.3. The Cost Proposals will be evaluated according to the information provided in this attachment. Further, the contract award will be based upon the winning bid as provided in this attachment.
6 On section C-13 of the technical form, is a progress bar to track progress or for start and stop capability in videos requested?	Either a progress bar to track progress or start/stop capability in videos will be acceptable provided that there is the ability for a user to start and stop a training course without losing progress.
7 Will the respondent need to establish both "Initial Training" courses and "Continuing Education" modules as referenced in 07-06-02-03(1)(c)?	Yes, in consultation with the Tennessee Emergency Communications Board.
8 Are the requirements listed in A.2.1 in ADDITION to the required 45 hours of "administered" training described in 07-06-02-03 (1)(b)?	A.2.1 specifically references 07-06-02-.03; it is not in addition to the required 45 hours of administered training. That rule sets the minimum training requirements and courses the State is seeking in an online training platform.
9 Is there a desire of the State to require management or tracking of the 40 hours supervised on the job training as referenced in 0780-06-02-03(1)(a)?	Primarily, the State is seeking to track course work; however, tracking on the job training would be an added benefit.
10 Can the State provide copies of the existing training material in use at this time?	The State does not have training material, but is seeking training material to be generated and produced by the vendor.

QUESTION / COMMENT	STATE RESPONSE
11 Will the State provide all current training materials to the successful respondent upon award to potentially decrease research and development hours and associated costs?	The State does not have training material, but is seeking training material to be generated and produced by the vendor.
12 C.17 & 33 of the Evaluation Guide suggest the State will require live environment or webinar training to be taken from the system; please clarify if this is a requirement?	It is not a strict requirement to have a live environment, but the inclusion of one in the finished product would be factored into the decision making process. The State prefers a method in which questions regarding the materials/courses can be archived so that the trainee can obtain an answer.
13 How is it anticipated that learners will ask questions in a live environment?	Trainees should be able to ask questions in a live environment via video chat, audio, phone call or potentially other methods provided by the vendor.
14 Is the respondent required to have a current course offering which meets/exceeds the APCO Project 33 standards? If not, will their response be deemed responsive?	No. The responsiveness of each proposal will be determined by the compliance with the requested documentation in RFP # 33501-175004.
15 Is there an incumbent who is already providing this service? If so, how long has the incumbent been providing content?	No, there is not an incumbent providing this service for the State. NENA and other organizations do provide in person training courses which are cost and time prohibitive for many ECDs, PSAPs, and their employees.
16 Is there a desire of the State to seek different methods for the services described in this RFP?	RFP # 33501-175004 is seeking an online training platform. The Tennessee Emergency Communications Board may continue to provide in-person training opportunities outside of this platform.
17 Will the State allow additional time for responses to be due?	Yes. See the updated Schedule of Events listed above.
18 Is the State open to work with out of state agencies?	Yes.
19 Do you have any budget information, so that vendors can choose a relevant solution for this project?	Specifically, there is no budget information available. However, the estimated cost associated with this project is approximately \$1,250,000.
20 What are the formats for online lessons? Text, video, downloadable files?	A variety of formats for online sessions should be implemented and varied dependent upon course content and objectives.
21 What are the formats for online test? Fill in the blank, multiple choice, essay questions?	A variety of formats for online test should be implemented and varied dependent upon course content and objectives. Essays, however, would be difficult to implement and grade as they would require a person to evaluate the submission.

QUESTION / COMMENT	STATE RESPONSE
22 How would you like the test to be graded? Automatic (for multiple choice) or will the State have some personnel to grade them manually (for fill in the blank, essay questions, etc.)?	Tests should be graded automatically.
23 Will the certificate be auto-generated? In what conditions?	Yes, upon satisfactory completion of each course(s).
24 Will the State provide all contents for the training courses and tests?	No. However, the State is looking for the ability to create and upload courses and tests in the future. Currently, the State is seeking the creation of content for both training courses and tests as part of RFP # 33501-175004.
25 Which vendors provided information for RFI # 33501-175002?	<ul style="list-style-type: none"> ▪ Career Step LLC ▪ Great LearningWorks Inc. ▪ Cornerstone OnDemand Inc. ▪ The Creative Energy Group, Inc. ▪ FirstNet Learning ▪ IBM Corporation ▪ TargetSolutions Learning LLC ▪ Envisage Technologies, LLC ▪ Darwin Global LLC d/b/a Smart Horizons ▪ West Interactive Services Corporation (Talentova) ▪ V-Academy, Division of Savant Learning Systems
26 Has the State identified a funding source for this effort; and if so, which source may be used?	Yes, the contract will be funded from existing Tennessee Emergency Communications Board funds.
27 Is there an anticipated cost associated with this project; and if so, what is the cost?	The estimated cost associated with this project is approximately \$1,250,000.
28 Will the State contract for any additional services as part of this effort, but not within the scope of the Platform RFP, such as: staff augmentation, systems integration, data migration, QA, PMO, IV&V, etc. If so, please provide the procurement method and time frame for each subsequent procurement. Also, please indicate if any of the services will be combined or if each will be acquired individually.	No.
29 May companies from outside the USA apply?	Yes, however, companies outside of the United States must have offices located within the United States where the services can be performed.
30 Is it required that the selected contractor attend in-person meetings?	Meetings may be conducted electronically or in person. Travel expenses for in-person meetings can be covered by contract funds.

QUESTION / COMMENT	STATE RESPONSE
31 Can the tasks be performed outside USA?	No.
32 Can we submit the proposals via email?	Section 3.2 of RFP # 33501-175004 provides the response delivery methods and requirements; email is not an acceptable form to submit the proposals.
33 Please provide clarity concerning the scope of this project: Analyzing the referenced documents for training requirements for telecommunicators, it indicates a total of 80-100 titles. Shall respondents scope for approximately 80 to 100 courses at a total seat time of 45 to 55 hours to bind the scope of work for the initial phase of the project? Do the courses currently exist, or is it expected they need to be created?	Yes, that is a reasonable approximation. It is expected that the courses will be created.
34 In RFP # 33501-175004, the State has identified the minimum number of licenses required is 2,500. Is this the number of telecommunicators requiring training in the State?	No. However, the State anticipates that over the course of the next 5 years, the State may need 2,500 licenses due to workforce attrition and prospective telecommunicators.
35 If courses are to be developed, please provide clarity concerning the expectations of the State as it relates to the level of intricacy of the finished classes/courses. Describe what the State expectation/level of preparation is: 1) All classes are defined, sorted, in presentation ready format (please provide examples) with defined learning objectives, Instructor Guide/Syllabus, a test with answers, evaluations and the State desires the contractor to upload the class, build the test and attach included documents, and host the classes, without (our) SME involvement; 2) All of number 1 with the addition of upgrades to the format to include a minimal level of interaction, and involvement from our SME. No voice, no video, no closed captioning; 3) All of 2 but high level of interaction no voice no closed captioning; 4) All of 3 including voice or video and closed captioning; or, 5) Classes are identified, but not developed. If this is the case, identify the level of class desired as described in 1-4 above.	"All of 3 including voice or video and closed captioning," but classes can range from being basic presentations to video presentations.

QUESTION / COMMENT	STATE RESPONSE
<p>36 Provide clarity on the training format for the courses required under this effort:</p> <p>(eLearning [computer-based training], mLearning [accessible from a mobile phone or tablet], PDF user guides, PowerPoint presentations for instructor-led training, etc.)?</p> <p>1) It is assumed any online learning (eLearning & mLearning) would be required in SCORM conformant format to allow for the future portability to any other standards-conformant platform. Is this assumption correct? If so, is there a preferred version of SCORM (1.2, 2.0, 2004, XAPI etc.) or is the requirement simply to play on our proposed platform & simultaneously be transferable to any other standards-conformant platform (LMS)?</p> <p>2) Does the State have preferred methods of delivery of the training via the online platform (e.g. synchronous leader-led instruction or asynchronous self-paced programs, blended, etc?)</p> <p>3) If multiple training formats are desired, could the State provide a list of topics and the preferred format for each?</p> <p>4) Has the State conducted a Needs Assessment/ROI analysis on the different delivery modalities to validate the modality selection? If not, would The State like a high-level Needs Assessment/ROI analysis in order to optimize delivery & telecommunicator performance as part of the contract deriving from this RFP? Yes.</p>	<p>eLearning</p> <p>1) The State is seeking an online solution to allow trainees to access training via web browser, log in, and complete courses.</p> <p>2) Not at this time; however, it is anticipated that the online training coordinator will assist with this matter.</p> <p>3) This will be determined at a later date with the assistance of the online training coordinator.</p> <p>4) No, the State has not conducted a Needs Assessment/ROI analysis; however, the State is interested in a high-level Needs Assessment/ROI analysis.</p>
<p>37 Per the RFP, 6 months are permitted to deliver the first course. Does the State have an expectation of when the remaining courses are to be delivered? What type/level of course(s) does the State expect for this first and subsequent courses?</p>	<p>The remaining courses should be delivered in the most efficient order for the vendor. The online training coordinator will be working with the vendor to prioritize course completion and objectives.</p>
<p>38 Are the topics indicated in the Tennessee ECB Rule 0780-06-02 and the Recommended Minimum Training Requirements for Telecommunicators the courses that are to be developed under a contract deriving from this RFP and in what order would they be delivered?</p>	<p>Yes, at a minimum, these topics are to be covered in the courses developed under this contract. There is no preference of the order of delivery.</p>
<p>39 Is the State currently using anyone to provide these training services to the State?</p>	<p>No.</p>

QUESTION / COMMENT	STATE RESPONSE
40 Who will own the completed courses?	The vendor who is awarded the contract and develops the courses will own the completed courses.
41 Will the State assume liability for content and certification?	See clauses D.17., D.18., and D.19. of the pro forma contract to RFP # 33501-175004. There is no formal state certification or licensure. However, the State does require the vendor to provide certificates of completion for trainees as they complete courses.
42 Who from the State (Emergency Communications Board) will be involved in supporting this contract and at what Level of Effort?	The State is hiring an employee to serve as online training coordinator. That coordinator will work closely with the vendor who is awarded the contract. In addition, the General Counsel will also be involved in the support of the contract.
43 Does the State intend for ONLY those authorized by the State to be able to view and take courses delivered under this contract?	No, the State anticipates that prospective telecommunicators will take the courses in advance of being hired as a means to increase chances of being hired.
44 If the State allows others to take the State-sponsored courses, does it intend to charge for those classes through the LMS?	No.
45 If the State allows others to take classes, will the State allow certification through the State? Will the State assume legal liability for course content and certification for those students?	There is no formal certification or licensure scheme in Tennessee.
46 Is it the State's desire for their authorized users to be able to see other classes available within the framework of the LMS, take those other classes and have those successfully completed classes appear in their training record?	Yes.
47 Does the State (or the Districts) desire to define its own certification(s) utilizing other agency/provider content?	Some districts may have training classes that they would like to add to the platform in the future. Additionally, the State is seeking the ability to be able to add and create content in the future.
48 Does the State desire the ability to include CEUs obtained from conferences and outside courses in their training record?	Yes.
49 Does the State of Tennessee require the training to be Section 508-compliant and accessible to all employees, regardless of disabilities?	The State is not required to be in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)); however, compliance with this section would be an added benefit.

QUESTION / COMMENT	STATE RESPONSE
<p>50 In question C.41, is it the intent of the State to be able to provide a Test/Exam without a class (for example, something similar to the ENP certification exam)? If so does the State desire a simple exam or the ability to have a “bank” of questions and have the test tool dynamically pull questions to meet a consistent content percentage so the exam is not the same for each student. This prevents the ability to copy the exam and share it among students as questions will be different for each student.</p>	<p>The State would consider either approach; however, a bank of questions to choose from would be preferred.</p>
<p>51 Please explain what the State means in question C.55 when asking the respondent to describe the ability “to track multiple user-defined dimensions by job function.”</p>	<p>The State would like to use metrics from the online training platform – i.e. how many supervisors have done training ABC, how many telecommunicators from these three districts have done a certain training, average scores, etc.</p>
<p>52 Is it the State’s intent for respondents to answer point-by-point items listed in the Pro Forma Contract, as it appears there are items contained there that do not have a corresponding requirement in the technical response matrix?</p>	<p>Yes.</p>
<p>53 Please explain in detail the State’s desires as it relates to the “Comprehensive Trial with pre-defined acceptance criteria of all features and functionality.” Please include your acceptance criteria and functionality requirements.</p>	<p>The State is expecting to verify that each piece and feature works after development and before being released to users. For example, the State is seeking a demonstration that the class tracking works, i.e. User A has taken class 1, 2, 3 and 4, whereas User B has only taken class 1 and 4. In the alternative, if a feature is a video player or slides of a class, that there is a way for the progress in the class to be saved in the event the user would have to stop and start one class over several visits to the website in order to complete that progress. Another feature would be the ability to pull analytics as to all users so the State can report to individual PSAPs, districts, and regions of the state. The criteria will vary widely based upon the specific function.</p>
<p>54 Based on questions in Section C, is it the desire of the State to offer live courses as there is no differentiation between the course delivery methodology in the pricing section?</p>	<p>The State may offer some live courses that will also be on the training platform online.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>55 Provide clarity on pricing requirements. Vendors believe strongly in fully disclosing their approach as it relates to all matters but especially pricing. The current requirements (as we understand them) PROHIBIT respondents from being open and expansive about pricing without potentially being disqualified. This is problematic for as respondents cannot explain how they are binding the Scope of this project, BUT it may be more problematic for the State to evaluate as they will almost certainly be comparing apples to oranges, without the benefit of knowing it.</p>	<p>The RFP is designed so that pricing is not to be included in the Technical Proposal; only the Cost Proposal. The rationale is so that vendors can be evaluated independently on technical qualifications before price is considered. However, if a respondent needs to explain its pricing, this should be done in the Cost Proposal and not the Technical Proposal. See Section 3 of RFP # 33501-175004.</p>
<p>56 How many one hour “classes” is the State assuming and what level of detail will these classes be?</p>	<p>The number of one hour classes and level of detail is determined by the minimum training requirements in the Tennessee Emergency Communications Board rules.</p>
<p>57 Provide input on how to scope potential “other courses” the State may add. Would this be via change order, a separate contract or another method?</p>	<p>The Online Training Coordinator would either create or review/vet additional courses if he/she detects that there are voids in the curriculum, or if a new topic would benefit the districts and telecommunicators. This would be done via a contract amendment or a change order as necessary.</p>
<p>58 Provide input on how to scope potential District-added classes? Would this be via change order, a separate contract or another method?</p>	<p>District added classes would come after the creation of the minimum training standard classes and would be done with the vetting and review by the online training coordinator. If there are funds left in the original contract those funds can be expended to add these classes via a contract amendment or a change order.</p>
<p>59 The RFP indicates that respondents MUST use an exact duplicate of the RFP Attachment 6.3 but also refers elsewhere to PDF and Excel. Please clarify which file type you are desiring to receive for the electronic delivery of the Cost Proposal.</p>	<p>PDF is preferred.</p>

3. Add the following as RFP section 4.11 and renumber any subsequent sections as necessary:

After contract award, the State may request the Contractor to deliver additional goods or perform additional services within the general scope of the contract and this RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional goods or services. The Contractor must respond to the State with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor’s response to this RFP. If the State and the Contractor reach an agreement regarding the goods or services and associated compensation, such agreement must be effected by means of a contract amendment. Further, any such amendment requiring

additional goods or services must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes, rules, policies and procedures of the State of Tennessee. The Contractor must not provide additional goods or render additional services until the State has issued a written contract amendment with all required approvals.

Notwithstanding the above, *pro forma* Contract section A.6. provides for limited service “change orders” without a formal Contract Amendment upon the documented mutual agreement by the Parties.

4. Delete RFP item C.31. of RFP Attachment 6.2 – Section C in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

C.31. Describe the training that is available for program administrators/managers or client course development experts. List the training components, and the average time required to complete the administrative training.

5. Add the following to RFP Attachment 6.3 (any sentence or paragraph containing revised or new text is highlighted):

Cost Item Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
Administrative/program management training (Section A.2.2., Attachment 6.6)	\$ _____ per seat	200	
Change Order Performance (Section A.6.b., Attachment 6.6)	\$ _____ per hour	1,500	

6. Delete RFP section A.2.2. of the Pro Forma Contract in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.2.2. The Contractor shall develop additional online training courses at the request of the State, such as training for administrative or program management.

7. Add the following to section A of the Pro Forma Contract and renumber any subsequent sections as necessary: (any sentence or paragraph containing revised or new text is highlighted):

A.6. The State may, at its sole discretion and with written notice to the Contractor, request changes in the Scope that are necessary but were inadvertently unspecified in this Contract.

a. Change Order Creation— After receipt of a written request for additional services from the State, the Contractor shall respond to the State, within a maximum of ten (10) business days, with a written proposal for completing the service. Contractor’s proposal must specify:

- (1) the effect, if any, of implementing the requested change(s) on all other services required under this Contract;
- (2) the specific effort involved in completing the change(s);
- (3) the expected schedule for completing the change(s);

- (4) the maximum number of person hours required for the change(s); and
- (5) the maximum cost for the change(s)— this maximum cost shall in no instance exceed the product of the person hours required multiplied by the appropriate payment rate proposed for such work.

The Contractor shall not perform any additional service until the State has approved the proposal. If approved, the State will sign the proposal, and it shall constitute a Change Order between the Contract Parties pertaining to the specified change(s) and shall be incorporated, hereby, as a part of this Contract.

- b. Change Order Performance— Subsequent to creation of a Change Order, the Contractor shall complete the required services. The State will be the sole judge of the acceptable completion of work and, upon such determination, shall provide the Contractor written approval.
- c. Change Order Remuneration— The State will remunerate the Contractor only for acceptable work. All acceptable work performed pursuant to an approved Change Order, without a formal amendment of this Contract, shall be remunerated in accordance with and further limited by Contract Section C.3.c., PROVIDED THAT, the State shall be liable to the Contractor only for the cost of the actual goods or services provided to complete the necessary work, not to exceed the maximum cost for the change detailed in the Change Order. In no instance shall the State be liable to the Contractor for any amount exceeding the maximum cost specified by the Change Order authorizing the goods or services. Upon State approval of the work, the Contractor shall invoice the State in accordance with the relevant provisions of this Contract.

8. Delete RFP section C.2. of the Pro Forma Contract in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

C.2. Compensation Firm. The payment methodology in Section C.3 and the Travel Compensation provided in Section C.4. shall constitute the entire compensation due the Contractor for all goods or services provided under this Contract regardless of the difficulty, materials or equipment required. The payment methodology includes all applicable taxes, fees, overhead, and all other direct or indirect costs incurred or to be incurred by the Contractor.

9. Add the following to section C.3.b. of the Pro Forma Contract (any sentence or paragraph containing revised or new text is highlighted):

Goods or Services Description	Amount (per compensable increment)
Provision of web-based system (Section A.2.)	\$ _____ per year
Develop comprehensive online training courses (Section A.2.1.)	\$ _____ per year
Develop online training courses (Section A.2.2.)	\$ _____ per year

Accounts (Section A.4.)	\$ _____ per user
Comprehensive trial with pre-defined acceptance criteria (Section A.5.)	\$ _____ per trial
Administrative/program management training (Section A.2.2.)	\$ _____ per seat
Change Order Performance (Section A.6.b.)	\$ _____ per hour

- c. The Contractor shall be compensated for changes requested and performed pursuant to Contract Section A.6, without a formal amendment of this Contract based upon the payment rates detailed in the schedule above and as agreed pursuant to Section A.6, PROVIDED THAT compensation to the Contractor for such "change order" work shall not exceed SEVEN PERCENT (7%) of the sum of milestone payment rates detailed in Section C.3.b., above (which is the total cost for the milestones and associated deliverables set forth in Contract Sections A.2., through A.6.). If, at any point during the Term, the State determines that the cost of necessary "change order" work would exceed the maximum amount, the State may amend this Contract to address the need.

10. Delete RFP section C.4. of the Pro Forma Contract in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

- C.4. Travel Compensation. Compensation to the Contractor for travel, meals, or lodging shall be subject to amounts and limitations specified in the current "State Comprehensive Travel Regulations." Compensation to the Contractor for travel, meals, or lodging shall be pre-approved in writing by the Executive Director prior to the expenses being incurred.

The Contractor must include (in addition to other invoice requirements of this Contract) a complete itemization of requested travel compensation and appropriate documentation and receipts as required by the "State Comprehensive Travel Regulations."

11. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.