Dear Vendor:

The following are changes and responses to questions posed by potential offerors which further clarify the requirements under Request for Quote No. 14P0003MOB for UA Safety Training Software:

CHANGES:

CHANGE 1: Page 17: MANDATORY REQUIREMENTS, ITEM 14

Demonstration - Offerors in the competitive range must be able to provide a web demonstration of the proposed system to the evaluation committee. Demonstrations are anticipated to be scheduled in January, 2014.

CHANGE 2: Page 16: MANDATORY REQUIREMENTS, ITEM 5

Time Out – Service must have a time-out “safe” function to ensure users are not disconnected from their session if they are inactive due to tasks associated with completing the training. (i.e., reading, watching, thinking, or problem solving). Users must be prompted by the system to perform an action before they are automatically disconnected from their session due to inactivity.

CHANGE 3: Page 20: PREFERRED REQUIREMENTS, ITEM 21

Authentication/Authorization – The Service must use Single Sign-On (SSO) or directory service interfaces (e.g., SAML, CAS or MS Active Directory) to authenticate or authorize users to access the service.

Alternative:

CHANGE 4: Page 22 UA SAFETY TRAINING QUESTIONNAIRE, Item (I)
(I) Authentication/Authorization - Describe the integration of the proposed Service with Single Sign-On (SSO) or directory service interfaces (e.g., SAML, CAS or MS Active Directory). Describe how the service will manage user and administrator accounts.

Questions:

1. “Question: Mandatory Requirements, Customization (pg 16) – Administrator must have the ability to embed video, pictures, sound, and other UA content.

   a. Are you asking for the ability for admins to be able to directly modify vendor off-the-shelf content or be able to add UA content to the system (either as stand-alone items or as supplements to vendor training)?

   Answer: UA must be able to either modify the vendor off-the-shelf content and/or be able to add UA content without the direct assistance of the contractor.

   b. For the addition of distinct UA content to the system, would it be acceptable to go through the vendor for this?”

   Answer: The ability for customization is key to UA being able to provide regulatory training versus awareness training. If the vendor imposes limitations to UA’s customization abilities there are limited scenarios where this would be acceptable. If the contractor’s alternative to UA customizing results in the same desired outcome it may be acceptable. Contractors must clarify their customization process to include any limitations to UA’s ability to customize content under the Questionnaire part G- Customization.

2. “Question: PAGE 20: Regarding disability requirements, could you please elaborate on how you would like an individual to utilize the system if they are hearing/vision impaired?”

   Answer: The objective of the disability requirements is to ensure people with disabilities accessibility to the content within the service. Industry standards for hearing and vision impairment are closed captioning, text to speech functions, and/or large easy to read fonts. UA does not define the means and method for alternative delivery modes for peoples with disabilities.

3. “Question: PAGE 21: “The successful offeror shall provide (by either running and distributing – preference is via email in MS Excel file format or by pre-built and/or configurable reports included in the service) as part of its proposal the following types of reports:” Is the University of Alaska looking for the supplier to generate & distribute reports?”

   Answer: If the offeror's system does not have the built-in capacity to generate and distribute reports, the Offeror must provide and distribute them as a service.

4. “Question: PAGE 14: “Activities could include watching, playing, approving, searching, sharing, listening, reading, writing/typing, thinking, building, and/or problem solving, and/or course evaluation.” Please explain how you envisage the system to support the following activities:
Answer: The activities listed above center around the trainee interacting with the system. Some training objectives require trainees to demonstrate particular skills or understanding of the course content. Trainees must be able to interact with the system to achieve the higher learning objectives. Trainees may demonstrate competency and understanding of the learning objectives in a number of ways such as evaluating case studies, participating or developing in scenarios and/or conducting risk assessment/hazard recognition. Trainees may discuss the activities and learning objectives in teams through outlets such as blogs, chats, or forums while completing the activities individually. A variety of media may be used to facilitate these activities within the system. UA has not defined the means and methods for this activity delivery. The outcome desired for these activities are for the trainees to demonstrate their understanding of identified skills or knowledge defined by the learning objective of the course.

5. “Question: It is mentioned the single sign-on functionality, but it is not clear if this is a mandatory requirement...can we get clarification on this?”

Answer: The use of a Single Sign-on is not mandatory but is preferred (see Preferred Requirement #21 included as a change in this Amendment). Contractors must describe how they handle authentication/authorization to the system.

6. “Question: Preferred Requirements #7, Access (pg 18): Could you elaborate on your use case for having multiple supervisors for an individual employee? What do you want them to be able to do?”

Answer: There are instances at the UA where one employee may have multiple Supervisors at a given time. These Supervisors may also be at different locations and/or associate with different departments (e.g. an employee has a primary job as staff for one university and has a secondary job as adjunct faculty for another university).

7. “Question: The RFP references "vendor-developed content." What kind of content is the software vendor expected to provide?”

Answer: “Vendor-developed content” is any content that originates or is created by the contractor and is provided to UA as part of the content delivery solution.

8. “Question: Is UA interested in a custom-built solution, or are you looking for a commercial off-the-shelf (COTS) solution?”
Answer: UA does not have a preference regarding custom-built solution versus a commercial-off-the-shelf (COTS) solution provided the proposed solution meets the minimum requirements.

9. “Question: Has UA investigated potential COTS solutions (e.g., Intelex, SkillSoft)?”

Answer: Yes.

10. “Question: If UA is interested in a COTS solution, are you interested contracting with a third party for implementation assistance?”

Answer: Implementation and training must be addressed in the Safety Training Questionnaire (pg. 21 of the RFP). UA reserves the right to approve any subcontractors used to fulfill any portion of the contract.

11. “Question: Is UA open to a solution that involves third party hosting?”

Answer: Any subcontract required to fulfill any part of the scope of work is the responsibility of the prime contractor and services must be meet the minimum qualifications of the RFP to be considered. UA reserves the right to approve subcontractors.

12. “Question:
   a. What course titles or how many course titles are you planning to purchase from the vendor?
      b. Do you have an idea of the number of courses for the 300 associates you will need to train? Such as an identified list of topics/courses for 2014.”

Answer: UA does not have a list of course titles. UA anticipates any/all OSHA required training. It is our intention to have regulatory compliant training in the system such as, OSHA Subpart D, E, F, G, H, I, J, K, L, M, N, O, P, Q, S, & Z mandated training. UA currently has four (4) customized trainings that are anticipated to be loaded upon implementation.

13. “Question: What is your current HRIS/Core-HR system and your current applicant tracking system?”

Answer: UA uses Banner by Ellucian Live as our HRIS/Core-HR system. UA uses UAKJobs by People Admin for applications.

14. “Question: The RFP calls for a Learning Management System along with Safety Training. Do you have a preference for a content provider?”

Answer: The RFP is for a content provider and delivery system. Some of the requirements may be satisfied by a Learning Management System, but the primary requirement is for a content provider and delivery system.
UA does not have a preference for a content provider. Since UA is looking for regulatory safety training, a provider that has safety training content is preferable, see Preferred Requirements 3 & 5 on page 18.

15. “Question: In the future, does the University of Alaska plan on utilizing the LMS platform University-wide to track the completion of all mandatory/ongoing training materials that will be deployed to staff and/or faculty in order to stay up-to-date on compliance regulations?”

Answer: At this time the UA does not anticipate a roll out of the LMS platform University wide.

All other terms and conditions of this solicitation remain unchanged.

Sincerely,

University of Alaska Fairbanks

Maren Boyack
Restricted Funds Management Officer

ACKNOWLEDGMENT

This Amendment must be signed and returned with your proposal, or otherwise acknowledged, prior to the Closing Date and Time listed above. If you have already submitted the Proposal and need to make corrections, submit a corrected Proposal with this Amendment prior to the Closing.

________________________________________  ____________________________
Bidder                                   Signature

________________________________________  ____________________________
Name & Title                              Date