RFP 23-08
Amendment 3
All Questions and Answers for the entire Q&A Period

Questions submitted prior to meeting:

1. Are you currently using a LMS? If so, which one? If not, how are you currently offering training to your employees and tracking completions?

   Yes, we are currently using Niche Academy for our LMS. This LMS is not intended for WSL employees, but rather library staff working around the state of WA. The LMS is used to host trainings for library staff as a self-directed CE space.

2. Have you seen any vendor demos prior to this RFP release? If so, which ones?

   Yes, Niche Academy and Skilltype.

3. Is there hard go-live date requirement for the new Learning Management System? If so, what is it and what is driving that date?

   Go-live by June 1. WSL hosts ongoing webinars on the LMS and will be hosting an all-day Teacher Librarian conference for clock hours in October. We are using the LMS to present the conference.

4. What is your budget for the annual recurring fees as well as one-time implementation in Year 1?

   It is part of the generalized budget and its part of the RFP process to consider pricing.

5. How will your user population interact with the system (i.e. one-time training, recurring training, optional/mandatory, etc.

   Our users interact by being assigned the training by supervisors, or they are self-directed. We don't require CE training in WA for librarians so the training is on their own. WSL and its divisions do a fair amount of created content that is an important part of our LMS. We do need user reports for both our reporting and occasional reporting to supervisors who have assigned specific trainings.

6. How many active users do you expect to have in the LMS annually?

   Around 600.

7. Will you allow users to self-register for an account? Explain the scenarios.

   Yes, we allow users to self register and this process needs to be as simple as possible. We do have some scenarios where users will need to register for a specific training and WSL staff will allow access.

8. What type of training do you plan to offer in this system?

Currently we offer pre-recorded trainings created by Niche and other Niche users, content created by vendors and trainers, and WSL created content.

9. Under *1.3 Minimum Qualifications*, the RFP states *"Contractor must be registered to do business with the state of Washington and have a Unified Business Identifier (UBI) number."* Can a vendor without a UBI# submit a Good Standing Certificate from their state of incorporation to serve in place of the Washington State UBI#?

You do not need an UBI in WA if you are an out of state business in good standing.

10. Can you please expand upon what is meant by "library centric content"/. We work with many public sector organizations including libraries that have wide-ranging training priorities.

Content which is specific to working in a library. Not HR policies since that is more HR specific. For example, shelving items in a library, serving marginalized populations, reference trainings on data bases, supervising library staff, how to do community assessments for services and using community data.

11. If there is an incumbent, are there gaps in the content currently available that you would like to see covered in a new solution? Also, what percentage of current statewide library employees use this resource?

Needs to have easy to read reports especially around use and users. Needs to cover the content and how often it has been accessed, the users and if they are completing the training or just looking at it. On average we are reaching 30% of staff statewide, some of the vendor specific trainings such as Ryan Dowd are getting 65-70% use. The sub academy for Teacher-Librarian trainings is reaching 80% since there is not a lot of free trainings that offer clock hours for this group.

12. Our pricing is partially based on the number of licenses you need. How many statewide library employees need access to this system? If none of this training is to be mandatory, have you considered the number of users you anticipate needing licenses for?

This is difficult to estimate. WSL does not require trainings and some, such as our monthly webinars are accessed by out of state or out of country users.

13.How would **the content** you are looking for differ, if at all, from what is available through the American Library Association online learning portal? For example: https://elearning.ala.org/

ALA E-learning portal gathers a lot of content and often there's a charge. We do not charge for our trainings and they are free for library staff. We're not looking for something to point people to other places. We need to be able to put our own content not allowed to charge for it.

14. Is the primary issue that the RFP is attempting to solve the ability to create, update, add, publish, customize, etc. content to an elearning portal? That is, is the problem that you need tools to do more than access a library of content, but that you want to have the ability to create and host instructional videos and tutorials produced by OSOS staff, as indicated in the RFP?

Yes. It is imperative that we are able to host trainings that are from library vendors and our own created content.

15. If you have a way to let me know the number of people you would like to make this available for, as well as the volume of participation you are currently seeing, we can provide some cost estimates

About 600 annually. We currently have 2700 registered users across all Niche Academy spaces.

Verbal and chat questions:

    a. Would you be issuing this RFP if the state did not mandate it? Are there any issues with the current system?

      We are interested in seeing new systems and see what else is out there.

    b. Could you say more about the role that supervisors and managers play in matching training to the needs of the staff and how they're using the current solution?

      Supervisors assign the training to their staff or staff are self directing for CE. An example is the Ryan Dowd training on library workers with unhoused populations. Supervisors will require new staff to take that training. We provide the source. Another example is de-escalation as libraries reopen, often staff view trainings to enhance their skills. On occasion I'll be asked for confirmation that staff has completed a certain training and we will provide that information. We also need the ability to be flexible.

    c. You mentioned that you want to bring on academic and other type of libraries. One of the things that Christine and I see with our platform is that when you involve supervisors and branch managers, that's when you see the best usage. I'm curious, if you move to a different LMS, how are you planning to incorporate these different leaders to ensure you get the most engagement?

      We're looking at how we can best reach into that space and see what they need. We're mostly working in DEI and we're waiting to hear where else we can help with their learning. The most profound difference has been with teacher-librarians. In the state of WA, they have to have clock-hours. Previous to us offering Teacher-Librarians did not have much that was library-focused. We purposefully stepped in, became a clock-hours provider and are providing training for teacher-librarians using our LMS.

    d. JP: Our platform does work with all different types of libraries. Are you looking for the RFP to provide examples of ways in which we're able to support different types of libraries or ways that we work with libraries? Case studies? Or just straightforward ways that the system can respond to the questions that you're providing?

      The platform to our users is invisible. The LMS will be for WSL as the host and libraries as the users. The biggest part of what we do is in-house created content that we need a place to post.

e. CQ: How many new trainings are added per year?

monthly webinar (12), teacher-librarian training, some shared with other Niche users, quite a few trainings are offered across all the Niche Academies. Every month probably added 10, but also remove outdated or old trainings.

Chat

When does your contract expire with your current LMS provider?

June 2023

Can you provide how much you are currently paying for the current LMS so we know the rough ballpark you are looking to pay? does not have to be exact - just trying to get a rough idea

The budget is part of the RFP process. We *estimated* the budget to be around $35,000/year.

to support the upcoming conference, do you have your own webinar software service? is there a specific requirement that helps support your webinar software with your learning management system that we should highlight? what webinar platform do you use?

Currently we use Zoom for the presentations and Niche to house the content and information for the attendees.

Why are you looking outside of your current provider?

The RFP is part of being fiscally responsible, ensuring we are providing the best services to our libraries, and part of the requirements of the state of WA

Can you share the estimated employee count throughout the state?

That is hard for us to do. We have 63 public libraries and library systems, some have one to two employees, some have several hundred. Currently we are serving and estimated 300 Teacher Librarians and an unknown number of academic, tribal, and special libraries.

Can you get us a breakdown for the different types of users?

Rough estimate would be 80% public libraries, 15% Teacher Librarians, 5% academic, tribal, and special libraries.

If you move off the current platform, will you need to migrate the old transcripts to the new platform?

Yes, we have created content that will need to move with us.

Are you looking for the vendor to supply pre-built training courses? Or is it only loading content created by the OSOS staff?

We are looking for vendors such as Ebsco, trainers such as Dowd and PCI, and content created specifically for libraries through the LMS provider.

Do you require library specific content to come along with the LMS solution?

Yes, we will need to bring our created content with us.

will the transcripts need to be ported by June 1? that would only be 2 weeks or so from the date of vendor notification not including contract negotiation

Yes, we need this to be as seamless as possible for our users.

Content in what format? SCORM?

Right now all of our content is in mp4 videos, we do not work as deep in the files as SCORM since our current LMS provides an easy upload of all ppt, pdf, and mp4 files.

To reclarify the timeline, you will chose the vendor approximately 05/15 and need to new system completely ready for use by 06/01?

Yes