



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
COMMISSIONER ADAM H. PUTNAM

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November 22, 2013

**ADDENDUM 1**

**TO:** Vendors

**FROM:** Christie Hutchinson, Purchasing Director

**RE:** INVITATION TO NEGOTIATE NUMBER ITN/ADM-13/14-15 - LEARNING  
MANAGEMENT SYSTEM (LMS)

This addendum is to provide all potential bidders with answers to questions received in reference to Invitation to Negotiate Number ITN/ADM-13/14-15.

- 1. Although we are working to make all our software ADA Compliant, I don't believe that our Learning Management System is there yet. Will we be allowed to provide an explanation to clarify our process, or will our response be disqualified for non-compliance if we can't provide that?**

*In order to be considered responsive, any proposed solution must meet all of the requirements as stated in the ITN.*

- 2. We are a global organization with several references we can provide for our LMS, however, all of our LMS customers are outside the US. Within the US, we have 6 active customers who use our other products (for testing & assessments, ebook systems used for e-learning and training) but not the LMS. Please let me know if 3 non US based references will meet the acceptance criteria for our bid?**

*Yes, however, the references must be verifiable as stated in the ITN. The Department has had limited success in verifying foreign references.*

- 3. Page 11, Paragraph C states, "The anticipated contract period is from the date of contract execution through June 30, 2014". In my experience, the first contract period is usually one year, so this seems exceptionally short. Might you clarify for me?**

*The state's fiscal year is July 1 through June 30 of each year. All deliverables must be received prior to September 15 of each year to be funded within a fiscal year.*

- 4. Page 18, TAB C indicates the references should come from customers "for whom they have provided promotional and marketing campaigns". Did FDACS mean to say "provided LMS services" or some variation of that characterization?**

*Yes, see corrected References section specified herein.*

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5. **Appendix II, Page 56, Q16, please clarify whom you mean by “third-parties”. Does this mean that you require assessments created and scored outside of the LMS are able to be imported into the system, data captured and reported?**

*Yes, the LMS should support external assessment data, and it is desired that the system include an internal assessment tool as well.*

6. **Page 10, #16 indicates that certain project management services are to be provided. Will FDACS staff be performing the referenced configuration/customization and testing that the vendor will manage?**

*No, vendors should include the appropriate staff to provide these services.*

7. **Page 11, contract period states, “The anticipated contract period is from the date of contract execution through June 30, 2014. All deliverables must be completed and invoiced prior to September 15, 2014.” Does that mean that the contract will end on June 30, 2014 but work may continue and be paid for after that date?**

*The state’s fiscal year is July 1 through June 30 of each year. All deliverables must be received prior to September 15 of each year to be funded within the fiscal year.*

8. **If a fully hosted software as a service approach is proposed, is it anticipated that the contract will continue beyond September 15, 2014?**

*As stated in the ITN, there are allowable renewals for any contract resulting from this ITN.*

9. **Page 18 indicates, “The proposal must contain names, addresses, phone numbers and email contacts of three (3) separate customers for whom they have provided promotional and marketing campaigns within the last five (5) years.” Should that be re-stated differently to mention LMS instead of promotional and marketing campaigns?**

*Yes, see corrected References section specified herein.*

10. **The ITN indicates, “The Department seeks a commercial-off-the-shelf (COTS) Learning Management System (LMS)”, does this exclude Open Source/publicly freely licensed software?**

*No.*

11. **Apart from the onsite trainings, what other services are required from the vendor onsite?**

*No other services shall be required.*

12. **As it is a web-based application, does the Department have any browser preferences i.e. IE 9, Chrome, Firefox? In addition to this, will the Department be looking for a mobile/tablet based responsive design?**

*Per the Current Technical Infrastructure section on page 11, the minimum browser preference is: IE 8 and above; current versions of Chrome or Firefox plus two versions back. The Department prefers that the proposed solution adheres to standards that allow it to run on mobile browsers as well as desktop browsers.*

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- 13 It is mentioned in the document that the proposed solution may be offered as a fully hosted software solution as a service, or as a purchased system that resides on-premise. What are the qualification criteria for pricing? Is it just affordability?**

*To the extent we understand the question, as stated in the ITN, "The Department seeks pricing and information on what LMS' are available and the associated costs. The acquisition of an LMS by the Department is dependent upon affordability and is contingent upon funding."*

- 14. It is mentioned in the document that the Department does not have an anticipated budget for fiscal year 2013/2014. Can you please elaborate what are the criteria for evaluating the vendor pricing?**

*As stated in the ITN, "The lowest FIVE (5) YEAR TOTAL COST proposal, as specified on APPENDIX I, will be given the maximum evaluation points allowed for this section, and each other proposer will be given a percentage of the total points based on the percentage difference of their price versus the lowest total proposal price."*

- 15. Can you please provide details regarding the hardware available on the server side on premises?**

*Please refer to the section, Current Technical Infrastructure, located on page 11, for a description of the on-premise environment. It states:*

*The Department's current standard software/hardware available for an on-premise solution is as follows:*

*VMWare Virtual Infrastructure;  
Windows 2003 or 2008 servers;  
Microsoft IIS 6.0/7.5;  
Microsoft .NET 3.5 or above;  
Microsoft SQL Server 2008 or above.*

- 16. How many disparate systems will need data migrated to the new LMS?**

*The system should support data migration from least 16, but not more than 25, disparate systems – several of which would be continual migration, not just a one-time migration.*

- 17. How many eLearning courses will need to be migrated to new LMS?**

*This is unknown at this time. Please provide system capabilities or limitations for this function.*

- 18. How many student history records will need to be migrated to new LMS?**

*This is unknown at this time. Please provide system capabilities or limitations for this function.*

- 19. What is the HRIS system(s) that will integrate with the LMS to provide student profile data (e.g., is it Exchange/SharePoint or something else)?**

*The Department does not understand this question.*

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- 20. It appears that for both PUR 1000 and PUR 1001, there is only one area provided for official signature, and this one area is sufficient for both forms. Please confirm that this is correct.**

*Yes, correct.*

- 21. Page 10, Minimum Project Deliverables, we are under the impression that not all items listed here need to be included in our response to the ITN. In other words, as indicated, some items are due after award and before any work commences. For example, items 14-16 will be addressed in our response, but items 8-12 are not expected to be addressed until the timeframes indicated. Please let us know if we are incorrect about our impression.**

*The response should address the intention and ability to provide all listed deliverables. However, finalized implementation details and schedules are not required until the project initiation stages after the award.*

- 22. Page 17, Instructions to Proposers, the ITN states, "Submit one (1) original, and five (5) duplicate copies of the proposal and all attachments when responding to this ITN." Although we are instructed to include all attachments, we presume that attachments B, G and H do not actually need to be completed, per the instructions on page 10 (Example: Page 10 says attachments G and H are due prior to any customization work being formed, which we understand to mean that they are not due at the time we submit our proposal). Please confirm or clarify if need be.**

*Attachments B, G and H are not required with the proposal.*

- 23. Page 18, Tab C, Past Performance/References - the ITN states, "...three (3) separate customers for whom they have provided promotional and marketing campaigns within the last five (5) years". Is it true that you want references for whom we have provided promotional and marketing campaigns, or do you want references for whom we have provided an LMS and associated services?**

*Yes, see attached corrected References section.*

- 24. Page 19, Project Management Plan Requirement - we presume that the plan we include in our response will not be the final plan, and that Meridian and FDACS will work together to finalize the project management plan. Please confirm that you have the same understanding, or clarify if our understanding is incorrect.**

*Yes, finalized project management plans will be developed through the project initiation process.*

- 25. Page 47 of the ITN: Attachment H refers to an Appendix E—ISDM Requirements Analysis, is this an Appendix that will be provided at a later date? It is not found in the ITN.**

*The ISDM refers to the Project Execution phase of the Department's Information Technology Lifecycle Framework (ITLC). The ITLC Process Checklist (FDACS-01527) outlining the steps and deliverables in the ISDM is attached.*

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- 26. Page 47 of the ITN: Attachment H states the following instructions, “This form should be filled out during the ISDM Requirements Analysis Process by the project manager, business analyst or system developer in coordination with other appropriate subject matter experts.” What does ISDM stand for? Also, we plan to include time for requirements analysis in the project timeline (project management plan) that we’ll include in our response, but we’d like to know from you if you have an expected amount of time that will be spent on this specific requirements analysis?**

*No, as per the Minimum Project Deliverables section located on page 10, item 5 states the vendor is only responsible for providing the information needed by the Department to complete Attachment H. Department staff are responsible for completing Attachment H based on the information received from the vendor.*

*ISDM is an acronym for Information Systems Development Methodology. The ISDM refers to the Project Execution phase of the Department’s Information Technology Lifecycle Framework (ITLC). The ITLC Process Checklist (FDACS-01527) outlining the steps and deliverables in the ISDM is attached.*

- 27. It is mentioned on page number 9, under the heading of Technical Specification, of the RFP that the web based LMS should have a Customizable Branding. Whereas Appendix 2 of the document, page number 56 point number 25 suggests that the online presence of the system should be in conformity to Department’s look and feel. Can the Department clarify whether customizable branding or Department specific branding is required?**

*The ability of the proposed solution to conform to the Department’s branding and look and feel is preferred; minimally, the ability to display the Department name and seal using the Department’s syndication feed is required. Please see Attachment C: Application Design Standards.*

- 28. Referring to the Functional Requirements Documentation Form, Section 2 page number 49 i.e. Entity Relationship Diagram. It is not clearly mentioned to what level or normalization is required of the vendors proposed solution i.e. 3rd normal form or BCNF, can you please specify which one?**

*No normalization is required for the ERD at the functional requirements stage for this project. Because this is for an implementation of a COTS solution, only the high level business data needs to be modeled in the ERD, not the final schema(s).*

- 29. Referring to the Appendix 2 of the document page number 55, point number 11 (a). Does the Department want custom fields to be added to the registration form? If yes, who in the organization will be able to add and delete such Custom Fields and who will be able to set the attributes for Custom Fields (i.e. Custom field name, data type, length, mandatory to be filled check box, etc?)**

*Users with Administrator privileges should have the ability to create and edit custom fields on the registration forms. Further, the Department would like the ability to create and deploy new registration forms through the system.*

- 30. Does the Department seek a default landing page/report for specific roles and hierarchies in the system?**

*Default landing pages would be preferable but are not required.*

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- 31. On page 55, point 4 under the heading 'Required Functionality' please elaborate further regarding this requirement. In case of registration, do you require the system to have the ability to create new email addresses in the exchange as well as delete or disable the existing ones? Please clarify.**

*No, the proposed solution will not integrate with Active Directory to validate, create or delete users or email addresses. The Department's Exchange 2007 server is configured to handle room and resource scheduling. It is preferable that any proposed solution integrate with the Exchange calendar to assist with finding available room resources and scheduling them as well as to email students or Administrators.*

- 32. On page 55, point 8 under the heading 'Required Functionality', do you require creation of training contents via this system? If so, which multimedia content types should the system support?**

*Yes, we'd like the system to support video, text, sounds, interactivity and innovating learning technologies.*

- 33. Regarding the same point as mentioned above, is there any specific third party content development tool whose content you would like to be viewable via the system?**

*The Department would like to be able to develop content in any available SCORM or TinCan API enabled tools.*

- 34. On page 55, point 9, do you want to enable this feature for video content as well, so that whenever the user resumes training, video would play from the same point.**

*The Department would prefer that the proposed solution have the ability to pause and resume all content, including audio and video.*

- 35. Referring to the Appendix 2 of the document page number 56, point number 12. Can you please elaborate further and explain what is meant by Adaptive Course Content? Please explain the dimensions that have been mentioned**

*Adaptive course content implements the goals of adaptive learning through the LMS. A proposed solution that includes adaptive course content will monitor the user's interactions with the system to improve the manner in which it delivers learning content to that individual. Adaptive course content allows the LMS to adapt to the students learning needs. The Department prefers a proposed solution that implements a method of deploying adaptive course content.*

**To the extent this addendum gives rise to a protest, failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.** All other terms, conditions and specifications of this Invitation to Negotiate will remain the same. If you have any questions regarding this addendum, please feel free to contact this office at (850) 617-7181.





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# Attachment C – Application Design Standards

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Florida Department of Agriculture and Consumer Services

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ITN/ADM – 13/14-15



## Background Information

The syndication feed is managed and controlled as part of the FDACS website FreshFromFlorida.com.

Two templates have been developed and accepted by FDACS. Their key features are:

Template1: With ribbon menu

- Ribbon menu (arrow / graphic around the FDACS seal)
- Most consistent style to the department's website
- Allows menu items to be added to the ribbon
- Restricts content area width to approximately 790px
- Allows users to search department's site from application
- Ideal for form based applications, i.e. contact forms, surveys, etc.

Template 2: Without ribbon menu

- Full width, no ribbon
- Greatest flexibility for application content
- Does not allow users to search department's site from application
- Ideal for interactive applications or applications that utilize mapping services

The syndication feed is broken into several fragments. Each of these fragments together forms the look and feel for FreshFromFlorida.com. The fragments for each of the two templates are delineated below:

## Template 1 Fragments

- Full Site
  - URL: <http://www.freshfromflorida.com/website/fragment/>
  - Aggregate of all of the parts.
  - Note the div and section that start the page's main content.
  - See *Template 1: Page Content Guidelines* for further details.
- Head
  - URL: <http://www.freshfromflorida.com/website/fragment/head>
  - Includes the charset and style sheet references.
- Header
  - URL: <http://www.freshfromflorida.com/website/fragment/header>
  - Header element that includes the ribbon and search bar. Further broken down, if needed into header\_top and header\_bottom.
- Header Top
  - URL: [http://www.freshfromflorida.com/website/fragment/header\\_top](http://www.freshfromflorida.com/website/fragment/header_top)
  - Includes the top half of the header. Ribbon items and breadcrumbs can be added after this fragment.
- Header Bottom
  - URL: [http://www.freshfromflorida.com/website/fragment/header\\_bottom](http://www.freshfromflorida.com/website/fragment/header_bottom)
  - Includes the bottom half of the header. Ribbon items and breadcrumbs can be added before this fragment.
  - See *Template 1: Ribbon and Breadcrumbs* below for usage
- Navigation
  - URL: <http://www.freshfromflorida.com/website/fragment/navigation>
  - Includes the department's main navigation menu.
- Footer
  - URL: <http://www.freshfromflorida.com/website/fragment/footer>
  - Includes the items in the footer and the department's Google tracking code.

### Template 1: Additional Information

#### *Page Content Guidelines*

The main content is denoted by two elements: a div with `class="row"` and a main section with `class="main-area content-view-full class-folder column"` and `id="site-main-content"`. These elements are required for proper styling of the content.

#### *Ribbon and Breadcrumbs*

The header top and header bottom have been separated to allow the developer to add items to the menu ribbon and to create the breadcrumbs for the application. The custom ribbon code should be inserted directly following the header\_top code and should follow the following format:

```
<hr />
<ul class=""menu"">
    <li>Ribbon Item</li>
</ul>
```

The breadcrumbs need to be added immediately following the ribbon with following format:

```
<nav id=""path"">
  <div class=""container""><p>You are here:</p>
    <ul class=""menu horizontal delimiter"">
      <li><a>MENU ITEM</a> <span class=""delimiter"">&gt;</span> </li>
      <li><span class=""inactive"">Last Item Not Linked</li>
    </ul>
  </div>
</nav>
```

## Template 2 Fragments

**Note:** This template reuses the navigation and footer parts from Template 1.

- Full Site
  - URL: <http://www.freshfromflorida.com/website/fragment/noribbon/>
  - Aggregate of all of the parts.
  - Note the div and section that start the page's main content.
  - See *Template 2: Page Content Guidelines* for further details.
- No Ribbon Head
  - URL: [http://www.freshfromflorida.com/website/fragment/noribbon\\_head/](http://www.freshfromflorida.com/website/fragment/noribbon_head/)
  - Includes the charset and style sheet references.
- No Ribbon Header
  - URL: [http://www.freshfromflorida.com/website/fragment/noribbon\\_header/](http://www.freshfromflorida.com/website/fragment/noribbon_header/)
  - Header element that does not include the ribbon and search bar (search hidden with css, available to un-hide if needed). This header is not broken down into two parts. Breadcrumbs and ribbon menu items are not available for this syndication feed. See *Template 2: Ribbon and Breadcrumbs*.
- Navigation
  - URL: <http://www.freshfromflorida.com/website/fragment/navigation>
  - Uses the navigation from Template 1.
  - Includes the department's main navigation menu.
- Footer
  - URL: <http://www.freshfromflorida.com/website/fragment/footer>
  - Uses the footer from Template 1.
  - Includes the items in the footer and the department's Google tracking code.

### Template 2: Additional Information

#### *Page Content Guidelines*

The main content is denoted by two elements: a div with `class="row"` and a main section with `class="main-area content-view-full class-folder column"` and `id="site-main-content"`. These elements are required for proper styling of the content.

*Ribbon and Breadcrumbs*

The ribbon is not available in this syndication. Breadcrumbs are also not available in this syndication. Any menu and desired breadcrumbs will need to be created by the application developer.



Florida Department of Agriculture and Consumer Services  
 Office of Agriculture Technology Services  
**ITLC – Process Checklist**

**ADAM H. PUTNAM**  
**COMMISSIONER**

ITLC Phase	PM Phase	ISDM Process	Deliverables	Division	Contractor	Hours	Cost	Est. Due Date	Check
<b>ITLC Initiation</b>									
	<b>Project Initiation</b>								<input checked="" type="checkbox"/>
			Admin Activities						
			* Project Proposal Form (FDACS -01432)						
			* Project Charter Form (FDACS-01439)						
			Milestone – When Deliverables are Complete						
	<b>Project Needs Assessment</b>								
			Admin Activities						
			Needs Assessment						
			Milestone – When Deliverables are Complete						
	<b>Project Planning</b>								
			Admin Activities						
			Master Project Plan						
			Scope Management						
			Risk Management						
			Communication						
			Quality Assurance						
			Project Change Management						
			Other Subsidiary Plans as Needed						
			Work Breakdown Structure						
			Master Project Schedule						
			*System Security Plan (FDACS-01523)						
			Contract Statement of Work (if needed)						
			Milestone – When Deliverables are Complete						
	<b>Project Execution</b>								
	<b>Requirements Analysis</b>								
			Admin Activities						
			Cost Benefit Analysis						
			Feasibility Study (if applicable)						
			*Functional Requirements (FDACS-01524)						
			*ER Diagram						
			*Data Dictionary						
			*Projected Utilization (# users)						
			*Installation Requirements						
			*Security Requirements						
			Process Models						
			Maintenance Requirements						
			User Document Requirements						
			Initial Test and Validation Plan						
			System Quality Assurance Plan						
			Interface Control Document						
			Milestone – When Deliverables are Complete						
	<b>Design</b>								
			Admin Activities						
			Systems Design Document						
			Systems Integration Document						
			Data and Process Conversion Plan (if applicable)						
			Initial Back Out Plan						
			Initial Systems Administration Manual						
			Initial User Training Plan						
			Initial User Manual						
			Milestone – When Deliverables are Complete						

ITLC Phase	PM Phase	ISDM Process	Deliverables	Division	Contractor	Hours	Cost	Est. Due Date	Check
			<b>Acquisition/Development</b>						
			Admin Activities						
			Software Development Document						
			Application and System Software, including program code and database constructs						
			*Initial Application Restoration Plan						
			Final Back Out Plan for Controlled Test Environment						
			Final Test and Validation Plan						
			System Administration Manual (updated)						
			User Training Plan (updated)						
			User Manual (updated)						
			Back Out Plan (updated) for Production						
			*Change Log (FDACS-01248) for Controlled Test Environment						
			Contract Statement of Work (if needed)						
			Milestone – When Deliverables are Complete						
			<b>Integration, Test, Acceptance</b>						
			Admin Activities						
			*Security Verification						
			Test/Analysis Problem Report						
			Disaster Recovery Plan (updated)						
			Business Continuity Plan (COOP)(updated)						
			Final System Administration Manual						
			Final Training Plan						
			Final User manual						
			Final Back Out Plan for Production Environment						
			Application Owner User Acceptance						
			*Change Log (FDACS-01248)						
			Milestone – When Deliverables are Complete						
			<b>Implementation</b>						
			Admin Activities						
			*Post Implementation Security Verification						
			*Change Log (FDACS-01248)(Closed Out)						
			*Delivered System						
			*Final Application Restoration Plan						
			Milestone – When Deliverables are Complete						
			<b>Project Closing</b>						
			Admin Activities						
			Contract Documents (if applicable)						
			Project Lessons Learned Document						
			Team Performance Evaluation Document						
			Key Performance Outcomes/Measures Document						
			Project Release Document (Signed)						
			Post Implementation Review Report						
			Milestone – When Deliverables are Complete						

ITLC Phase	PM Phase	ISDM Process	Deliverables	Division	Contractor	Hours	Cost	Est. Due Date	Check
<b>ITLC Operation and Maintenance</b>									
			Admin Activities						
			Change Log (FDACS-01248)(if applicable)						
			User Satisfaction Report						
			Application Owner User Access Review						
			Initial Disposition Plan						
			Milestone – When Deliverables are Complete						
<b>ITLC Disposition</b>									
			Admin Activities						
			Archived Application – system and Data						
			Post-Termination Review Report						
			*Change Log (FDACS-01248)(closed out)						
			Final Security Archival Plan						
			Milestone – When Deliverables are Complete						

**Symbols Defined**

- ✓ Deliverable is Complete
- \*(Deliverable) = Required Deliverable

**Color Legend**

	ITLC Phase
	Project Management
	ISDM
	Milestone
	Contract Statement of Work

**Tasks for Administrative Activities**

**Admin Activities**

- For Example:
- Research and Planning (Historical/Legal )
  - Meetings
  - Review Department Policy and Standards
  - Review Deliverables
  - Status Reports
  - Other Project Management deliverables
  - Documenting Work (Repository)