City of Philadelphia Responses to RFI
Citywide Learning Management System
Wednesday April 22, 2020

A total of 50 questions were received. Responses are below.

Submitted from D2L

Q1: What is the City of Philadelphia’s ecosystem beyond One Philly / Oracle where integration would be desired?
A: The complete ecosystem at the time of this response includes only One Philly / Oracle. These systems house all of the City’s workforce data and HRIS.

Q2: What is the City of Philadelphia’s current LMS?
A: SmarterU

Q3: What is the City of Philadelphia’s typical content types for online learning?
A: Content varies for online learning. It can range from mandatory sexual harassment training or other compliance training, to soft skills and personal and professional development.

Q4: Is there an initiative to scale beyond compliance training? (E.g. Leadership, Professional Development)
A: Yes. The City currently uses the LMS to house both compliance training, professional development and is aiming to including more leadership.

Q5: Is the City of Philadelphia’s initiative to grow online learning beyond the current blending of 30%?
A: Yes. An increase is planned. The percentage amount cannot be determined at this time.

Q6: What is the expected turnaround time from RFI review to RFP launch?
A: At this time, the City is collecting information. The turnaround time cannot be determined. Typical projects like this generally are a minimum of 6 months to a year, including implementation and Go live.

Q7: What is the expected “Go Live” date for a new LMS?
See response to Q6.

Q8: With regard to transfer of “historical data” (Part A, #10 Functionality Assessment Table), what is the scope of data (detail, timeframes, etc.) needed to be transferred to the new LMS?
A: The City needs to be able to report training completed, specifically for compliance training and other training. As a result, a migration of the current LMS content would be needed, for example: training course, training content (SCORM files, online courses, course descriptions), training enrollment and completion data of employees (John Doe course completion and course registration history).

Q9: How are employees enrolled in online and ILT? Registration, self-enrollments or administrator-assigned?
A: Currently there are four options for enrolling and they are: manual, self-enroll, auto-enroll, or assigned enrollments

Q10: Is there a priority scope to the technical requirements listed in the Functionality Assessment Table?
A: The listing in the Functionality table, can be a guide for priority as it listed beginning with “Basics” to “Users” and so on.

Q11: Can you provide examples of what constitutes a “custom field” (Part C, #14 Functionality Assessment Table)?
A: This function would allow the City LMS admins to customize user profile fields. For example, if the user profile has fields for name, employee ID, job title. The City admin could add more fields, such as Committee, Civil Service, Full Time/ Temporary / Contractor and so on.

Q12: What is the logistics around the integration into Payroll?
A: Currently our Information Technology group sends an excel file to the LMS provider. This contains the workforce data for all current employees. See Q22 for more details.

Q13: Does the City of Philadelphia currently leverage any BI Tools or Data Warehouse?
A: Not at this time.

Q14: What is the desired support model for the City of Philadelphia (admin, end user)?
A: For admin support: technical helpdesk support available by phone, email, and or web chat on weekdays and as needed, preferably email correspondence on the weekends.
For end user support: Current model equips the internal admin to provide end-user support. This is still ideal, however, an end-user web chat function would also be helpful for end-users.

Questions submitted from Deltek

Q15: Is there funding approved for this? If yes, through what means?
A: Yes. Annual funding is approved for the citywide LMS. The funding will come out a budget in partnership with the Office of Information Technology

Q16: How might we attain copies of the current vendor’s contract if there is a current vendor performing this service?
A: The City of Philadelphia has adopted an Open Records policy to comply with the Commonwealth’s Act 3 of 2008, 65 P.S. §§ 67.101 et seq., commonly known as the Right-to-Know Law. With certain exceptions, members of the public have the right to inspect and/or copy public records upon written request.

Please note that due to the Declaration of Emergency Related to the Known and Potential Presence of the Novel Coronavirus COVID-19 in Philadelphia, requests submitted under the Open Records Policy are subject to delay.

You can view the City’s policy, procedure, and get more information on the COVID-19 processing delay at this link.
Q17: If this RFI does greenlight a solicitation, what is the estimated timeline or target for procurement?
A: See response to Q6

Questions submitted from Accord LMS

Q18: Regarding “Part A.6: Able to access City's firewall” - Can you provide a more detailed explanation of what you're looking for here? I believe that we'll need some context to be able to address this item.
A: There are no special requirements. Any firewall rules need to go through an approval process. The vendor would need to go through an approval process and be granted that access.

Questions from Cornerstone | eSkillz

Q19: Do you have any users whose data will not come from your Oracle HRIS? If so, how will their accounts be created in the system?
A: Yes. Contract workers and similar employees will not have employee ID numbers and are not in the Oracle HRIS. Currently accounts are manually created for them. A fake employee ID is created as well.

Q20: How frequently would you like to update user data in the LMS (nightly batch process or real-time web services)?
A: Real time is most ideal, but currently there are weekly to bi-weekly updates.

Q21: What systems besides your Oracle HRIS will you need to integrate with the LMS?
A: Oracle, OnePhilly are the only systems.

Q22: What are the requirements for each integration (data fields, into LMS or bi-directional, frequency)?
A: The data fields are listed below. The feed is into LMS (not bi-directional). This is done weekly.
Data fields: Employee Name, Employee ID, Position Name, Job Title, Department #, Department Name, Division, Location, Org ID, Hire Date, Employee Email, Alternate Email, Status, Assignment, Supervisor Name, Supervisor ID, Supervisor Email, Index Code, Home Group, Other Groups.

Q23: What are your requirements to integrate with your payroll system?
A: Currently the data integration is manual. This involves data from multiple sources, manually merged into a comma delimited excel file being sent to the LMS provider, to be integrated into the LMS.
To make it an automatic integration through to file delivery, we would need pull the data from a single source and establish an automated procedure for sFTP directly to the destination.

Q24: What is the system/technology provider used?
A: SEE ANSWER TO QUESTION Q2

Q25: What data elements will need to go into the LMS or be pulled from the LMS?
Q26: Please elaborate on the requirement “Ability to import/export Microsoft Office material, AICC and other applications.”
A: The system should be able to house (import and store) in a knowledge base Microsoft office materials, and content developed in other applications. Additionally, users should be able to export this material from the LMS to their desired location.

An example would be where employees are accessing a knowledge base to export / import a job aid, the LMS would need to allow documents in this format to be uploaded. (Note – “AICC” should have been AICC)

Q27: Will you be loading the following types of learning objects? How many total learning objects do you plan to load to the new LMS?
   a. Historic online courses (non-launchable)
   b. Active online/self-paced courses (Are they AICC or SCORM compliant?)
   c. Videos
   d. Documents
   e. Instructor-led events and associated sessions (ILT)
   f. vILT
   g. Tests/exams
   h. Evaluations
   i. Curricula
A: We would be loading all of the above, but at the time of this RFI we do not have videos or vILT. The total number fluctuates often and below is a rough estimate. At the time of the RFI, there are at least 500 LMS items on the LMS (this number includes archived courses). Of the number, this includes over 20,000 records for historical data for compliance training (includes individual employee data that have completed training). At least 30 online self-paced courses, more than 100 instructor led events, and more than 100 tests / exams, evaluations, and curricula.

Q28: Are you looking to migrate any active/open or future ILT or vILT learner registrations into the new LMS? How many?
A: Yes. We would need to migrate all data, including active data from the LMS to the new LMS. (SEE ANSWER TO Q27)

Q29: From which systems would you like to load transcript/completion training data?
A: This question may need to be clarified. The City would need to migrate data from the existing LMS to the current LMS.

Q30: Approximately how many records to-date will each have?
A: This number cannot be determined at this time, but there are training records for over 500 courses. There are some compliance training courses that would be identified as high priority and there may be other courses that may not need to be included in the migration. See Q27
Q31: Please describe any outbound data feed requirements you have to export data from the new LMS into other external systems. Include the type of data (specific fields, if possible), destination system, frequency, etc.
A: See response to Q22 and Q23

Q32: Do you have any external content providers (LinkedIn Learning, Skillsoft, etc.) that you need to integrate with the new LMS? If so, which ones? Do you want completions for those external courses to be tracked in the new LMS?
A: There are more than a dozen Microsoft online learning courses that would need to be integrated into a new LMS. All data, including historical completion data would need to be tracked into the new LMS.

Q33: Would you like to integrate any vILT providers with the new LMS? Please specify which one(s). Ex. WebEx, GoToMeeting, Adobe Connect.
A: Yes. WebEx and GoToMeeting content

Q34: Will you require Single Sign On (SSO) to be implemented to allow users to log into the new LMS from your network without having to enter their credentials?
A: Preferably – yes.

Q35: Can you elaborate on your requirements as they relate to integrating RSS feeds into the LMS?
A: This is no longer a requirement.

Questions submitted by Envisage Technologies

Q36: Do the stated 33,000+ users include the City’s police and fire department employees or do they have their own LMS? If so, how many police and fire employees are among these users?
A: Yes – this includes the police and fire departments. Police and Fire use the citywide LMS. Some departments (Airport, DHS) do have their own LMS, but the citywide compliance training will be housed on one central LMS.

Q37: Is 33,000 the number of users we should use for our pricing, which is based on the City’s number of active users of the system?
A: Yes. 33,000 to 35,000

Q38: Would you like pricing based on any other levels of users?
A: Yes – max at 35,000 users to include an estimate for contract employees.

Q39: Do you have an anticipated budget for this project that you can share?
A: Not at this time. Information received in the RFI process will help to inform a potential budget.

Q40: (Part A. 22) Regarding the fully integrated webcasting and virtual meeting capabilities requirement, can you please tell us more about how you would use these capabilities?
A: The City would like to host and store webinars of training sessions that would be in an mp4 format when storing. We would be using Webex, GoTo Meetings, or Microsoft Teams.

Q41: (Parts D. 5. & 8.) Regarding the requirements for ability to configure dashboards to show various types of reports and metrics, do you have any examples from a current system that you can show us?
A: Below is a sample. The style may vary:

![Dashboard Screenshot]

Submitted by Neovation:

Q42: A.4. Can you please clarify what is meant by ASII (could it be ASCII file format)?
A: Yes. ASCII is the correction. ASII was a typo.

Q43: A.8. By SCORM translator, do you mean converting files to SCORM format?
A: Yes.

Q44: If so, what source files would you request be converted?
A: Zip files of Power Point.

Q45: A.20 What would the desired integration be with the weekly payroll system?
A: Ideally, an API for access to the Oracle E-business system would either be available or custom created for direct access to the LMS.
Q46: Would this be in conjunction with, or replacing the Oracle integration?
A: This would be in conjunction with the Oracle integration.

Q47: A. 23 Can you please clarify what data would you be interested in syndicating through an RSS feed?
A: See response to question number Q35

Q48: C. 3 - By earmarking a course, do you mean a user being able to exit a course and then later resume it from the exited location? Please clarify.
A: Yes. Allowing a user to bookmark the course so that they do not have to start the training from the beginning.

Q49: C.6.A - Do you mean a learner being able to retrieve and print a certificate? Please clarify.
A: Yes. The learner should be able to easily print certificates after they have completed the course.

Q50: C.18 - Can you please clarify the type of workflows or use-cases which are represented by this item?
A: With personalized learning plans, the City would like for individuals to be able to create their own learning plan by selecting training from the catalog and tracking their completion. Additionally, groups (departments, committees, specific employee types) should be assigned training based on their employment category or other functions.