

Department of Procurement Services - City of Chicago

May 4, 2015

Addendum No. 1

To

REQUEST FOR PROPOSAL (“RFP”)

For

**COMPUTER SOFTWARE TRAINING SERVICES
Target Market Program**

Specification No. 128777

For which Proposals are scheduled to be received no later than 4:00 PM., Central Time on May 22, 2015 (pursuant to the Request for Proposal advertised April 8, 2015) in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

The following revisions/changes will be incorporated in the above referenced RFP document. All other provisions and requirements as originally set forth remain in full force and are binding.

**Respondent must acknowledge receipt of this Addendum No. 1 in its Proposal AND should complete and return the attached Acknowledgment by email to:
joseph.chan@cityofchicago.org
Attn: Joseph Chan, Sr. Procurement Specialist**

This document contains:

- I. Revisions to the RFP**
- II. Answers to 35 Questions Submitted for Clarification of the RFP; and**
- III. Addendum Receipt Acknowledgment.**

The information contained in this Addendum No. 1 is incorporated by reference into the original Request For Proposal (RFP) issued on April 8, 2015.

May 4, 2015

ADDENDUM NO. 1

FOR

REQUEST FOR PROPOSAL (RFP) FOR

COMPUTER SOFTWARE TRAINING SERVICES

Target Market Program

SPECIFICATION NO. 128777

For which proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time May 22, 2015.

The following revisions/changes will be incorporated in the above-referenced Request for Proposal. All other provisions and requirements as originally set forth remain in full force and are binding.

RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR PROPOSAL.

SECTION I: Revision to the RFP

<u>Revision</u>	<u>Description</u>
1	In Exhibit 1, Scope of Services, Required Courses table, under the column “Proficiency Level, page 25, for SAP Business Objects “4.1” is deleted.
2	In Exhibit 2, Scope of Services, Training Software, Tools and Reference Materials, page 25, the second item, “All computer based training materials should be SCROM 2004 compliant.” is deleted in its entirety and replaced with the following: “All computer based training materials should be SCORM 2004 compliant.”

SECTION I: Answers to 35 questions submitted for clarification of the RFP

Question 1: Is Document Specification 128777 Exhibit 9 to be completed and submitted at the same time by all respondents or is this to be filled out only by the Contractor?

Answer: No, Exhibit 9 is for the Respondent's review of the City's Professional Services Agreement's (PSA) standard terms and conditions.

Question 2: Why is SAP not included in the pricing document?

Answer: The City's SAP training is custom developed for the City. The courses are full day instructor led classroom only. The counts are included in the credit pricing at the top of the pricing sheet.

Question 3: How should SAP be priced out?

Answer: By credits: 2 credits per student for the full day.

Question 4: If a Respondent is able to fulfill all training requested by the Department except for one area such as SAP, will the Respondent still be considered in the bid?

Answer: Only Respondents that can meet all the requirements will be considered. The City has several custom developed courses that the selected Respondent will need to deliver. The City will share information about those courses with Respondents that qualify for Phase III of the evaluation process.

Question 5: Why does the pricing sheet go up to 10 years if the contract is for 5 years? Is the additional 5 for the tentative renewable years?

Answer: Yes.

Question 6: With regards to pricing, is the unit cost per student, per group, per unit or per day? Please specify.

Answer: The unit for instructor led courses (classroom or online) is a "credit." One credit equals 3.5 hours of instruction for one student. The cost of Computer Based Training is per course per student. For Training Development the cost is per hour per training developer.

Question 7: In the pricing sheet, what is meant by "unit" and "unit cost"?

Answer: Unit of Measure is how the City divides the training services into payable quantities. Unit cost is the price for a unit of the particular service. See answer to Question 6.

Question 8: In pricing, is the classroom a full day per student regardless of how many students per class?

Answer: Correct.

Question 9: Please explain in more detail "The Estimated Annual Quantity" on the pricing sheet, how is this broken down?

Answer: The Estimated Annual Quantity is an estimate based on training credits purchased by the City in prior years. It is estimated that 400 full-day and 200 half-day instructor led classroom courses will be procured by the City in addition to 50 full-day and 30 half-day instructor led online courses. The City cannot estimate the utilization of self-paced computer based training since it is not currently available to the City so the worst case of a single unit was used. Training development assumes that a 3.5 hour course can be developed in two weeks.

Question 10: At the beginning of the RFQ on page 4 of III. Background, it says that Computer Based Training (CBT) is not currently available in the City, yet it is requested in the Pricing Sheet. Please elaborate on how this would be delivered. Would it be in the City's training location or the Contractor's facilities?

Answer: The point of Computer Based Training is to be self-paced and outside the classroom. The students can access the training wherever they are permitted by their manager. The student would access the training via device that meets the specifications for successful delivery, execution and presentation on the training material.

Question 11: If the City is able, provide the number and addresses of currently City-utilized training facilities and of any facilities currently in development which are anticipated to be used for this project.

Answer: As specified in the RFP, the City is not limiting the locations at which delivery of training will be requested.

Question 12: During the pre-submittal conference, the proposal due date was verbally described as, "Tuesday, May 22nd;" May 22nd is a Friday. Can you please confirm that there has not been a change in the proposal due date?

Answer: The proposal due date is May 22, 2015.

Question 13: Regarding computer based training (CBT), does the City have a preference for the format of the training application (e.g. desktop or web-based)?

Answer: Web-based training would be preferred.

Question 14: Will the City share all associated training documentation that is currently in place and is the intellectual property of the City, including but not limited to, curricula, syllabi, evaluation reports, post-training surveys, etc.?

Answer: These materials will be shared with the selected Respondents that qualify for Phase III of the Evaluation process.

Question 15: Are there any other languages besides sign language which are being considered as future requirements related to this project? If so, which ones?

Answer: None are under consideration at this time.

Question 16: In the RFP, Exhibit 6, the quantities listed for training courses are in credits, which are equal to 3.5 hours per credit. Thusly, 800 credits for Classroom Full Day would be equivalent to 2800 instructions hours – is that correct?

Answer: Correct.

Question 17: What are the minimum and maximum attendance limits for classroom and instructor led training courses?

If a minimum is in place, what is the City's protocol in a situation where fewer than the minimum are in attendance?

Similarly, if more than the maximum are in attendance, what is the City's protocol for this situation?

Answer: The only attendance limits set by the City are the number of student computers available in a training room. Respondents may indicate limits in their response.

Question 18: In the RFP on Section 6.2.1 "Cover Letter" Section (i), it is requested that we name the key personnel committed to this project. Does the key personnel include the people managing the project from the top or do we include instructors as well? Does this include team members of subcontractors if used?

Answer: Key personnel are those involved with the delivery of training services to the City including instructors, project managers, engagement managers, etc. In the case of custom content development, the list includes designers and developers. Key personnel from subcontractors are included.

Question 19: In the RFP, on Section D. "Business License/Authority to do Business in Illinois" on page 10, how many copies of the appropriate licenses and certification for the company must we include? Will 3 of each be enough? How many copies for subcontractors?

Answer: Only one copy of the appropriate license is required.

Question 20: In the RFP on Section 6.2.4 "Professional Qualifications, Specialized Experience and Local Availability of Key Personnel who will be dedicated to the Services described in this RFP", can you please define who key personnel includes as expressed in Section (iii)? Would this include project managers, sales managers, instructors? Would this include key personnel of subcontractors if any?

Answer: See answer to Question 18.

Question 21: Will SAP be delivered in class, online, CBT? Will SAP sessions be in half-day sessions or full day sessions? How many sessions total should be priced out?

Answer: Refer to the answers to Questions 2 and 3.

Question 22: Is there a minimum or maximum for students in a classroom? Can the Contractor put a minimum amount of students required per classroom session in the assumptions? Or does the City define how many students there will be in each classroom per session?

Answer: See the answer to Question 17.

Question 23: In the RFP, under "Training Software, Tools and Reference Materials", for Computer based training materials, does the City require books for each student or "Quick Reference Guides" only?

Answer: The City requires any materials necessary for successful delivery of the course.

Question 24: In the RFP, under "Training Software, Tools and Reference Materials", for Proficiency Exams, does the City require official MS exams and Official SAP exams or can the exams be generic?

Answer: The exams can be generic.

Question 25: In the RFP, under "Training Software, Tools and Reference Materials", for Computer based training materials, what is the difference between Computer based Training materials and reference materials? Is Computer Based Training materials the book and reference materials a Quick Reference Guide?

Answer: Computer Based Training materials include any content required for successful delivery of the course. This could include Reference material.

Question 26: In the RFP, in Exhibit 1, under "Roles and Responsibilities", the Contractor is in charge of developing the training curricula. Is this a standard curricula only or will the City require "customized" curricula on a case by case basis?

Answer: The Respondent is expected to maintain a list of courses available to the City. The City may require that the Respondent develop custom training material.

Question 27: Define Training Development on the Pricing Document. Is this what the vendor will charge for developing course material? Please provide more information.

Answer: This is the per hour cost for development of custom training material.

Question 28: If the subcontractor is delivering less than 10% of the total value of the contract (only the SAP portion of training), do vendors still have to send all required paperwork for the subcontractor as expressed in Exhibit 5?

Answer: Yes.

Question 29: Does a "Classroom Full Day" of 7 hours/day include 1 hour for lunch break for the students, or 7 hours of instructional design not including lunch break?

Answer: The 7 hours of instruction does not include a lunch break. Standard City hours are 8:30 A.M. to 4:30 P.M. with a one hour break. Bargaining unit members (members belonging to a union) may have additional break requirements. It is anticipated that the training will be delivered in a sequence of 3.5 hours of instruction followed by an hour lunch and then the final 3.5 hours of instruction. Additional short breaks may be included as needed.

Question 30: Please confirm how credits are broken down. Vendors are aware that 1 credit is 3.5 hours of training per participant. Is 800 credits then 400 student days of training that are to be priced out in half day sessions?

Answer: 800 credits is equivalent to 400 full training days. If a course is a full day then 2 credits are required. If a course is a half day then one credit is required.

Question 31: Why does the pricing sheet have credit hours separated between full day and half day sessions when the unit cost is the same?

Answer: To given an estimate of the number of half-day requests versus full-day.

Question 32: Are all the computer classrooms provided operational?

Answer: All computer classrooms will have the resources listed in the RFP.

Question 33: Is there an IT personnel available to insure computer classroom should there be a problem with the system?

Answer: The City will repair and replace classroom PCs as needed.

Question 34: What is the minimum amount of insurance required in layman terms?

Answer: The insurance requirements are provided in Exhibit 7 of the RFP.

Question 35: What is the formula you used to create the credits 800, 80, 30, etc?

Answer: No formula was used. Refer to the answer to Question 9.

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES

May 4, 2015

Addendum No. 1

to

REQUEST FOR PROPOSAL (“RFP”)

For

**COMPUTER SOFTWARE TRAINING SERVICES
Target Market Program**

SPECIFICATION NO. 128777

Consisting of Sections I – III including this Acknowledgment.

III. ADDENDUM RECEIPT ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum No.1 to the RFP named above and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (Type or Print)

Company Name

Business Telephone Number

**Complete and Return this Acknowledgment by email to: joseph.chan@cityofchicago.org
Attn: Joseph Chan, Sr. Procurement Specialist**