Addendum 1

Date: June 25, 2018

Project: Learning Management System

RFP NO: 744-R1821

OWNER: The University of Texas Health Science Center at Houston

TO: Prospective Proposers

Question 1. How many production-impacting issues have been recorded over the last 12 months?

Answer 1. Five incidents have reported over the past 12 months.

Question 2.How much (%) of the current administrator's time has been allocated and used solely for support of this system over the past 12 months?

Answer 2. As of May, the current vendor has spent 401 hours in incident, project, and consulting work.

We also have a full-time LMS Administrator to support the system.

Question 3.How many custom-coded features have been added/modified over the last 12 months? Behaviors added that were not built into Moodle

Answer 3. Six plugins have either been created or customized over the past 12 months.

Question 4. What future code enhancements have been discussed - items that may be requested in the future under this contract.

Answer 4. Future enhancements may include but aren't limited to the following.  Adding CEU certificates with integration of a credit card processing system.  Use of xAPI in conjunction with a Learning Record Store.  Log management and analysis to gain understanding of learner behavior in LMS.  Optimization of Moodle tables to facilitate reporting on learner use of courses.

We have also discussed the need to make improvements to our current certificate management process and the process we use to manage facilitated courses as well as adding filters to our custom ELIS widgets.

Question 5. To clarify from the pre-bid meeting – a HUB subcontracting plan is only required if the vendor plans to subcontract part of the work; is this correct?

Answer 5. Yes.

Question 6. Is UT willing to consider proposals where the LMS is vendor hosted rather than hosted in the UTHealth data center?

Answer 6. The current LMS is integrated with the current Engage platform.  Vendors should plan on supporting the LMS in the UTHealth data center.  Future strategies may result in movement to a hosted environment, but the current scope of work is the LMS hosted in the UTHealth data center.

Question 7. Can you clarify what distinguishes ELIS courses from Moodle courses?

Answer 7. The specific title in ELIS is a "Course Description" (CD). The CD stores metadata for each of our courses and allows us to extend the features of Moodle. For example we use a CD to:

1. Assign Competencies and Strategies
2. Manage course completions
3. Produce course certificates
4. Store course completion data
5. Populate our "My Courses" and "Course Catalog" pages
6. Manage enrollments and other role assignments

To make this work, at least one ELIS "Class Instance" (CI) must be created from a CD.  For our use cases we then "link" these class instances to a Moodle course. When a person launches a course from their My Courses page they are taken to the main Moodle course page. We use the "restrict access" feature in Moodle require the completion of course activities in a designated order. Certain grade data is synced from the Moodle course to the CD based on the configuration of the CD and the Moodle course. When the grade requirement is met, ELIS locks the completion data and issues a course certificate.

Question 8. Can you describe how you are currently using ELIS (the RFP only indicates that it is used to provide PDF copies of certificates), and what customizations you have made?  Are you open to other approaches for achieving the same?

Answer 8. See my explanation for the question above because it also applies to this question. In addition to that information we also use ELIS for the following tasks:

1. Organize our courses into Programs
2. Reduce the number of Moodle courses
3. Send certificate data and copies of certificates to another system that is part of our CLI Engage platform
4. Bulk import of enrollments
5. Bulk management of ELIS components like Programs, CDs, CIs, etc.
6. Reports
7. ELIS User Sets are also used to manage enrollments and to manage how users have access to self-enroll in courses

We have not customized the Moodle core code, but we have customized some plugins. Some of the customizations appy to the ELIS suite of plugins as listed below:

1. Custom theme
2. ELIS course certificates
3. ELIS course certificates are automatically emailed to the person that completes the course
4. A user may also send copies of their certificate to others via email and also email a copy to themselves on demand
5. Custom script to delete all certificates if needed. This is what we currently have to do to correct any errors because the certificates will automatically be regenerated with current data as the cron runs.
6. ELIS certificate report attached to a user's Moodle profile
7. Custom authentication plugin that works with the CLI Engage platform
8. Custom widget for Enrolled courses - Learner's Dashboard
9. Custom widget to manage Facilitated courses - Facilitator's Dashboard
10. Item Analysis report that allows a person with a designated role to view answers submitted to questions inside a SCORM activity
11. CLIEngage Portfolio - Custom portfolio plugin that sends certain course work to a persons Google Drive

Yes, we're open to other approaches.

Question 9. What other information is publicly available about the current contract?

Answer 9. Current Supplier and contract years can be disclosed.

Question 10. Do you have a defined budget limit or range identified?

Answer 10. Information cannot be disclosed.

Question 11. Do you currently use Continuous Integration as part of your development and update process?

Answer 11. No

Question 12. If so, are you open to using this to improve reliability of updates and would you want the CI server to run on premise as well, or could this be done through a cloud service?

Answer 12. N/A

Question 13.Can you provide additional details on how ELIS is currently being used for Certificate or other functionality?

Answer 13. Yes, this answer is already listed above in response to questions from other vendors.

Question 14. Will finalists be required to make onsite presentation(s) at their own expense? Or will remote presentations be allowed?

Answer 14. This will be determine at a later date.

Question 15. If we already have a pool of vetted contractors, is it possible to use them first before going through HUB process?

Answer 15. This is the supplier’s decision.

Question 16. How do you normally manage your documentation? Many of the deliverables require some type of documentation.

Answer 16. We use Sharepoint.

Question 17. The RFP references custom plugins that have been created. Can you provide a list of these plugins and describe what they do?

Answer 17. This is a list of the names of the custom plugins. See my response to the question above for more details.

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| auth\_cliauth | Custom | SSO with CLI Engage |
| local\_certdelivery | Custom | Certificate delivery via email |
| local\_cliengage | Custom | Common Services, Program Catalog & Page |
| portfolio\_cliengage | Custom | Google Drive-based portfolio |
| report\_certificates | Custom | List users certificates on the Moodle User Profile page |
| report\_itemanalysis | Custom | SCORM Results reporting for Facilitators |
| theme\_cliengage2 | Custom | Custom theme |
| block\_cliengage\_dashboard | Custom | Learner/Facilitator/Observer Dashboard |
| elis\_certs | Custom | Generates certificates using CLIEngage templates |

Question 18. The RFP references 18,000 teachers who use the system.  Are all of these active in the course of a single year?  Can you provide the number of active users since September 1, 2017 in the current site (browse a list of users and add a filter where last access is after September 1, 2017)?

Answer 18. 24,103 users have a last access since 9/1/17.

Question 19. Do you currently have a similar active contract for services?

If so, who is the provider?

Answer 19. We currently do not have an active contract.