



**Request for Information #31701-03819
 Amendment 3
 FOR WORKPLACE eLEARNING & TRAINING
 PLATFORM SOLUTION**

DATE: March 6, 2026

REQUEST# 31701-03819 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled dates. Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		Tuesday, January 27, 2026
2.	Vendor Written Questions and Comments Deadline	2:00 p.m. Central	Wednesday, February 4, 2026
3.	State Response to Written Questions and Comments		Tuesday, March 6, 2026
4.	RFI Response Deadline	2:00 p.m. Central	Monday, March 16, 2026

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

#	Page#	SOW Section	VENDOR QUESTIONS	STATE RESPONSE
1	4	Section 6. Informational Forms: Technical Informational Form, Question 16.	Does the State envision a single enterprise learning platform adopted statewide, or a federated model in which individual agencies may select different platforms within a centrally governed framework?	For this initiative, we are looking for recommendations through this RFI for an agency solution to purchase on behalf of other agencies and options for future statewide adoption.
2	6	Table 7.1 List of Business Requirements, 6. Integration, Data	With respect to the Articulate 360 platform, is the State seeking a direct technical migration, or would a phased coexistence and	All existing content must be migrated to the new platform. If a phased approach is necessary, migrations will be prioritized based on each

		Migration & Compatibility	content modernization approach be acceptable?	agency's license expiration date.
3		General	How will insights gathered through this RFI inform a potential follow-on solicitation (e.g., RFP or RFQ)? Specifically, will responses influence requirements definition, evaluation criteria, or the overall procurement approach?	The purpose of this RFI is for the State to gather information on vendor capabilities in order for the State to select an agency term contract that will potentially influence a statewide solution.
4		General	If the department greenlights a solicitation, what would be the estimated timeframe for procurement?	A procured solution would be implemented by August 2026. The procurement and implementation timeline for the replacement solution will need to be in line with this goal.
5		General	Does the department also have an estimated contract value for this solicitation?	No.
6	3	Section 6. Informational Forms: Technical Information Form, Question 8.	Is there a current vendor providing this service? If so, could you please provide the current contract documents/information?	Refer to Section 6 Informational Forms: Technical Information Form, Question 8. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. The State will not publicly provide contract documents/information for currently utilized solutions for purposes of this RFI.
7		General	Do we need to prepare contents?	Refer to Table 7.1: List of Business Requirements, item 1.b. Agencies are responsible for developing their own content based on their specific needs, using resources from a platform's photo/media library.
8	6	Table 7.1 List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	Where does the LMS system need to be hosted?	The State is seeking recommendations through this RFI.

9		General	Does the client have their own servers? If so, server name?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Specific server information will be shared with the future selected vendor.
10	4	Section 6. Informational Forms: Cost Informational Form, 1.	User License count.	See Section 6. Informational Forms: Cost Informational Form, Question 1.
11	2	Section 5. General Information, 5.4	Can offshore development teams participate in configuration, development, or testing activities, provided they do not access State data and use only synthetic/non-production data?	Yes. Any services or products proposed in this RFI, must be in compliance with the following security policy: all State data must remain in the United States, regardless of whether the data is processed, stored, in-transit, or at rest. Access to State data shall be limited to US-based (onshore) resources only. Configuration or development of software and code is permitted outside of the United States, however, software applications designed, developed, manufactured, or supplied by persons owned or controlled by, or subject to the jurisdiction or direction of, a foreign adversary, which the U.S. Secretary of Commerce acting pursuant to 15 C.F.R. 7 has defined to include the People's Republic of China, among others are prohibited. Any testing of code outside of the United States must use fake data. A copy of production data may not be transmitted or used outside the United States.
12	6	Table 7.1 List of Business Requirements,	During implementation, is access to State data required, or can implementation be completed	If the vendor does not need to use State data during implementation, then the

		6. Integration, Data Migration & Compatibility	entirely in non-production environments with synthetic data until final deployment?	implementation can be completed entirely in non-production environments with synthetic data until final deployment.
13		General	What documentation is required to demonstrate compliance with U.S. data residency and access restrictions (e.g., attestations, policies, audit reports)?	Usually, this provision is covered in your company's "Data Privacy Policy" and/or "Security Policy". However, an official letter from a legally authorized representative can be a substitute if that provision is not covered in your existing policies.
14	2	Section 5. General Information, 5.4	Does the restriction under 15 C.F.R. §7 apply to the vendor's country of incorporation, or only to software components, dependencies, or ownership/control originating from designated foreign adversaries?	The State would need to know both the company's country and where any State data will be stored and/or handled.
15	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Approximately how many Articulate 360 courses/modules and what estimated data volume (GB) are expected to be migrated?	We cannot provide estimated data volume of Articulate content at this time as it differs by agency.
16	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Which historical learner data must be migrated (e.g., completion history, assessment scores, certifications)?	All historical learner data—including completion history, assessment scores, and certifications—must be migrated. However, the specific scope and migration needs will depend on the capabilities and requirements of the agency's LMS platform.
17	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Is functional equivalence acceptable for migrated content, or must all Articulate 360 features and interactions be preserved exactly?	The State is seeking vendor capabilities and recommendations through this RFI to preserve historical content to the greatest extent possible, while minimizing disruption and effort required by State personnel. Respondents should describe their proposed approach to achieving functional

				<p>equivalence, if available, including, but not limited to:</p> <ul style="list-style-type: none"> • How key features and interactions will be preserved or replicated • Any anticipated limitations or changes in functionality • The level of effort required by agency personnel <p>A clear delineation of responsibilities between the vendor and agency staff during migration and validation</p>
18	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Which integrations are considered mandatory for the initial rollout (e.g., IAM, ERP, Relias), and are API specifications available?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Information on agency integrations/migrations will be shared with the future selected vendor.
19	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	What authentication and identity standards are currently preferred or mandated (e.g., SAML 2.0, OAuth 2.0, Opened Connect, Active Directory)?	The State requests that the vendor list all standards they can currently support and what may be in development.
20	4 and 6	Section 6. Informational Forms: Cost Informational Form, 1., Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Beyond the stated baseline of 150 users, what is the anticipated user growth over the next 3–5 years?	We cannot predict user growth at this time; it will vary by agency.
21	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	Does the State have a preferred hosting model (cloud, hybrid, on-premises), and are there approved cloud providers for this solution?	See State response to Question 8.

22		General	Following this RFI, does the State anticipate issuing a formal RFP, and if so, is there an indicative timeline?	See State response to Questions 3 and 4.
23		General	Can you provide a list of other interested companies, for those of us who would like to look into partnering or subcontracting for parts of the proposed Scope of Work? Our company can offer some of the services but not all	No.
24		General	If a company does not offer a technical solution, but can develop trainings and providing ongoing support and training, can they still respond to the RFI?	No.
25		General	Can a vendor respond if they only provide some of the services outlined in table 7.1 in the RFI?	Yes.
26	6	Table 7.1: List of Business Requirements, 4. Personalized & Accessible Learning	What kinds of recommendations are you requesting in the phrase "...AI-driven learner guidance and recommendations..." ? Does this mean recommendations for learners in terms of courses, recommendations for learners while writing posts or engaging with the platform, or some other kind of recommendation?	<p>For this RFI, the State is seeking information on AI capabilities that support authoring, course development, and collaboration functionality within the platform. It is not referring to learner-facing course recommendations, such as personalized course catalogs.</p> <p>Vendors should clearly describe the types of AI-driven features and recommendations their solution provides and how those capabilities align with authoring, development, and collaboration needs, including but not limited to:</p> <ul style="list-style-type: none"> • Recommendations that assist with course design and content development (e.g., suggested learning objectives, content structure, assessment items, or media assets) • Tools that enhance content authoring

				<p>efficiency (e.g., automated content generation, editing suggestions, accessibility improvements, review tools, or quality checks)</p> <p>Collaboration support features (e.g., version control, review workflows, feedback summarization, or suggested edits during peer reviews)</p>
27	4	Table 7.1: List of Business Requirements, 1. Content Authoring & Design Capabilities	For the phrase "...branding control...", do you mean branding for each specific state agency that participates or branding that solely white-labels the platform as the State of TN?	Ideally, each participating State agency should have the ability to apply and manage its own branding within its respective content library, including uploading agency-specific branding elements as needed.
28	4	Table 7.1: List of Business Requirements, 1. Content Authoring & Design Capabilities	By using the phrase "...microlearning...", do you mean the ability to create shorter courses or modules broken into smaller learning segments? If not, please elaborate.	Yes.
29	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Can STS clarify the Learning Management System (LMS) collaboration functionality requirement? Is this specific to content development?	This requirement refers to collaboration features within the content authoring and development environment (e.g., multi-author editing, review workflows, commenting, version control, other review tool functionality) prior to publishing content to the agency's existing LMS.
30	3	Section 6. Informational Forms: Technical Information Form, Question 4.	For the Table 7.1 requirements, should vendors respond with "Meets/Partially/Planned/Custom" style answers, or does STS prefer narrative descriptions per requirement, in addition to the details included in the Technical Form?	<p>See Section 6. Informational Forms: Technical Information Form, Question 4.</p> <p>It would be helpful for the vendor to identify how their solution meets the List of Business Requirements from Table 7.1 using these terms.</p>

31	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	For the requested transition approach (ELT, timeline, training), does STS have an estimated volume of Articulate assets/courses, and are there target dates aligned to replacement of any existing platform(s)?	See State response to Question 2, Question 4 and Question 15.
32	4	Section 6. Informational Forms: Cost Informational Form, 1.	Pricing should reflect an estimated baseline of 150 licensed users. Are these expected to be authors/creators, administrators, learners, or a mix?	Mix.
33	4	Table 7.1: List of Business Requirements, 1. Content Authoring & Design Capabilities	Please clarify the requirement to “apply or decline live/real-time updates without requiring course republishing.” Does this refer to platform feature updates, shared component updates propagating to courses, or course content updates themselves?	This refers to all updates.
34	4	Table 7.1: List of Business Requirements, 1. Content Authoring & Design Capabilities	For cross-agency review/approval workflows, does the State have a standard governance process to align to (e.g., required roles, approval stages, retention of comments)?	This will vary by agency.
35	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	For “integration with existing LMS platforms OR provision of a built-in LMS,” does STS have a current target LMS or list of incumbent(s) (by agency) that may require integrations?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. LMS systems vary by agency. The built-in LMS feature within the Articulate platform is also used by many agencies.
36	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	For CPE/CPU credit tracking and issuance, can STS clarify compliance expectations for credit issuance?	Compliance expectations for CPE/CPU credit tracking and issuance will vary by agency and applicable accrediting standards. Vendors should describe how their solution supports CPE/CPU compliance tracking and credit issuance. However, at a minimum, the system must support the ability to track,

				<p>document, and report on the following:</p> <ul style="list-style-type: none"> • Training title • Date the training occurred • Participant roster information, including names and email addresses • Start and end times of the training or module • Total duration of participation for each attendee • Assessment and exercise results, including grading, review of responses, and reporting that confirms successful completion and scores earned • Documentation and reporting capabilities to meet audit and accreditation requirements, as defined by the applicable agency or governing body
37	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	<p>Which integrations does the new LMS solution need to support (e.g., HR systems, identity/SSO providers, content repositories, analytics platforms, or other agency-specific systems)?_x000B_</p> <p>Do they need to Bidirectional or Unidirectional?</p>	See State response to Question 18 and Question 19.
38	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	<p>What types of active and historical data require migration to the new platform (e.g., user profiles, enrollments, course catalogs, completion records, certifications, CPE/CPU credits, audit logs)?</p>	<p>See State response to Question 2.</p> <p>This will be agency-dependent and can include, but is not limited to, user profiles, developed course content, enrollments, course catalogs, course equivalences, completion records,</p>

				certifications, CPE/CPU credits, Exercise/quiz results.
39	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Which SaaS platforms are currently in use that may require LMS integration (e.g., Salesforce, ServiceNow, Workday, or other enterprise cloud applications)?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Specific SaaS platform information varies by agency and will be shared with the future selected vendor.
40	2	Section 5. General Information, 5.4	Given that configuration or development of software and code is permitted outside of the United States as long as State data remains in the US, are you open to portions of the application being built or configured offshore under those constraints?	See State response to Question 11. Please identify if the configuration and/or development your solution is (1) Everything in the US or (2) A hybrid solution.
41		General	Does your scope include computer-based training (CBT) capabilities requiring proctoring or integration with secure assessment environments (e.g., Web assessor, ProctorU, or equivalent)?	The focus of this RFI is on content authoring and development capabilities and does not include CBT, proctoring, or integrations with secure testing platforms.
42	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	How is LMS functionality currently managed across departments and agencies (e.g., separate instances per agency, shared platform with domain segregation, or hybrid approach)?	This varies by agency. Agencies manage training content within their LMS system according to their operational needs. This RFI is focused on a content development platform that supports cross-agency content creation and governance prior to deployment into agency LMS systems.
43		General	Have you evaluated or shortlisted any LMS/learning platforms to date, and if so, which solutions and what were their key strengths/weaknesses relative to your requirements?	No.
44		General	What is your targeted delivery timeline for implementation, including pilot deployment and full agency rollout?	See State response to Question 4.
45	3	Section 5. General	Does the page limit include elements such as the cover page, table of contents, Cover	The 15-page limit does not include the cover page, table of contents or cover letter. It

		Information, 5.6	Letter/Executive Summary, supporting material? Or is it the 15 page limit for the technical/cost forms, additional considerations and list of Business Requirements?	does include technical/cost form responses, additional considerations, the list of Business Requirements and supporting materials.
46	1	Section 1. Statement of Purpose	Please clarify what is meant by centralized and decentralized training functions as it relates to the capabilities of the LMS being sought.	This refers to how training administration, content management, and reporting are structured, and this will vary by agency. The purpose of this RFI is for the State to gather information on vendor capabilities that can support enterprise-level oversight and standardization where needed, while also allowing individual agencies the flexibility to manage their own training, branding, and reporting based on their operational requirements.
47	1	Section 2. Background	Is this also a consolidation effort of those various training platforms?	No.
48	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	Is the intent to obtain a FedRAMP level security for a solution?	Yes. The State will need to know if your solution is already FedRAMP certified.
49	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	Please clarify the level of security/deployment model of the system being sought, as this greatly impacts the level and types of support.	The State is seeking information through this RFI on the security and deployment models available for public-sector organizations similar in size and complexity to ours. Vendors should describe their recommended approach, including available deployment options, security controls, and associated support models. Respondents may provide scenarios or configuration options, as applicable, and explain how each would meet the List of Business Requirements as described in Table 7.1

50	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	This question implies that the solution being sought is or could not be an enterprise solution, or at least not initially. Is that a correct inference? The answer significantly impacts the overall security posture of a solution (e.g., FedRAMP vs. consumer-grade shared tenancy) and how a respondent may answer other questions, especially regarding pricing.	See State response to Question 1.
51	4	Section 6. Informational Forms: Cost Informational Form, 1.	Is this anticipated solution size, or just using this as a pricing baseline?	The 150-user count is a pricing baseline.
52	4	Section 7. Proposed Solution(s) Requirements	Please clarify what is meant here by 'mitigation of data discrepancies by means of data cleansing solutions.' Does not seem to be related to an LMS-type solution.	This was incorrect and has been updated in Amendment 1 as "The State is seeking information for workplace eLearning and training creator platform software solution(s) that currently exist from qualified vendors."
53	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Typically, a learning platform inherently has or integrates tightly with a virtual classroom capability to provide well-rounded learning delivery capabilities/modalities. Is that being sought in this solution?	No. The State is seeking information through this RFI on a content authoring and training development solution that produces content compatible with the agency's existing LMS.
54	4, 5 and 6	Table 7.1 List of Business Requirements	Your Table 7.1: List of Business Requirements is lengthy. Will all of these items be requirements of your desired system or, is this list more of a "wish list" for your system?	See State response to Question 30.
55	2 and 6	Section 5. General Information, 5.4, Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	We do meet the requirements in the 5. GENERAL INFORMATION, 5.4 Paragraph, however we currently do not have formal SOC 2, NIST, etc. certifications listed in your Table 7.1: List of Business Requirements, 5.a. Would not having such a certification eliminate us from consideration if we submit a proposal should you get to this stage?	The State is requesting the vendor to provide a list of current certifications for the proposed solution.

56		General	Our system will have an available library of pre-programmed courses on a variety of topics available for purchase. Would such a feature be of benefit to Tennessee?	No. See State response to Question 53.
57		General	What is the approximate date you would like the selected system to be available?	See State response to Question 4.
58		General	Our company is smaller and we do not have the resources available as some of our larger competitors do. However, we feel we are able to provide more personal service to our customers, including live technical support, personal training sessions and LMS customization than the larger companies can. Would our smaller size be seen as a positive or negative to Tennessee should we submit a proposal?	See State response to Question 3. Company size is unlikely to be a determining factor for the State.
59	4 and 5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	<p>b. What kind of library is expected? (b. Support for multimedia content (video, audio, graphics, screen recording) with transcriptions and access to an expansive photo/media library)</p> <p>i. Is it enough if you can upload a mp3 audio while creating new content? (Or is it more about read-aloud and accessibility?) (i. Ability to auto-generate voice narration from input text)</p>	<p>This will vary by agency, but Table 7.1: List of Business Requirements provides the required functionalities. Please list the functionalities your library solution offers.</p> <p>(i). The State is seeking information through this RFI on vendor solution capabilities. Mp3 audio and read-aloud accessibility is required by many agencies. Additionally, this is required to comply with ADA accessibility requirements.</p>
60	5	Table 7.1 List of Business Requirements, 2. Content Management, Collaboration & Governance	<p>a. What is meant by agencies? (a. Collaborative content development across agencies with role-based access)</p> <p>e. Please provide more insight and clarification on this workflow process and desired outcome. (e. Review and approval workflows supporting cross-agency governance, including inline</p>	<p>See State response to Question 34, Question 42 and Question 46.</p> <p>“Agencies” refers to individual departments, divisions, or offices within the State that are responsible for specific functions or services (e.g., health, transportation, education, finance, agriculture). Each agency</p>

			commenting, feedback resolution, and versioned review cycles)	typically operates with its own leadership, staff, and operational needs, while remaining part of the broader State or “enterprise” government structure.
61	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	e. What is meant by "engagement"? (e. Reporting and analytics on completion, engagement, and performance) g. Can you provide more details? (g. Automated calculation, assignment, tracking and issuance of CPE/CPU credits for defined courses)	“Engagement” refers to interactions with the courses, whether it is during course development, review of course content or taking a course training, for example. (g). This refers to percentage of completion of assigned training, what training courses are being assigned and tracking of credit issuance when training is completed.
62	5	Table 7.1 List of Business Requirements, 4. Personalized & Accessible Learning	b. Can we mention our credentialing partner National Coalition of Certifications (NC3)? (b. Skill development frameworks aligned to workforce needs)	Yes.
63	6	Table 7.1: List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	c. Is this a critical requirement? (c. Compliance with ADA / Section 508 and WCAG 2.1 AA accessibility standards) d. What is records management and retention requirements? Is this meant on how long we keep data? (d. Alignment with records management and retention requirements)	Yes. Most agencies have some level of ADA compliance and all public-facing content created by agencies must meet ADA WCAG 2.1 Level AA compliance standards by the federal deadline of 4/26/2026, since courses can be for both internal and external customers. The retention periods will vary by agency and be shared with the future selected vendor.
64	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	b. What legacy systems are meant here? Migration of current system? If so, what is the current system being used? (b. Ability to migrate historical and active data from legacy systems)	See State response to Question 2, 16 and 17.

			c. What is the current system being used? (c. Assurance of data integrity, consistency, compliance and data retention during migration)	
65		General	The RFI is only asking for a LMS platform, is the content also part of the request or not?	See State response to Question 7 and Question 53. The State is not seeking pre-developed or off-the-shelf training content.
66		General	Will this platform be used within the education space only? or a combination of industry and education?	No. Multiple agencies will utilize this platform based on agency need.
67	4	Section 6. Informational Forms: Cost Informational Form, 1.	Define the 150 licensed users and ensure they understand we sell seats and not users.	Seats = Users; the State is familiar with licensing hierarchy, often with licenses or subscriptions having seats that are distributed by agency administrators.
68	4	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	What authoring tools are currently in use across the State (e.g., Articulate Rise, Storyline, Adobe Captivate, or others)?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Information on agency authoring tools will be shared with the future selected vendor. Articulate authoring tools used vary by agency.
69	4 and 6	Section 6. Informational Forms: Cost Informational Form, 1., Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Approximately how many authoring/user licenses does the State anticipate needing? (Reviewer and SME access is typically included at no additional cost.)	See State response to Question 15. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Information on agency-specific authoring tools will be shared with the future selected vendor.
70	6	Table 7.1 List of Business Requirements, 6. Integration, Data	For migration planning purposes, can you estimate how many existing courses the State would like transitioned to a new platform, and which authoring tools those courses were originally	See State response to Question 2, 15, 16 and 17.

		Migration & Compatibility	built in? If they are developed in Articulate 360, please specify quantity of Storyline and Rise separately.	
71	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Which Learning Management System(s) are currently in use across agencies?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. LMS systems vary by agency and will be shared with the future selected vendor.
72	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Does the State currently deliver training in multiple languages? If so, which languages and approximately how many courses.	This differs by agency and the audience. If available, please provide a list of languages your solution can support.
73		General	With this RFP, does the state ideally wish to replace their current authoring solution with a comprehensive LCMS that meets all their current requirements for authoring and content management?	Yes. See State response to Question 4.
74		General	Do you intend to fully retire Articulate 360 or are you evaluating fully replacing it with a new authoring environment?	The State intends to migrate all content from Articulate to a replacement authoring environment.
75	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	How many LMS platforms are currently used across agencies and is the State expecting the new platform to integrate with all of them?	LMS platforms vary by agency and this information will be shared with the future selected vendor. We would prefer seamless integrations with all agency LMS platforms. If available, please provide a list of all LMS platform integrations your solution supports.
76	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Do you have a rough estimate of the volume and format of content that may need to be migrated from Articulate 360?	See State response to Question 15.
77	6	Table 7.1 List of Business	Should the proposed solution be hosted by the State, the vendor,	See State response to Question 8.

		Requirements, 5. Enterprise Security, Compliance & Hosting	or is either option acceptable as long as the environment and data remain U.S.-based?	
78	5	Table 7.1 List of Business Requirements, 2. Content Management, Collaboration & Governance	Is the State looking for a centrally governed content model, or a federated model where agencies retain more autonomy?	See State response to Question 1, 42 and 46.
79	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Will the learners/users taking training in this LMS self-register for an account or do you have a system from which you'd like to pull user account data for your target audience or will your administrators be manually bulk loading/creating these accounts? Please describe the user account creation scenarios.	This will vary by agency based on agency operational need. Some trainings will be uploaded into an agency's LMS and assigned and some trainings will be assigned through the solution platform's LMS, often through a link. Agency administrators would have the ability to assign these trainings in their preferred or agency-defined format.
80		General	Have you seen any vendor demos prior to this RFI release? If so, which ones?	No.
81		General	Is there hard go-live date requirement for the new Learning Management System? If so, what is it and what is driving that date?	See State response to Question 4. The current workplace eLearning & training platform contract is expiring.
82	4	Section 6. Informational Forms: Cost Informational Form, 1 and 2	What is your budget for the annual recurring fees as well as one-time implementation in Year 1?	The State is seeking cost estimates through this RFI and any insights you can provide into licensing costs and expected increases year-over-year.
83		General	What are you currently spending per year for your current solution?	Current spend is roughly \$150,000.
84	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	How many active users do you expect to have in the LMS annually?	See State response to Question 10 and Question 20. This will vary by agency.
85	4 and 6	Section 6. Informational Forms: Cost Informational	You mentioned 150 current active licenses, with a question around the availability for an enterprise	See State response to Question 2, 4 and 20.

		Form, Question 1., Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	solution - how many users/active licenses will you anticipate within the enterprise-wide platform? When would you anticipate onboarding these users? Please provide scenarios.	
86	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	How are you tracking and delivering training today?	This varies by agency and is based on agency operational needs.
87	4	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	In addition to course development are you looking for off the shelf eLearning content and if so which topics of interest?	See State response to Question 65.
88		General	What criteria are you using to evaluate responses?	Strong adherence to State requirements at the best value.
89	4 and 5	Table 7.1 List of Business Requirements, 4. Personalized & Accessible Learning	Is tracking employee skills, and supporting upskilling and reskilling initiatives, a key focus for you in selecting an eLearning platform?	<p>Yes, tracking employee skills and actively supporting upskilling/reskilling is a key focus for us in selecting an eLearning content development platform.</p> <ul style="list-style-type: none"> We need the platform to support skills-aligned content creation (e.g., tagging courses/lessons to skill frameworks, competencies) Different agencies utilize different LMS platforms as their system of record for enrollment/completions (e.g., skill tagging metadata, assessment results, and structured learning pathways). <p>The platform should also support role-based learning pathways, modular content reuse, and updates over time to keep skill development</p>

				current and scalable across agencies.
90	5 and 6	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking and 6. Integration, Data Migration & Compatibility	Which HRIS and/or other systems will you be pulling user data from to load user accounts into the LMS? Does it capture supervisor relationships?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. HRIS and other systems vary by agency and will be shared with the future selected vendor. The current platform allows you to put different learners to different groups to assign based on functionality, not necessarily supervisor roles. Please specify the capabilities your solution provides in regard to this question.
91	4	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	If automated, how frequently would you like to update user data in the LMS? (Daily via an inbound data feed, real-time via web services/API, or ad-hoc manually)	Agencies upload content to their agency-specific LMS systems. The cadence of updates for your platform solution will vary based on agency need.
92	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Do you have any users whose data will come from other systems (contractors, external users, etc.)? Will this data need to be fed into the LMS or be manually created by administrators?	This will vary by agency.
93	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Do you need to pre-load any inactive users for historical reference/data? If so, how many?	That information varies by agency and cannot be determined at this time. If applicable, this will be shared with the future selected solution.
94	3, 4 and 5	Section 6. Informational Forms: Technical Information Form, Questions 5, 8 and 9, Cost Informational Form Questions 1	What type of training do you plan to offer in this system?	The platform supports development of workplace eLearning content including compliance training, professional development, policy training, onboarding, leadership development, and agency-specific operational training.

		and 2, and Table 7.1 List of Business Requirements, 2. Content Management, Collaboration & Governance		Content will be deployed through agency-specific LMS systems by agency administrators.
95	3	Section 6. Informational Forms: Technical Information Form, Questions 8 and 9	How will your user population interact with the system (i.e. one-time training, recurring training, optional/mandatory, etc.)? Please explain.	This is based on agency operational needs and how they manage content within their system.
96	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Will you need to track certifications in the LMS? If so, how many certifications will you need to create in the LMS for go-live?	Yes. See State response to Question 38. This will vary by agency.
97	4	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	The LMS allows for different Welcome Page designs per org unit/audience. Will your company require differentiated branding of the LMS based on an organizational unit? If so, how many?	See State response to Question 27 and Question 46.
98	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	How many learning objects (web-based training, ILT, vILT, documents) will you be migrating/loading to the new LMS for go-live?	Agencies will need the compatibility to upload courses created within your solution to internal/external learning environments. These types of integration needs will vary by agency and will be shared with the future selected vendor.
99	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	Are you looking to load any historical training completions for users? If yes, approximately how many total completion records to-date do you plan to load?	See State response to Question 16 and 38.
100	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Please describe specific integration requirements to exchange data between the LMS and other systems. Include the type of data (specific fields, if possible), destination system,	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Integration requirements will vary by agency and will be

			frequency, method (APIs or flat files), scenarios.	shared with the future selected vendor.
101	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Do you have any external content providers that you need to integrate with the LMS (Skillsoft, LinkedIn, etc.)? If so, which ones? Do you want completions for those external courses to be tracked in the LMS?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. This will vary by agency and will be shared with the future selected vendor.
102	4 and 5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	Are you looking for the vendor to provide a COTS content library offering with the LMS? If so, what type of training are you looking for that offering to include?	See State response to Question 7 and Question 53. The State is not seeking pre-developed or off-the-shelf training content.
103	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Would you like to integrate any vILT providers with the LMS? Please specify which one(s). Ex. WebEx, GoToMeeting, Adobe Connect, Zoom, MS Teams.	See State response to Question 98.
104	5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	Is your SSO protocol AES Encrypted SSO, SAML 1.1 or SAML 2.0? If not, what is it?	See State response to Question 19.
105		General	Are you planning to implement eCommerce functionality with the new LMS (ability for users to purchase/pay for training)? Please describe your use-cases/scenarios for eCommerce workflows.	No.
106		General	What are your business drivers, pain points, and/or compelling reasons for considering a change of platform to meet your talent management initiatives?	-Co-administrator capabilities to accommodate access and editing permissions for resources that may have left the State -Ability to download files when reviewing created content and editing permissions -Updated review tool and collaboration features -The ability to lock courses and/or manage what content can be locked to ensure the user is reviewing all content

				or mandatory content (so users can't just click through slides) -ADA compliance with all features
107	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	How many custom reports, if any, would you want to re-create in the new system?	This will vary by agency. Reports may include learner views and course completions, to name a few.
108		General	How many years will your initial contract term include? Will your contract include optional renewal years? If so, how many?	The State is open to 1 year and multi-year proposals.
109		General	Does your organization require the system to support multiple languages based on end-user audience? If so, which specific languages do you require are included?	See State response to Question 72.
110		General	What is your anticipated timeline for releasing the RFP for this initiative?	See State response to Questions 3 and 4.
111	4 and 6	Section 6. Informational Forms: Cost Informational Form, 1., Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	What is the anticipated scope of this project, including the expected number of users?	Refer to Table 7.1: List of Business Requirements of the RFI and see State response to Question 20.
112		General	Is the Department open to exploring new or alternative ways to deliver training content, or should vendors plan to follow existing delivery methods?	The State is seeking recommendations through this RFI for eLearning & training and authoring and content creation solutions.
113	4 and 5	Table 7.1 List of Business Requirements, 2. Content Management, Collaboration & Governance, 3. Learning Delivery, LMS	How will learners be enrolled in courses, and how will assigned courses and self-enrollment be managed?	This will vary by agency; agency administrators will assign training to learners based on agency operational needs.

		& Tracking and 4. Personalized & Accessible Learning		
114	5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities	What level of single sign-on support is expected, and are there preferred systems or required integrations?	See State response to Question 19. SSO support would be limited to agency administrators who have platform licenses.
115	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	What integration capabilities are required for the LMS other than specified in the RFQ?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Integration needs will vary by agency but Table 7.1 provides an extensive list of what is needed.
116		General	Can you provide an overview of your technical environment, including current systems and software?	No.
117		General	When do you plan to make a decision on the LMS vendor?	See State response to Question 3 and Question 4.
118		General	What is your target date for having the new LMS live and accessible to users?	See State response to Question 4.
119		General	Is the LMS intended solely for internal workers, or will it be accessible to a broader audience?	This will vary by agency.
120	5 and 6	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking and 6. Integration, Data Migration & Compatibility	What systems do you currently use for HRIS, performance management, ATS, etc.? Please provide the names of these systems.	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. HRIS, performance management and ATS systems vary by agency and will be shared with the future selected vendor.
121	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	What are your essential integration needs for the LMS?	Agencies handle their LMS-specific integrations. The State is seeking information through this RFI on migrating content from Articulate to a new platform solution.

122	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	What is your plan for launching the LMS?	Training support for agency current users to transition historical content to the new platform and support in navigating new platform features and capabilities.
123	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Who will be responsible for ensuring the LMS is properly implemented? Do you have a dedicated LMS Administrator?	Each agency has dedicated administrators who will be responsible for ensuring proper implementation on the new platform.
124	4 and 5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities and 3. Learning Delivery, LMS & Tracking	How many team members will be involved in creating content, and do you have a designated administrator?	Each agency has dedicated administrators responsible for purchasing and distributing licenses to those who need access to develop content, collaborate when necessary and distribute training courses based on the needs, objectives and strategic goals for each agency.
125	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Is pre-built content important to you? If so, what topics are you interested in?	We are not looking for pre-built content as we will be using this platform to create content, as agency operational needs arise.
126	4 and 5	Table 7.1 List of Business Requirements, 1. Content Authoring & Design Capabilities and 3. Learning Delivery, LMS & Tracking	Who will be responsible for creating company-specific content?	Agency administrators in multiple roles will be creating, collaborating and distributing eLearning and training content.
127	6	Table 7.1 List of Business Requirements, 6. Integration, Data Migration & Compatibility	How many years of historical data need to be migrated? How many courses need to be migrated from your current system on average?	Historical content will vary by agency based on when licenses were received. All historical course content would need to be migrated to the new platform; this will vary by agency and volume cannot be determined at this time.
128		General	Who will be in charge of the LMS implementation on your team?	See State response to Question 123.

129		General	How many team members are dedicated to this project?	This will vary by agency. The 150-user count refers to current administrator licenses throughout participating agencies.
130		General	Will the LMS be managed by the HR or Operations team? Who will be the system owner?	This will vary by agency but there are dedicated administrators for each agency.
131		General	What are your main goals for the LMS platform?	This will vary by agency.
132		General	Why are you looking to change your LMS now?	Contract with current vendor is expiring and will not be reproced.
133		General	What are the top three issues you are currently facing that we can help address?	Migration from Articulate platform to another platform with the same capabilities, integrations with agency systems, and compatibility.
134	4	Table 7.1: List of Business Requirements, 1. Content Authoring & Design Capabilities	What external authoring tools are you using currently?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. External authoring tools vary by agency and will be shared with the future selected vendor.
135		General	What has been your experience with these tools?	See State response to Question 134.
136		General	Are there any language requirements for the content?	See State response to Question 72.
137		General	What is your budget for this LMS project?	See State response to Question 5 and Question 82.
138	5	Table 7.1 List of Business Requirements, 3. Learning Delivery, LMS & Tracking	Are you currently using an LMS? If so, who is the vendor?	See State response to Question 35.
139		General	What tools do you use for company communication? (e.g., Slack, Teams, email)	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Communication platform tools vary by agency and will be shared with the future selected vendor.

140		General	Do you have a document management system like SharePoint? Where do you store important documents and SOPs?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by a vendor shall be confidential. Document management systems vary by agency and will be shared with the future selected vendor.
141	6	Table 7.1 List of Business Requirements, 5. Enterprise Security, Compliance & Hosting	Are all employees on-site, or do you have a hybrid work model?	Work models vary based on agency operational needs. However, a hybrid work model is the predominant approach across most agencies.
142		General	What is your current onboarding process for new hires and is the onboarding training something you want to incorporate in your LMS as a part of onboarding?	This does not pertain to this RFI as the State is seeking information for eLearning & training authoring and content creation solutions.
143		General	Do you have any coaching or mentorship programs as part of your learning initiatives?	Yes, but this does not pertain to this RFI as the State is seeking information for eLearning & training authoring and content creation solutions.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.