



STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION

**REQUEST FOR INFORMATION # 40100-51133
AMENDMENT # 1
FOR CONTENT MANAGEMENT AND PROFICIENCY
TRAINING AND TRACKING SOFTWARE**

DATE: 01/17/2024

RFI # 40100-51133 IS AMENDED AS FOLLOWS:

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

RFI SCHEDULE OF EVENTS: EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		11/27/2023
2.	Comments and Questions Due		01/05/2024
3.	State Responds to Comments and Questions		01/17/2024
4.	Responses Due	2:00 p.m.	02/07/2024
5.	State schedules Demos/Presentations		2/28/2024
6.	Demonstrations via Microsoft Teams scheduled by TDOT	8:30 AM – 3:30 PM	03/13/2024 and 03/14/2024

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.

QUESTION / COMMENT	STATE RESPONSE
1 What is currently in use at the TN DOT to store, manage and administer the existing content related to training and proficiency? Is there an incumbent vendor?	Access Databases, Excel Spreadsheets and a newly created Power App that works with Power BI dashboards. No incumbent for the requested information/service.
2 What is the typical file size (MB/GB) of the videos used by the system?	Some are as small as 1 GB, weekly videos are approximately 700 MB but we don't really have a common size.

QUESTION / COMMENT	STATE RESPONSE
<p>3 How many employees at TN DOT would need access to the content management/training platform? Would all DOT employees and support staff need access to the system?</p> <p>a. How many managers and/or IT that would require access to monitor the system, set-up users and create content.</p> <p>b. Can you please provide a breakdown of the users? For example: employees/contracts vs. external "customers" or business partners?</p>	<p>Approximately 3,500 internal employees would need access to the system as we plan on implementing a proficiency program for most disciplines, and all TDOT employees undergo internal training not delivered outside of TDOT that could be housed here. We would prefer to leverage SSO (single sign on) with Active Directory (AD) credentials as opposed to supporting separate accounts.</p> <p>a. TDOT is not sure about number of managers, it would depend on product type/offering type.</p> <p>b. The majority is internal users. There could be 700 users that take our Material and Tests classes and possibly 300 plus consultants that currently do not have classes with us.</p>
<p>4 Is TN DOT currently running MS Office 365? If yes, are Teams and Outlook notifications being utilized?</p>	<p>Yes. Yes, Teams and Outlook notifications are being utilized. But it should be noted that we do not manage the tenant for 0365 services meaning that any configurations or apps have to be vetted and approved as integrations.</p>
<p>5 Can you please share more context around the external learners? I.e., who they are in relation to TN DOT, what role they have, what sort of content do they need access to?</p>	<p>Contractors, Local Government Agencies, consultants – if we need to send them to specific trainings before they can work on a specific project to be in compliance with federal and state guidelines – video, pdf, word doc, etc.</p>
<p>6 Does TN DOT need to comply with any Government compliance like FedRamp, NIST, CJIS, HIPAA/HITECH, StateRamp etc., for this project?</p>	<p>TDOT does not believe we are bound to any of the compliance except ADA.</p>
<p>7 The content management requirements seem to be interwoven with the training & tracking requirements. Can you please clarify if the content management platform is strictly to house/manage the documentation and certifications for training and proficiency or will other TN DOT content be stored in the system as well?</p>	<p>TDOT is seeking information on availability of an all-encompassing system whereby we can deliver training from courses housed in the system, such as SCORM files and online exams and be able to track the classroom learning, field work hours, and demonstration assessments for certain modules as well.</p>
<p>8 What is TN DOT utilizing for identity management? Azure AD, Okta other?</p>	<p>We use Azure active directory with MFA for access and identity management</p>
<p>9 Does TN DOT plan to migrate content from the existing platform to the new platform? If so, how much content (GB), what is the format of the content (PDF, PPT, XLS, JPEG, MP4 etc.,) and how many total documents/videos/pictures/other?</p>	<p>Potentially – SCORM files from Adobe Learning Network, PowerBI data from online tracker, PDF, PPT, XLS, JPEG, and MP4. The amount of content and quantity of files to be migrated has not been identified yet.</p>
<p>10 Does TN DOT plan to keep the Adobe Learning Manager (Captivate Prime) software? If yes, does this need to integrate with the content management platform?</p>	<p>TDOT would prefer to find one system that encompasses all our needs and current platforms listed in question #9 of this amendment and SCORM learning capability along with tracking. If not, TDOT would potentially plan to keep the Adobe Learning Manager and being able to integrate in terms of tracking of completed courses would be crucial.</p>

QUESTION / COMMENT	STATE RESPONSE
11 RE: 3.1 Communication The RFI contact information shows a US postal mail address and email address, is email the designated mode of submission for the proposal?	Email is the preferred mode of submission for the proposal, but physical submissions are acceptable at the postal address as long as they are received by the due date.
12 RE: 3.1 Communication If email submission is approved, are there any specific file size limitations we should take into consideration?	The maximum attachment file size is 20 MB.
13 RE: Section 1; Content Management What is the expected user capacity for the learning system?	See response for Question 3 above.
14 RE: Section 1; Content Management What is the anticipated number of both internal and external users who will use the learning system?	See response for Question 3/3.b. above.
15 RE: Section 1 Content Management Could you furnish a list of internal and external systems that the learning system is required to integrate with?	The list of systems cannot be fully provided but potential is Adobe Captivate, PeopleSoft (Edison learning module) as well as 3rd party providers. Please include information on either the capability for engagement should a new integration be created or an API if we need access to information within the system available to another platform.
16 RE: Section 1 Content Management Will the user base be predominantly from the U.S. or global?	U.S. – mostly from Tennessee, if not entirely.
17 RE: Section 1 Content Management In addition to English, which other languages should the learning system support?	Just English
18 RE: Section 1 Content Management Where do the videos and audio content for the learning system currently originate from?	Internally created: externally procured, AASHTO Classes, FHWA, procured SCORM files (i.e., Jurnee Vista Machinery Training Files)
19 RE: Section 1 Content Management What is the file size or volume of the content to be managed (measured in MB)?	The volume of content has not been identified yet. We have numerous content that will be brought over and will most likely add a lot of additional content as the new Training and Technology Division grows.
20 RE: Section 1; Content Management Question 5 Please describe how notifications are sent to both the individual and the administrators for renewals, recertifications, expiring certifications, etc.	The system doesn't do this today.
21 RE: Section 1; Content Management Question 8.b. Please explain your use case for scoring data and made available to which audience. Is it to be made available on the Certificate of Completion, instructor, manager, or via a report?	Available for the employee up through top leadership; it would be made available via a report as well. We would need this to drive the promotional detail for our Edison system, and it would be beneficial if these systems could potentially talk to each other, or a file could be passed to Edison to create promotional Electronic Personnel Action Files and Learning Files.

QUESTION / COMMENT	STATE RESPONSE
<p>22 RE: Section 1; Content Management Question 9 Please explain your use case for external learners. Will the learners be part of a feed coming into the system or will the learners be allowed to self-register for access to the system? Will there be a financial obligation to external learners?</p>	<p>Currently, the 700 users that take our Material and Tests classes do pay a fee, but TDOT personnel register them. The financial fee to take our classes would be the same but TDOT is not sure about allowing them to pay directly into the system or register themselves. Please provide information your program's self-registration & payment applications for consideration.</p>
<p>23 RE: Section 1; Content Management Please provide the anticipated number of internal users and the number external users.</p>	<p>See response for Question 3/3.b above.</p>
<p>24 RE: Section 1; Content Management Question 10 Please explain your use case for proctoring.</p>	<p>Possibly when accommodations need to be made for learners.</p>
<p>25 RE: Section 1; Content Management Question 13.c. Please explain what you mean by combination of SCORM file and hardcopy training accompanied with video?</p>	<p>Our current Adobe Learning product makes use of SCORM files to deliver content whereby the employee can watch a video similar to a LinkedIn Learning video, answer questions, and either complete the course for information only or be certified as having completed said course. So, we would want to be able to create the same type of learning environment online along with PDF and Hard Copy files that could be printed from the system for face-to-face training. Housing videos for training would also be beneficial. These could be a mixture of informative videos and instructional videos.</p>
<p>26 RE: Section 1; Content Management Please explain what type of content management system you are referring to? Are you looking for off the shelf content? If so, what are the general topics you would be looking for?</p>	<p>No, we are not looking for off the shelf content.</p>

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.