STATE OF TENNESSEE
DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

REQUEST FOR PROPOSALS # 34401 - 99168
AMENDMENT # 5
FOR MULTI-MEDIA, INTERACTIVE, COMPUTER
ASSISTED TRAINING SYSTEM FOR PERSONNEL WHO
CARE FOR PEOPLE WITH DEVELOPMENTAL
DISABILITIES IN COMMUNITY SETTINGS

DATE: September 11, 2019

RFP # 34401-99168 IS AMENDED AS FOLLOWS:

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

<table>
<thead>
<tr>
<th>EVENT</th>
<th>TIME (central time zone)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RFP Issued</td>
<td></td>
<td>August 16, 2019</td>
</tr>
<tr>
<td>2. Disability Accommodation Request Deadline</td>
<td>2:00 p.m.</td>
<td>August 21, 2019</td>
</tr>
<tr>
<td>3. Pre-response Conference</td>
<td>1:00 p.m.</td>
<td>August 23, 2019</td>
</tr>
<tr>
<td>4. Notice of Intent to Respond Deadline</td>
<td>2:00 p.m.</td>
<td>August 26, 2019</td>
</tr>
<tr>
<td>5. Written “Questions &amp; Comments” Deadline</td>
<td>2:00 p.m.</td>
<td>August 29, 2019</td>
</tr>
<tr>
<td>6. State Response to Written “Questions &amp; Comments”</td>
<td></td>
<td>September 11, 2019</td>
</tr>
<tr>
<td>7. Response Deadline</td>
<td>2:00 p.m.</td>
<td>September 30, 2019</td>
</tr>
<tr>
<td>8. State Completion of Technical Response Evaluations</td>
<td></td>
<td>October 7, 2019</td>
</tr>
<tr>
<td>9. State Schedules Respondent Oral Presentation</td>
<td></td>
<td>October 8, 2019</td>
</tr>
<tr>
<td>10. Respondent Oral Presentation</td>
<td>8 a.m. - 4:30 p.m.</td>
<td>October 10-11, 2019</td>
</tr>
<tr>
<td>11. State Opening &amp; Scoring of Cost Proposals</td>
<td>8:00 a.m.</td>
<td>October 14, 2019</td>
</tr>
<tr>
<td>12. Negotiations (Optional)</td>
<td></td>
<td>October 14-21, 2019</td>
</tr>
<tr>
<td>13. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection</td>
<td>2:00 p.m.</td>
<td>October 28, 2019</td>
</tr>
<tr>
<td>14. End of Open File Period</td>
<td></td>
<td>November 4, 2019</td>
</tr>
<tr>
<td>15. State sends contract to Contractor for signature</td>
<td></td>
<td>November 6, 2019</td>
</tr>
<tr>
<td>16. Contractor Signature Deadline</td>
<td>2:00 p.m.</td>
<td>November 8, 2019</td>
</tr>
</tbody>
</table>
2. State responses to questions and comments in the table below amend and clarify this RFP.

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

<table>
<thead>
<tr>
<th>RFP SECTION</th>
<th>PAGE #</th>
<th>Question No.</th>
<th>QUESTION / COMMENT</th>
<th>STATE RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP</td>
<td>3.2.</td>
<td>1</td>
<td>Can we submit the proposals via email?</td>
<td>No, see RFP 3.2. Response Delivery.</td>
</tr>
<tr>
<td>Pro forma</td>
<td></td>
<td>2</td>
<td>Whether companies from Outside USA can apply for this? (like, from India or Canada)</td>
<td>There are no restrictions to bidding from companies outside the USA, provided that all scope items and deliverables are achieved satisfactorily. See RFP Attachment 6.6. Pro forma Contract for contract obligations under the Contract.</td>
</tr>
<tr>
<td>Pro forma</td>
<td></td>
<td>3</td>
<td>Whether we need to come over there for meetings?</td>
<td>This RFP has mandatory Oral Presentation requirements. See RFP 5.2.1.5. Also, see RFP Attachment 6.6. Pro forma Contract for contract obligations under the Contract. Currently, DIDD has a quarterly review process that is conducted face to face; however, there is no requirement for face to face and those meetings can be held via webinar or phone.</td>
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<tr>
<td>Pro forma</td>
<td></td>
<td>4</td>
<td>Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)</td>
<td>There are no restrictions to performing contract obligations from companies outside the USA, provided that all scope items and deliverables are achieved satisfactorily.</td>
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<tr>
<td></td>
<td></td>
<td>Are there any upcoming courses planned for development with priority deadlines in 2019 and the first two quarters of 2020?</td>
<td>Yes, we are currently working on course development and plan to load soon. Others will be added in first two quarters of 2020.</td>
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<td>Is there a review process for new and updated courses prior to publication/implementation? Is this process internal to the agency or are other agencies involved?</td>
<td>Yes, there is a review process. It is internal but there are times other agencies may be involved with the review process.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Are there other processes impacted by training development and implementation? What are they?</td>
<td>There is possibly implementation of requirements for waiver changes or amendments and the provider manual content implementation. Federal and state regulations or new laws may impact training and other processes as with the Katie Beckett legislation which may impose some new timelines for training, etc.</td>
<td></td>
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<td></td>
<td></td>
<td>Do courses need to go through a legal review process?</td>
<td>Some courses may need to go through a legal review process, but not all.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>What contractual obligations does the previous contractor have to keep the current LMS live during the transition period?</td>
<td>The current vendor’s contract ends Dec. 31, 2019. If we need longer than that, we would have to extend the Contract.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>What is the transition deadline for transfer of courses from the prior LMS?</td>
<td>The transition deadline will occur before the current vendor’s contract ends Dec. 31, 2019. The State intends to extend the current contract in the future to allow for a minimum of a 90-day transition period.</td>
<td></td>
</tr>
<tr>
<td>Pro forma</td>
<td>Scope</td>
<td>11</td>
<td>Is there an option to extend the transition hand-off with the previous contractor if needed?</td>
<td>Yes, the State may consider extending the transition hand-off if needed.</td>
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<tr>
<td>Pro forma</td>
<td>Scope</td>
<td>12</td>
<td>Will the state provide Subject Matter Experts for all courses for the curriculum listed in A3? If not, what Subject Matter Expertise needs to be provided by the contractor? Does the state want the contractor to provide already developed courses on these subjects?</td>
<td>While we have Subject Matter Experts in many of the listed courses, the State is looking for a vendor with already developed courses on these subjects.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Scope</td>
<td>13</td>
<td>What specific disabilities need to be accommodated for e-learning courses? In person courses?</td>
<td>Web courses need audio and/or closed captioning.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Scope</td>
<td>14</td>
<td>Can the State provide an example of what they consider a best-practices training program?</td>
<td>Courses shall use &quot;person centered&quot;/&quot;people first&quot; language. Rights and advocacy training shall reflect HCBS final rule language and practices. Direct Support Professional's Ethics shall be incorporated into the training content.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Training</td>
<td>15</td>
<td>Will the State supply training staff or will the contractor need to supply classroom trainers?</td>
<td>The contractor will not need to supply classroom trainers.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Training</td>
<td>16</td>
<td>If train-the-trainer training is needed for State training staff, could that be provided by videoconference or e-learning or would that training need to be delivered in person?</td>
<td>Videoconference or e-training is acceptable.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Training</td>
<td>17</td>
<td>To determine travel requirements: What are the sites where in person training would be required (by city)?</td>
<td>Demos will be in Nashville, TN. Global Administrators could be located in Knoxville, Greeneville, Chattanooga, Nashville, Jackson or Arlington/Memphis area.</td>
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<tr>
<td>Pro forma</td>
<td>LMS</td>
<td>18</td>
<td>How many end users are on the current LMS?</td>
<td>Today there are 26,898 active users and 30,810 allocated users.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>LMS</td>
<td>19</td>
<td>Historically, what has been the max number of concurrent end users on the LMS?</td>
<td>The State does not capture this data. Per the current vendor; most customers’ maximum number of concurrent end users can vary between 3 and 9 percent of active users. See number of active users in Question No.18 above.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>LMS</td>
<td>20</td>
<td>What learning software was used to create historical courses?</td>
<td>Captivate, Articulate Storyline 360, and Presenter were all used as they are SCORM compliant, plus PDFs are loaded to be reviewed and acknowledged.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>LMS</td>
<td>21</td>
<td>What LMS solution was used with historical courses?</td>
<td>The LMS solution loaded historical course info as supplemental training without course content. Data files contained course titles, completion dates and scores, person’s name and learner ID, and agency name and ID. Current LMS is Sharable Content Object Reference Model “SCORM” compliant for loading current courses.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Software</td>
<td>22</td>
<td>Are there legal/security requirements for videoconference software?</td>
<td>Not if the webinar is just for training and no HIPAA information will be displayed. If there will be protected health information shared then there has to be VOIP encryption setup.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Software</td>
<td>23</td>
<td>Are there legal/security requirements for webinar software?</td>
<td>There are no legal/security requirements if the webinar is for training purposes. There shall be no HIPAA information displayed or discussed within the training. The State will not enter into any additional or extraneous licenses. See Pro Forma E.3.</td>
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<tr>
<td>Pro forma</td>
<td>Software</td>
<td>24</td>
<td>Are there legal/security requirements for document storage and transfer software (such as Dropbox/Box/WeTransfer)?</td>
<td>Dropbox is not approved by TN state government as there is no encryption surrounding the application. The State does use OwnCloud which does allow a file to be transferred to its storage area. Once picked up it is not stored in OwnCloud. The State will not enter into any additional or extraneous licenses. See Pro Forma E.3.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Software</td>
<td>25</td>
<td>Are there document standards that need to be complied with (PDF, Word, etc.) for printed materials?</td>
<td>Some coursework has forms or documents such as training materials and handouts for classroom use which may need to be printed. PDF and fillable PDF or Word are options we would need.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Software</td>
<td>26</td>
<td>Are there file limitations for state email attachments and what software is approved for sharing large files?</td>
<td>Yes, there are size limits on email attachments. Internal limits within State government is 25 MB. There is an external limit of 15MB. Dropbox is not approved by TN state government as there is no encryption surrounding the application. The State does use OwnCloud which does allow a file to be transferred to its storage area. Once picked up it is not stored in OwnCloud.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Intellectual Property</td>
<td>27</td>
<td>Will the State own the copyright to learning materials?</td>
<td>The State would not own the copyright for materials in your catalog that were created by you or others. However, the State would want to control access to State created materials.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Intellectual Property</td>
<td>28</td>
<td>Will the contractor receive existing learning assets such as photos, course materials, video including developer resources not</td>
<td>The awarded vendor would receive some existing learning assets in the form of final course materials, possibly including video and recorded webinars.</td>
</tr>
<tr>
<td>Pro forma</td>
<td>Intellectual Property</td>
<td>29</td>
<td>What learning assets such as photography, graphics, and video libraries are available through the State?</td>
<td>Tennessee DIDD utilizes YouTube for assets such as videos, photography, and approved courses.</td>
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<tr>
<td>RFP References</td>
<td>Page 22</td>
<td>30</td>
<td>a. Our customers are subscription-based and services do not &quot;complete&quot; in the typical transactional sense. Can we limit our references to current clients only? If so, how many total references would you like? b. We have concerns about getting responses to the reference questionnaires in time for RFP submittal. Would we be able to provide only client contact information during the RFP phase? If not, would you accept electronically completed references (i.e., scanned and emailed)?</td>
<td>a. At least three (3) references are required to satisfy the requirement. b. No; however, the State has allowed more time in the Schedule of Events to receive references. See B.17. for including references in Respondent’s technical response.</td>
</tr>
<tr>
<td>RFP 5.3.4. and 5.3.5.</td>
<td>Page 16</td>
<td>31</td>
<td>Our legal team needs the opportunity to review and potentially update terms &amp; conditions. What is your process for this? Should we submit requests for changes with our RFP response, or will there be an opportunity for this after contract award?</td>
<td>See RFP 5.3.4. and 5.3.5. The Contract shall be substantially the same as the RFP Attachment 6.6., Pro Forma Contract. The State at its sole discretion may entertain limited terms and conditions or pricing negotiations prior to Contract signing; however, the State will not significantly alter the terms and conditions of the pro forma.</td>
</tr>
<tr>
<td>RFP 5.2.3.</td>
<td>Page 15</td>
<td>32</td>
<td>a. Will the respondent be able to alter the technical response to accommodate any feedback or requests made during the negotiation process?</td>
<td>a. No. However, the State reserves the right to conduct clarifications or negotiations with one or more Respondents. All communications,</td>
</tr>
</tbody>
</table>
b. Will the negotiation process allow for a phone call or face to face meeting or will all be handled via written correspondence?

clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement. See RFP 5.2.3. Clarifications and Negotiations.

b. The negotiation process is handled via email correspondence.

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