

12/20/23

# Request For Proposal 24-918

## Addendum #2

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #2 on the ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS FORM** of the bid package as verification that you have received and are aware of the information contained herein.

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### QUESTIONS/CLARIFICATION/CHANGES:

#### CHANGES:

**Submission Due Date WAS: 1/3/24**

**Submission Due Date is NOW: 1/10/24**

#### QUESTIONS:

1. Is there interest in competency-built learning paths and or development plans that leads to succession and workforce planning?

**Yes. "Progressions" will need to be able to be streamlined by department. The department will need to be able to manage their own classes, along with branding. We would also like reporting that shows that for the employees' position, they require A, B, C, D. The report would also show that they are missing C.**

2. Should there be an ability to create custom schedules for self and supervisor assessments?

**We would like the flexibility for the user based on our broad array of schedules.**

1. Req001, "Repository for Policies": What kind of policies need to be maintained? **Personnel policies and procedures.** How many policies should there be? **More than 100.** What is the workflow? **The policies are maintained on our outward facing website. We would like to be able to pull from that. (Not sure we understand what the ask is.)** Are these policies supposed to be agreed upon during the course enrollment or upon the first login to the LMS? **Not sure we understand what the ask is.**

Req021, "Ability to track the costs and billing of courses...": How is the course charged: is it per session/module or for the entire course upon enrolment? If charged per session / module what is the payment cycle? **Track student cost per course or a per course cost.**

Req026, "Provide the ability to access the system database directly for query purposes" Does the term 'system database' refer to the proposed solution database? **Yes.**

Req028, "Provide the ability to add triggers/stored procedures to the database": Is this required as part of the solution in the form of a UI, or is it about creating triggers/storing procedures directly in the database? **Triggers/Stored procedures**

Req045: "Employee/Supervisor Self Service": What exactly do you mean by "self-service"? Could you please provide more information on this? **We would like the employee to be able to schedule their own training or the supervisor to schedule it for them.**

Q1: There is no mention of any pre-loaded content or repository of courses or content-library etc in the RFP. Is it correct to assume that you are looking only for a platform to deliver e-learning content that you already have in your possession? If yes, is this content currently available in a format that is deliverable on any Scorm-compatible platform, or will it need additional work? **Yes, we do want to be able to load our e-learning content. We also want the option of creating new content. Yes, it is SCORM compatible.**

Q2: Do you now, or will you in the future need e-learning content other than what you already possess and use? **Absolutely, we will need it. We are always building new training classes. It needs to evolve with Skill gaps, etc.**

General	When does your current LMS system contract end? <b>We are currently on a maintenance contract, only.</b>
General	What is the cost of the current system broken down by software, maintenance, and content? <b>Maintenance: \$3500.00 Annual support and Maintenance.</b>
General	Will the City require data migration from the current LMS? If yes, please describe the current amount of data to be migrated so we can provide an accurate price for this activity. <b>Examples include Employee Name, Course name, date, completion status, department/division/section, Course related information, credits, length of course, seats, versioning.</b>
General	Will the City require the LMS solution to integrate with any virtual training programs such as Zoom or MS Teams? <b>MS Teams</b>
General	Outside of US English, what languages are required for the LMS solution? <b>We currently use English. There may be a need in the future to be read in Spanish, Zopau, Hmong.</b>

General	Does the City expect an increase in users throughout the term of the contract? <b>Yes, but very limited.</b>
General	Does the City have a current third-party content provider? If so, who is the provider(s)? <b>No.</b>
General	What type of eLearning content formats do you currently use or plan to use (ex. AICC, SCORM, xAPI, MP4, etc.)? <b>SCORM, MP4, Windows Media files, Power Point, .pdf, YouTube (URL based), etc.</b>
General	Do you need to provide access to the public for any training classes? If so, would there be an eCommerce element to this need? <b>Internal users currently but could be a possibility for external users in the future.</b>
General	Do City administrators assign courses and learning objects or allow learners to self-select or a combination of both? <b>Assigned, but we want the ability to self-select, as well.</b>
General	Do you use any competencies that correlate a job to a course so that as a user who needs a certain skill or competency for a job can see what course(s) they need to take? <b>We currently do not have that ability but want that in the new system.</b>
General	Are there any integrations that are required, such as HRIS? If so, please provide a brief description. Will this be a nightly batch feed or real-time integration? <b>MUNIS (Batch), MS Office365 (Real Time), MS Teams (Real Time)</b>
General	Will any non-employees' users (residents, vendors, contractors, partners, etc.) need access to the LMS? If so, please describe how the external population will use the system differently than the internal? <b>Internal users currently but could be a possibility for external users in the future.</b>
General	Does the City want the vendor system to support the hierarchy of multi-departments with different business rules, brandings, catalogs, etc. for the Public Safety, Health and Welfare, General Government, etc.? <b>Progressions will need to be able to be streamlined by department. The department will need to be able to manage their own classes, along with branding.</b>
General	Are single-sign and multi-factor authentication required? <b>Yes</b>
II. Background 3. / IV. Scope of Service, Req046	Would you like the vendor to provide the On Demand content or is this content that the City has created/purchased already? If you would like the vendor to provide content, can you please provide the topics of interest? <b>The City creates its own content but we would like the consideration of additional content from the vendor.</b>
IV. Scope of Work, Req002	For the mechanism for policy tracking, is this tracking that a user read a policy or tracking the actual revisions to the policy or both? <b>Both</b>
IV. Scope of Work, Req078	Can you please provide more details or clarification around the Marketing plan. <b>When moving to your product, how have you helped other customers market the new application?</b>

- **Req009** (pg. 4) *"Learning equivalencies - You can complete course 1 OR course 2 & 3"*

- Can you expand upon this? Are you looking to be able to present multiple options to learners to meet a specific requirement?

**Yes. Example: 2 credits for this learning track. This is your set of course options to take to fulfill the 2 credits. OR Class A is an option to take. But to satisfy the requirement, you could also take B & C.**

- **Req030** (pg. 5) *"Skill gap reports."*

- Can you provide more detail about what you're looking for?

**A report that shows that for the employees' position, they require A,B, C, D. The report would also show that they are missing C.**

- **Req032** (pg.5) *"Provide testing and training environments that replicate the production environment on an ongoing basis."*

- Can you clarify and expand upon this?

**We would like to have test and training environments that is a reproduction of Production, including layout, fields, and data. We want to be able to test training modules or modifications to the system before going live.**

- **Req051** (pg. 6) *"Can add outside training to an employee's file of training classes received. (This should only be input by Admin: Example: CPU's, online certifications)"*

- Can you expand on what is meant by "outside training"?

**If someone obtains a certification outside of the City of Tulsa, we would like to add their certifications to their training files.**

- **Req057** (pg. 6) *"Mandatory training designstor"*

- Please clarify.

**An indicator that a specific course is "Required" for the people in the organization to meet. Required policy expectations.**

- **Req081** (pg. 8) *"Ability to access and migrate information from GeoTalent to the new solution. (Will need a migration plan)"*

- Can you give us a list of all data points you will need to migrate?

**Examples include: Employee Name, Course name, date, completion status, department/division/section, Course related information, credits, length of course, seats, versioning.**

1	How many users are there? <b>Active Users: 145 (Registrars, Administrators and System Administrators) If we expand these it could jump into the 400 range.</b>
2	How many no. of employees are there? <b>Active Employees: 4,428</b>
3	When are you wanting to make a decision on the vendor they want to move forward with? <b>Unknown. We want to review all proposals to determine the best fit for our needs and then we will review costs.</b>
4	Is the LMS for internal users only or for external users also? <b>Internal users currently but could be a possibility for external users in the future.</b>
5	What are you currently using for your HRIS, Performance Management, and ATS? <b>MUNIS</b>
6	Who is going to be in charge of ensuring the LMS rolls out appropriately internally? <b>We will have a Project Manager and team that will work with the vendor to ensure that the project is successfully deployed.</b>
7	Do you have a dedicated Administrator? <b>No. There will be multiple Administrators.</b>
8	How many people from your team will be working on creating content? <b>Approx. 12</b>
9	Is Pre-buit content important to you? If so, what topics do you need content in? <b>The vendor bringing the content is of low importance. If there is content that we would be interested in, we would consider it.</b>
10	How many years of historical data do you need to migrate and is it for all the users you mentioned in the RFP? <b>15-20 years</b>
11	Who on your team will be in charge of implementation? <b>We will have a Project Manager and team that will work with the vendor to ensure that the project is successfully deployed</b>
12	Are there multiple team members dedicated to this project or how many folks are in charge of the rollout process in your organization for this initiative? <b>We will have a Project Manager and team that will work with the vendor to ensure that the project is successfully deployed</b>
13	Will this system sit within HR or Operations? <b>HR</b>
14	Who will be the owner of the system within your organization? <b>HR</b>
15	What are your goals with this LMS platform that you are hoping to achieve? <b>Increase efficiency &amp; Reliability. Create new pathways for learning. Better tracking of employee training requirements. Better analytics.</b> What made you want to change the existing LMS? <b>Limited capabilities, ease of use. Unable to update application. Sitting on an unsupported server. Not meeting goals and objectives moving forward.</b>

16	<i>What are the top 3 things you are struggling with today that we can ensure that you have a better experience to make sure our partnership is successful?</i> <b>1. Integration with other applications. 2. Ease of creating and uploading new content. 3. Ability to communicate easily with all users and employees.</b>
17	<i>What authoring tools are you using, if any today? What has your experience been with those?</i> <b>Adobe Captivate – Ease of use in authoring content that will work with our current system.</b>
18	<i>Are there any language restrictions that we should be aware of?</i> <b>We currently use English. There may be a need in the future to be read in English, Spanish, Zopau, Hmong.</b>
19	<i>What is the Contract period? Are you open to a multi-year term together or what are you looking for from an agreement term perspective?</i> <b>Unknown. We want to review all proposals to determine the best fit for our needs and then we will review costs.</b>
20	<i>What is your budget for this project?</i> <b>Unknown. We want to review all proposals to determine the best fit for our needs and then we will review costs.</b>
21	<i>Who is the current vendor for your LMS</i> <b>GeoMetrix</b>
22	<i>What types of integration do you need for your LMS?</i> <b>MUNIS, MS Office365, MS Teams</b>
23	<i>How do you handle company communication? Do you use slack, teams, or are all important employee communication happens through emails?</i> <b>MS Teams, Email, SMS</b>
24	<i>Do you have a document management system like Sharepoint or where do your company SOP or any important documents reside?</i> <b>SharePoint</b>
25	<i>How do employees know what tools they will be using for their roles?</i> <b>Their supervisor and/or HR provides them with that information.</b>
26	<i>Are all employees on site? Or do you work Hybrid?</i> <b>Onsite &amp; Hybrid</b>
27	<i>What is your current onboarding process for when a new hire joins the business?</i> <b>Communication through email, in person training, shared documentation, computer lab time for employee benefits. There are multiple methods of sharing information in the onboarding process. This can even be at the departmental level.</b>
28	<i>Do you celebrate work anniversaries, birthdays etc. or how do you announce those?</i> <b>Communications department makes these announcements.</b>
29	<i>What are some employee engagement activities that you currently do?</i> <b>Onsite training, distance learning, On demand training, tailgate training, field training</b>
30	<i>How frequently do you run surveys/ polls?</i> <b>Multiple times a year.</b>

1. Can you please expand on the desired functionality regarding **Req28** (Provide the ability to add triggers/stored procedures to the database.)? **We want to ensure that in the database, there is the ability to save code for re-use.**
2. Regarding **Req032** (Provide testing and training environments that replicates the production environment on an ongoing basis), do you need access to this test instance or are you asking if we have this available on our end for testing on an as-needed basis? **Yes. We would like to have test and training environments.**
3. Regarding **Req049** (Automated import process from (Master Data Sheet) MDS, including Employee info, department structure, Supervisor, job classification, employment status, etc.):
  - What is the source and format of this data? **Queries an MDS table. It is in SQL.**
  - Are you wanting an API connection, or could this be a scheduled cron job? **API connection**
4. Regarding **Req081** (Ability to access and migrate information from GeoTalent to the new solution):
  - What is the format of the data that will be exported from GeoTalent? **SQL**
  - Will this be a one-time data load from GeoTalent? **One time load and then deltas after Go Live.**
- **Req 030: Please provide an example for skill gap reporting. This will likely be based on progression programs. The concept is to enter criteria needed to move up in a job family and then report on where employees are in the program. For example, if we have a progression from OT17 to OT18:**
  - **10 employees are currently OT17.**
  - **Each must complete 30 college hours to progress to OT18.**
  - **A skill gap report would show us that 5 out of 10 employees have completed all 30 hours, and that 3 have not earned any, etc.**
- **Req 032: Please clarify "replicates the production environment on an ongoing basis". We would like to have test and training environments that is a reproduction of Production, including layout, fields, and data. We want to be able to test training modules or modifications to the system before going live with a course.**

- REQ 057: Please provide clarification as to what a Mandatory Training Designator is". **An indicator that a specific course is "Required" for the people in the organization to meet. Required policy expectations.**
- Req 081: What format will the data being migrated be in and how many records will be migrated? **SQL. Count is unknown: There are over 14,000 student, 3,852 distinct courses and over 21,687 classes. 2,627 distinct course numbers within the class table.**
- Req 101: Please clarify the reason for the requirement for a cloud solution. **The City would like to have a vendor hosted solution that is cloud based. We are not looking for an on-prem solution.**
- How Many Employees will the City be including for the solution? **Approx 2000**



12/14/23

# Request For Proposal 24-918

## Addendum #1

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #1 on the ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS FORM** of the bid package as verification that you have received and are aware of the information contained herein.

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### QUESTIONS/CLARIFICATION/CHANGES:

#### QUESTIONS:

- 1) Req046 specifies "On demand content" Is the City looking to purchase content as part of this response or simply to have the system support on demand content? If the former, please provide more information on the type of content desired.  
**The City of Tulsa develops most of its own on-demand content that we want to easily upload and distribute through a learning management system(LMS). We also want the ability to purchase content and easily upload it to an LMS.**
- 2) A delivery of a hard copies of proposals on January 3rd is very challenging with many employees taking time off for the holidays. Further, document creation and delivery is a bit slower and less predictable this time of year. Is it possible to:
  - a) Allow for electronic submission; or **Electronic Submissions are not allowed by the City.**
  - b) Allow for an electronic submission on 1/3/2024 and have printed versions following within a certain number of days; or **Electronic Submissions are not allowed by the City.**
  - c) postpone the response due date? **The City finds no reason to extend the submission due date.**
- What content authoring tool is the City currently using to create it's SCORM packages? Is the City using an authoring tool from its existing LMS platform vendor, or is the City using a stand-alone vendor like Articulate or Adobe Captivate etc.? **Various City departments are currently using Adobe Captivate to author SCORM-compliant content.**
- Is it preferred that your new LMS vendor provide in platform authoring of SCORM files? **It is my preference to have an LMS with a built-in authoring tool that is intuitive.**

- Can you provide additional details on tracking costs as mentioned in Req021 - "Ability to track costs and billing of courses. We need to be able to automate run reports on costs and be able to track back billing departments for specific classes."

**We would like the ability to track costs that are incurred from the purchase of training materials, certificates, and contracted instructors. We would also like to have the ability to track the status when back billing departments for specific training classes and materials.**

- Regarding cost-efficiency: Is there a set budget for this project?

**No set budget. We want to review all proposals to determine the best fit for our needs and then we will review costs.**

# Request for Proposal

## 24-918

**Professional Services for:** Learning Management System

**Department:** Human Resources

**NIGP Commodity Code(s):** 209-69, 920-07

### RFP Schedule

EVENT	DATE
RFP Issue Date	12/05/2023
Pre-Proposal Conference	No Pre-Proposal Conference
Deadline for Questions <i>Submit to assigned buyer via email.</i>	12/19/2023 <i>10 Days prior to RFP due date</i>
Proposal Due Date <i>Mail or deliver to City Clerk address. Proposals are open the day after the due date.</i>	1/10/2024

If You have any questions or need additional information, contact the Assigned Buyer:

Donny Tiemann, Project Buyer | [dtiemann@cityoftulsa.org](mailto:dtiemann@cityoftulsa.org)  
*All questions should be emailed with the **RFP 24-918** in the subject line.*

**Submit proposals (sealed) to:**

Office of the City Clerk  
City of Tulsa  
175 E. 2<sup>ND</sup> St.  
Suite 260  
Tulsa, OK 74103



## I. OVERVIEW AND GOALS:

With this Request for Proposal (RFP), the City is soliciting proposals to secure a Respondent to provide a new Learning Management System.

The City of Tulsa ("City") provides in-house training to its 3,700 employees. The skills that are trained are both unique and diverse including, but not limited to: professionals, administrative, technical, skilled, and unskilled.

We enthusiastically look forward to receiving Your proposal.

## II. BACKGROUND:

This history summary outlines the key considerations and challenges that have led to the decision to secure a new Learning Management System ("LMS").

1. **Outdated/Insufficient Technology:** The functionality contained in the current LMS does not meet the needs for features that are required for training. The application has not been updated by the vendor since 2017. It is residing on a 2012 server. The vendor has not completed any testing to ensure that the move to a higher server version or a cloud server will work.
2. **Improved User Experience:** Both learners and administrators find the existing LMS difficult to use and navigate. The City seeks an LMS that offers a more intuitive and user-friendly experience.
3. **Advanced Features:** The City requires new features such as interaction with Microsoft products, On Demand content, a communication tool, policy repository, and training tracks that are not available in the current LMS.
4. **Better Reporting and Analytics:** The current LMS lacks robust reporting and analytics, hindering the City's ability to track learning progress.
5. **Compliance and Regulations:** Changes in industry regulations or compliance requirements may necessitate the need to better handle compliance training and reporting.
6. **Cost-Efficiency:** The City is seeking a cost-effective solution that will meet the needs of the City.
7. **Content Management:** Better content management and authoring tools are needed to create, update, and deliver training content.
8. **User Support:** The current LMS does not offer adequate support for users, including learners and administrators.
9. **Mobile Learning:** The City would like to deliver training content through a mobile-responsive or mobile app-based LMS.
10. **Data Security:** The City continues to take security very seriously. The new system will have stronger data protection features and safeguards against data breaches.
11. **Better Content Accessibility:** The City is looking for an LMS that supports various content formats and accessibility features for a diverse group of learners.
12. **Support for Different Learning Styles:** The new LMS will cater to various learning styles, such as visual, auditory, or kinesthetic learning.

**13. Improved Tracking and Certification:** The City would like better tracking for certifications, continuing education credits and other credentials.

**14. Better User Management:** The City is looking for enhanced user management and role-based access and scheduling.

### III. TIMELINE:

The schedule below provides estimated dates for the RFP and contracting process. The City may adjust this schedule as needed.

EVENT	DATE
RFP Issue Date	12/05/2023
Deadline for Questions	12/19/2023
PROPOSAL DUE DATE	01/10/2024
Begin proposal evaluations	01/11/2024
Interviews with Respondents (if needed)	01/15/2024
Negotiations with apparent successful Respondent begin (anticipated)	01/18/2024
Execute contract (anticipated)	01/24/2024
Begin service delivery (anticipated)	02/01/2024

### IV. SCOPE OF WORK:

The City is requesting proposals to obtain a comprehensive Learning Management System (“LMS”) that can meet the current requirements of the City and is capable of expansion to meet future needs. The City requires a hosted Cloud-based solution with 99.9% availability and with minimal local client (PC) software installation which provides staff with the greatest flexibility in accessing the software. The City requires access to all data, compliance with data retention/public record laws and protection of sensitive data.

The Respondent’s solution/package should provide an intuitive, beautifully designed user experience with the following service capabilities:

#	Functionality	Description of solution / package
<b>Policies</b>		
Req001	<b>Repository for Policies</b>	
Req002	<b>Mechanism for Policy Tracking</b>	
Req003	<b>Allow system administrators to easily update information on policies and procedures for trainees.</b>	

Req004	eSignature and/or DocuSign integration (NOTE: This only if policies can be rolled out.)	
<b>Training Tracks</b>		
Req005	Job classification (Position) training	
Req006	Progressions system (Progression of the position) training	
Req007	Department/Division (in addition to the above) training	
Req008	Learning path can be restricted by pre-requisites or be Time-released	
Req009	Learning equivalencies - You can complete course 1 OR course 2 & 3	
Req010	System makes recommendations on classes to take.	
Req011	Banner/Rolling banner, dashboard component that shows popular or "trending" courses	
Req012	Customizable workflow and learning paths	
Req013	Certificates of Completion	
<b>Dashboards</b>		
Req014	Skills Tracking (Supervisors dashboard to see what the employee has completed) to support real-time analysis.	
Req015	Track availability of training resources, training rooms, instructors, equipment, vehicles, materials.	
Req016	Supervisory ability to view their employee info, status of required classes, current employee enrollments, Enrolling employees	
Req017	Supervisors only see their direct reports	
Req018	Show Training/Certification compliance and renewal due date for employee.	
<b>Employee</b>		
Req019	Employee Self-service - The employees can sign up for their own classes.	
Req020	Access to Interactive dashboard via external link with city AD login (Example: print off transcripts, see available classes, see classes they are signed up for)	
<b>Reporting</b>		
Req021	Ability to track costs and billing of courses. We need to be able to automate run reports on costs and be able to track back billing departments for specific classes.	
Req022	Creating ad-hock reports that can breakdown by department structure, training class, training year, and training hours.	
Req023	Skills tracking for Employee	

Req024	Reporting to show trends and historical usage.	
Req025	Ability for the administrators to create/add/modify forms/fields and lists to enhance the layout of the form.	
Req026	Provide the ability to access the system database directly for query purposes.	
Req027	Provide the ability to export data from the database using system utilities.	
Req028	Provide the ability to add triggers/stored procedures to the database.	
Req029	Provide tools for users to modify, create, and run canned and ad hoc reports.	
Req030	Skill gap reports	
Req031	Allow override of default training tracks by authorized users <i>(Example: Admin can change the order and classes that are needed for new hire orientation.)</i>	
<b>Test Environment</b>		
Req032	Provide testing and training environments that replicates the production environment on an ongoing basis.	
<b>Security</b>		
Req033	Having flexibility to set up security controls for what registrars/supervisors can do. <i>(Granularly defined permission levels.)</i>	
Req034	Human Resources is the only org that can log class completion.	
Req035	Cloud based application	
Req036	The application must have security features such as PII, PCI, HIPPA, & CJIS compliance in place to protect personal information.	
Req037	Customizable system securities to manage and restrict access to requests and records for staff. The system should allow for internal controls that prevent users from accessing requests and records that are not assigned to them.	
Req038	Ability to manage confidential documents according to user role	
<b>Functionality</b>		
Req039	Easy to access schedule of available classes, with calendar. <i>(This goes back to the necessity for clear communication of available classes, dates, times, and locations)</i>	
Req040	A list of training sessions with filters.	
Req041	Employee training shows the status of the training. <i>(Example: Need to register, Registered, Completed)</i>	
Req042	Interact with Microsoft products <i>(Example: Email and calendar items)</i>	

Req043	<b>Ability for departments to track their own internal training.</b> <i>(Example: IT needs to be able to load security training.)</i>	
Req044	<b>Learning plans for employee position need to be easy to build and maintain based on changing job description, progression programs, and performance plans.</b>	
Req045	<b>Employee/Supervisor Self Service</b>	
Req046	<b>On demand content</b>	
Req047	<b>Pause training and come back to it later.</b>	
Req048	<b>System that streamlines class scheduling for in-person, virtual, on-demand classes.</b> <i>(Example: Need the ability to upload a training class on demand.)</i>	
Req049	<b>Automated import process from (Master Data Sheet) MDS, including Employee info, department structure, Supervisor, job classification, employment status, etc.</b>	
Req050	<b>Registrar type system of enrollment or possibly as system that allows for supervisors to directly request enrollments for their staff with a custom workflow for approving the enrollment through hosting organization. Must be approved by supervisor/HR/Instructor.</b> <i>(Simple, easy steps)</i>	
Req051	<b>Can add outside training to an employee's file of training classes received.</b> <i>(This should only be input by Admin: Example: CPU's, online certifications)</i>	
Req052	<b>Ability to easily upload on-demand class training modules in various formats (SCORM, PowerPoint, Videos, Tests, etc.)</b>	
Req053	<b>Ability to upload and store files and backups to classes, in the system.</b> <i>(Example: pdf attendance logs, test, etc.)</i>	
Req054	<b>Generate sign-in sheets for classes.</b>	
Req055	<b>Auto-Manage wait lists that can automatically update based on class availability.</b>	
Req056	<b>Flag class and license renewal requirements, notify employees and management of renewal requirements</b>	
Req057	<b>Mandatory training designator</b>	
Req058	<b>Supervisors can register their employees directly without going to a registrar.</b> <i>(See note on registrars above)</i>	
Req059	<b>Before renewal is due, automatically move the course to the employee's list of courses to complete.</b>	
Req060	<b>Course completion reminders are autogenerated via email and/or text</b>	
Req061	<b>In-application course authoring tools</b>	
Req062	<b>Auto notification of certification expiration or new assignments.</b>	
Req063	<b>Customizable email notifications and reminders to learners.</b>	



Req064	Build an observation checklist for a reviewer to evaluate a learner's performance	
<b>Storage and Retention</b>		
Req065	Ability to maintain location for archived files. (Repository)	
Req066	Automated ability to purge requests from the system based on date/timestamp and/or other criteria.	
Req067	Backs up data as selected at any time by system administrator without interrupting operations.	
Req068	The ability to search and retrieve training documentation, videos, etc. from a repository	
Req069	Easy to manage course repository so we can differentiate (filtering) easily from courses that are no longer taught to current courses.	
<b>Communication</b>		
Req070	Email to the employee and their supervisor that training is required/due.	
Req071	Text message to the employee and their supervisor that training is required/due.	
Req072	Track and notify employees and supervisors on class status, enrollment numbers, enrollment limits, overdue training and/or certifications. (Example: Flags, notifications)	
Req073	Tracking and notification to employees of overdue training and/or certifications.	
Req074	Ability to communicate internal to the system (with each other) (Examples: email/chat/etc.)	
Req075	FAQs to help inform trainees	
Req076	Branding features	
Req077	Ability to update as needed. (Example: Emails/Forms/FAQ's, Branding.)	
Req078	Marketing plan (Examples: communication to the Citizen - pre-made fliers, etc.)	
<b>Enrollment</b>		
Req079	Automated enrollment notifications for employees and exempt supervisors when employee enrollment is submitted and approved as well as instructor communications with students.	

Req080	<b>Administrative levels for registration.</b> With sub-administrators at the workgroup level. (Example: Admins: “super users” are traditionally HR staff who control employee transcripts, manage HR classes, can access everything <b>Registrars:</b> Can manage their department classes, request employee enrollments in HR classes and approve enrollments in department class, possibly be able to assist in managing position training requirements <b>Managers/supervisors:</b> Request enrollment in training based on their workgroup and or department User: request enrollments that would go through a workflow based on the training class)	
<b>Data Migration</b>		
Req081	<b>Ability to access and migrate information from GeoTalent to the new solution.</b> <i>(Will need a migration plan)</i>	
<b>General Features</b>		
Req082	<b>Licensing- Must have the capacity to scale for licenses (if needed)</b>	
Req083	<b>Comply with Americans with Disabilities Act (ADA) Section 508 requirements.</b>	
<b>Maintenance and Support</b>		
Req084	<b>Respondent must provide their service level agreements for the application</b>	
Req085	<b>Performs maintenance and upgrades with no interruption to normal operations.</b>	
Req086	<b>Provide at least 48 hours advance notice before their change management process begins for maintenance and upgrade.</b>	
Req087	<b>Platform provider provides help-desk support during regular business hours: Monday-Friday 7:30 a.m. - 5:30 p.m. Central Standard Time</b>	
Req088	<b>Respondent must provide the disaster recovery plan for the application. Including Recovery Point Objective (RPO) and Recovery Time Objective (RTO)</b>	
Req089	<b>All software patches and updates must preserve local settings, user-defined groups, configurations, and customizations in all environments <i>(Example: DEV, TEST, PROD, etc.)</i>.</b>	
Req090	<b>Restores settings and configurations, data, and data relationships erroneously modified or deleted.</b>	
Req091	<b>Ability to provide a backup of the stored data, to the City of Tulsa, daily.</b>	
Req092	<b>Platform provider promptly responds to system failures upon notification. (SLA's)</b>	
<b>System Features</b>		
Req093	<b>Application can be set up on a tablet/iPad/Phone</b>	

Req094	<b>Performs agency and system defined edit and data validation checks such as content of each individual data field (Example: Proper format for a date) and relationship of data field to other data.</b>	
Req095	<b>Ensures clarity of all system-generated messages (Example: full explanation of inputs that fail edit or data validation tests).</b>	
Req096	<b>Provide spell check and grammar check capability in all comment fields, including system generated fields with capability to add common words and acronyms</b>	
Req097	<b>Ability to time/date stamp all interactions. (Example: Input of a new class, Course Sign up, Course completion, new enrollee, etc.)</b>	
Req098	<b>Provides on-screen prompts, tutorials, and help screens to assist users. (Example: how to enroll in a class, how to enroll someone in a class, how to take a quiz for a class)</b>	
Req099	<b>Provide a method to temporarily delegate individual system permissions and roles to other user(s) or group(s). (Example: Admin goes on vacation)</b>	
Req100	<b>Administrative control for Manager access. Role based control. Provide a method for user-defined roles to manage user accounts. (Example: onboard new users; assign user roles; manage role permissions; and terminate users.)</b>	
Req101	<b>The database will be an SQL Server database.</b>	
Req102	<b>Provides tools to export and import large quantities of data/documentation. (Example: Importing training videos into the new application.)</b>	
<b>Application Training</b>		
Req103	<b>Supply City personnel with comprehensive training manuals used in vendor training. This will include citizen training/fliers/communications.</b>	
Req104	<b>The Respondents shall supply comprehensive System Administrator training for day-to-day, routine maintenance functions such as add/change/delete user accounts, add/change/delete code tables, learning track management, general database maintenance, security settings, and group/role definitions, etc.</b>	

## **V. DELIVERABLES:**

The products, reports, and plans to be delivered to the City will include:

1. Regular meetings of the Designated Project Team will be expected to meet with City employees and/or other representatives to discuss the transition and provide progress reports. Detailed project timelines with Gantt charts are expected to illustrate phases of installation, training, testing, Go-live, etc. The implementation goal of the City is to carry out a new solution that includes extensive training and support throughout the project's lifecycle and continuously after Go-Live. Ideally, the project team will offer both in-person training and web-based training, for new hires, after the initial deployment.
2. In-person or virtual live training as part of the implementation, using a "train-the trainer" model with electronic resources available moving forward. The ability to conduct additional training in-house, segmented by specific user groups. (i.e., administrators, project managers, contractors, etc.) is key. Ongoing support throughout the deployment phases is also critical, as designated City staff will require help desk support to escalate technical issues.
3. The City expects the ongoing support and coordination with the Information Technology (IT) Manager & Human Resources Subject Matter Expert (SME) or Manager to ensure the proper implementation, configuration, troubleshooting, architectural design, and other product-related support from the Respondent.

The Respondent shall:

1. Assure that a designated project team is used for this project. Departure or reassignment of, or substitution for any member of the designated project team shall not be made without the prior written approval of the City.
2. Provide any technical requirements that must be met by the City to implement the Learning Management System. This includes network (speed, ports, settings), client (OS, RAM, and Processor), Server (OS, RAM, Processor, and storage), database (name, version, and storage), and software (browsers, .NET version, and 3<sup>rd</sup> party applications). Additionally, provide information about any necessary hardware and peripherals required for the Learning Management system to operate effectively. Include pricing for additional hardware and peripherals as part of the cost proposal.
3. Include samples of reports such as class rosters, training track completion, training or certification needs based on role or organization.

## VI. PERFORMANCE METRICS AND CONTRACT MANAGEMENT:

### Performance Metrics

The following performance metrics highlight key priorities that will be analyzed with the awarded Respondent ("Seller") collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest to City of Tulsa. The City looks forward to working with the Seller to define additional important performance metrics during contract negotiations. The final set of performance metrics and frequency of collection will be negotiated by the Seller and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

Performance Metric	Data Source	Data Collection Frequency	Data Collection Responsibility
Status Meetings	Seller	Monthly	Seller
Training	Seller	As Needed	Seller

### Contract Performance Monitoring

As part of the City of Tulsa's commitment to becoming more outcomes-oriented, we seek to actively and regularly collaborate with Seller to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to drive service improvements, ensure compliance, inform trends to be monitored, and evaluate results and performance. During the regular meetings that occur throughout the term of the contract, it is anticipated that the following topics will be regularly discussed:

- Current status of performance metrics
- Topics of interest or concern to the Seller
- Discussion and troubleshooting of challenges
- Review of activities on the horizon
- Review of budget and spending this year-to-date

**VII. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:**

- A.** Proposals must be received by **5:00 p.m. on Wednesday, January 10, 2023, Central Daylight Time**. Please place proposals in a sealed envelope or box clearly labeled “**RFP 24-918, Learning Management System**”.

**Proposals received late will be returned unopened.**

- B.** Interested Respondents should submit:  
One (1) unbound original and three (3) bound copies of the proposal plus one (1) digital copy (compact disc or USB drive).
- C.** Proposals shall be delivered and sealed to:  
  
Deputy City Clerk  
City of Tulsa  
175 E. 2<sup>nd</sup> St.  
Suite 260  
Tulsa, OK 74103
- D.** All interested Respondents (Sellers) are required to register with the Buyer in order to receive updates, addenda or any additional information required. You can learn more about the registration process on the following website:  
<https://www.cityoftulsa.org/government/departments/finance/selling-to-the-city/register-as-a-vendor/>.

The City is not responsible for any failure to register.

- E.** Inquiries or questions to the Buyer requesting clarification regarding the Request for Proposal must be made via e-mail and must be received prior to the end of the business day on **Tuesday, December 19, 2023**.

**Donny Tiemann, Project Buyer**  
[dtiemann@cityoftulsa.org](mailto:dtiemann@cityoftulsa.org)

Any questions regarding this RFP will be handled as promptly and as directly as possible. If a question requires only minor clarification of instructions or specifications, it will be handled via e-mail. If any question results in a substantive change or addition to the RFP, the change or addition will be forwarded to all registered Respondents as quickly as possible by addendum.

- F.** Proposals will be opened on the morning after the due date, at 8:30am, at the:

**Standards, Specifications, and Awards Committee Meeting**  
**175 East 2<sup>nd</sup> Street, 2<sup>nd</sup> Floor**  
**City Council Chamber**

**VIII. EVALUATION OF PROPOSALS:**

The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the Seller.

All Bids will be evaluated using the following criteria:

<b>CRITERIA SCORES</b>	<b>WEIGHT</b>
1. Adherence to RFP Instructions	0.05
2. Company Information	0.05
3. Project Understanding	0.20
4. Requirements	0.30
5. Product Viability & History	0.05
6. Terms & Conditions	0.05
7. Vendor Demonstration	0.25
8. Fee Summary	0.05
<b>Total Score</b>	<b>1.00</b>

The City of Tulsa also reserves the right to evaluate based on the full list of eligible criteria listed in [Title 6, Chapter 4](https://library.municode.com/ok/tulsa/codes/code_of_ordinances) of the Tulsa Revised Ordinances (TRO): [https://library.municode.com/ok/tulsa/codes/code\\_of\\_ordinances](https://library.municode.com/ok/tulsa/codes/code_of_ordinances).

**IX. MISCELLANEOUS**

- A. The City expects to enter into a written Agreement (the "Agreement") with the chosen Respondent that shall incorporate this RFP and your proposal. Further, Respondent(s) will be bound to comply with the provisions set forth in this RFP. In addition to any terms and conditions included in this RFP, the City may include in the Agreement other terms and conditions as deemed necessary. Your response to this RFP will be considered part of the Agreement if one is awarded to you.
- B. All data included in this RFP, as well as any attachments, are proprietary to the City.
- C. The City notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.
- D. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination. They shall also comply with the Americans with Disabilities Act (ADA).

- E. The use of the City's name in any way as a potential customer or contractual partner is strictly prohibited except as authorized in writing by the City.
- F. The City assumes no responsibility or liability for any costs you may incur in responding to this RFP, including attending meetings or contract negotiations.
- G. The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics on the Oklahoma Open Records Act, see the link here: <https://libraries.ok.gov/law-legislative-reference/library-laws/statutes-open-records/>.

The City shall not be under any obligation to return any materials submitted in response to this RFP request.

- H. The City shall not infringe upon any intellectual property right of any Respondent but reserves the right to use any concept or methods contained in the proposal. Any desired restrictions on the use of information contained in the proposal should be clearly stated. Responses containing your proprietary data shall be safeguarded with the same degree of protection as the City's own proprietary data. All such proprietary data contained in your proposal must be clearly identified.
- I. The City also notifies all Respondents that the City has the right to modify the RFP and the requirements herein, to request modified proposals from Respondents, and to negotiate with the selected Respondent on price and other contract terms, as necessary to meet the City's Objectives.
- J. The Seller and its subcontractors must obtain at Seller's expense and keep in effect so long as City is purchasing Supplies or Services from Seller pursuant to this Bid, policies of insurance in the minimum amounts set forth below and Workers' Compensation and Employer's Liability insurance in the statutory limits required by law.

General Liability: personal injury and property damage, each occurrence	\$1,000,000.00
Auto Liability, each occurrence	\$1,000,000.00
Workers' Compensation	(Statutory limits)

**Seller's insurer must be authorized to transact business in the State of Oklahoma.** Seller will have 10 Days after notification that its Bid was Accepted by the City to provide proof of coverage



## RESPONDENT INFORMATION SHEET

**Respondent's Legal Name:** \_\_\_\_\_

(Must be Respondent's company name as reflected on its organizational documents, filed with the state in which Respondent is organized)

**State of Organization:** \_\_\_\_\_

**Respondent's Type of Legal Entity: (check one)**

- |  |  |
|--|--|
| <input type="checkbox"/> Sole Proprietorship       | <input type="checkbox"/> Limited Partnership                   |
| <input type="checkbox"/> Partnership               | <input type="checkbox"/> Limited Liability Partnership         |
| <input type="checkbox"/> Corporation               | <input type="checkbox"/> Limited Liability Limited Partnership |
| <input type="checkbox"/> Limited Liability Company | <input type="checkbox"/> Other: _____                          |

**Respondent's Address:** \_\_\_\_\_

Street City State Zip Code

**Respondent's Website Address:** \_\_\_\_\_

**Sales Contact:**

Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Contact for Legal Notice:**

Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**How did you learn about this business opportunity with the City of Tulsa?**

- ☐ Email from Assigned Buyer
- ☐ City of Tulsa Website
- ☐ Tulsa World posting
- ☐ Purchasing search engine
- ☐ Industry colleague
- ☐ Other: [Click or tap here to enter text.](#)

## Price Sheet Summary

**Respondent's Legal Name:** \_\_\_\_\_

(Must be Respondent's company name as reflected on its organizational documents, filed with the state in which Respondent is organized)

Please present a Fee Schedule for each year's services:

Year 1: \$ \_\_\_\_\_

Year 2: \$ \_\_\_\_\_

Year 3: \$ \_\_\_\_\_

Year 4: \$ \_\_\_\_\_

Year 5: \$ \_\_\_\_\_

<b>5-YEAR TOTAL</b>	<b>\$ _____</b>
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By signing here, I affirm that these prices are my formal offer and agree to the inclusion of City of Tulsa's general contract terms and conditions as listed in Appendix A in any contract with the City of Tulsa.

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name Printed: \_\_\_\_\_

Title: \_\_\_\_\_

## AFFIDAVIT

### NON-COLLUSION, INTEREST, AND CLAIMANT

STATE OF \_\_\_\_\_ )  
 )ss.  
COUNTY OF \_\_\_\_\_ )

I, \_\_\_\_\_, of lawful age, being first duly sworn, state that:  
**(Seller's Authorized Agent)**

1. I am the Authorized Agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Bidders and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the proposal to which this statement is attached.
2. I am fully aware of the facts and circumstances surrounding the making of Seller's Bid to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Bid; and
3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
  - a. to any collusion among Bidders in restraint of freedom of competition by agreement to respond at a fixed price or to refrain from responding,
  - b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
  - c. in any discussions between Bidders and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.
4. No officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Bidders business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers and/or employees of the City of Tulsa own an interest in the Bidders business, which is less than a controlling interest, either direct or indirect.
5. All invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct.
6. That the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer or employee of the City of Tulsa, or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted. Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

By: \_\_\_\_\_

**Signature**

Title: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_

Notary Commission Number: \_\_\_\_\_

**The Affidavit must be signed by an authorized agent and notarized**

## ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

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**Sign Here ►**

Printed Name:

Title:

Date:

**THE REST OF THIS PAGE LEFT INTENTIONALLY BLANK**

## APPENDIX A – City of Tulsa General Contract Terms

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It is anticipated that the City of Tulsa will enter into an Agreement with the Seller for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Seller understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1<sup>st</sup> to June 30<sup>th</sup>) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
2. **No Indemnification or Arbitration by City.** Seller understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Seller harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Seller shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.
3. **Intellectual Property Indemnification by Seller.** Seller agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Seller hereunder. Seller shall pay all royalties and charges incident to such patents, trademarks or copyrights.
4. **General Liability and Indemnification.** Seller shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Seller must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement. Seller agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Seller or Seller's subcontractors under the scope of this Agreement.
5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City.
6. **No Confidentiality.** Seller understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Seller pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.
7. **Compliance with Laws.** Seller shall be responsible for complying with all applicable federal, state and local laws. Seller is responsible for any costs of such compliance. Seller shall take the necessary actions to ensure its operations in performance of this contract and employment practices are in compliance with the requirements of the Americans with Disabilities Act. Seller certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Seller shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation, or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.
9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.
10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Seller may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Seller shall not be entitled to any claim for extras of any kind or nature.
12. **Equal Employment Opportunity.** Seller shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.

## RESPONDENT CHECKLIST

Use this checklist to ensure You have properly read and completed all documents listed below. This document (the RFP) contains all the following materials, which must be completed and returned to the City of Tulsa Clerk's Office. We recommend You include this checklist with Your proposal.

Proposer's Name: \_\_\_\_\_

RESPONDENT CHECKLIST	
RESPONDENT DOCUMENTS	INCLUDED?
Cover Letter	
Proposal Narrative (To Include Requirements as listed on page 3-9)	
Respondent Information Sheet (required form)	
Price Sheet Summary (required form)	
Affidavit (Non-Collusion, Interest & Claimant) (required form)	
Acknowledgement of Receipt of Addenda (required form)	
Additional Information (Optional)	

**Please Return Entire RFP Packet**

## PACKING LABEL

**FROM: [Name]**

[Respondent's legal name]

[Street Address]

[City, State, Zip Code]

**City of Tulsa - City Clerk's Office**

175 East 2<sup>nd</sup> Street, Suite 260

Tulsa, OK, 74103

**Respondent Submission For:**

RFP# 24-918

RFP DESCRIPTION: Learning Management System

This label ensures that Your proposal will be sent to the correct office (City Clerk's) and that it is associated with the correct Solicitation (indicated by the RFP number).  
Proposals must be sealed and either mailed or delivered to the City Clerk's Office.  
Proposals must also be received no later than 5:00 PM (CST) on date listed on the first page of the RFP.