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**Date:** March 8, 2023  
**To:** Prospective Proposers  
**From:** City of Cleveland, Department of Port Control  
**Subject:** Addendum No. 2 to Request for Proposal – Learning Management System

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Please be advised that the City of Cleveland, through its Director of the Department of Port Control (“Department”), hereby publishes Addendum No. 2 to the Request for Proposals – Learning Management System (“LMS”), dated January 25, 2023.

This addendum serves as the response to all inquiries received.

### **INQUIRIES**

1. Would you know how many employees this LMS is looking to serve? It does not say in the RFP.
  - Up to 5,500 users.
2. Regarding 2.2, Detailed Scope of Services, proposers understand the Cleveland Airport System desires an LMS that delivers training course content, stores training course results, and stores additional training records and materials for both its direct employees, and its tenants, at both Cleveland-Hopkins International Airport and Burke Lakefront Airport. We understand this to cover approximately 5,000 unique badge holders. Approximately how many different firms will be required to have some level of administration access to this LMS solution?
  - No one outside of the Cleveland Airport System will be assigned System Administrator. However, external firms/vendors doing business with the Cleveland Airport System can control what classes their employees with airport security badges can take or are assigned.
3. Regarding 2.2, Detailed Scope of Services, if the training course content of the LMS solution is intended for Cleveland Airport System employees and non-Cleveland Airport System employees, what roles and permissions will be required for non-Cleveland Airport System employee administrators (such as an Authorized Signer from a tenant firm)?
  - See answer to Question #2.

4. Regarding 2.2, Detailed Scope of Services, B. the Cleveland Airport System's current solution stores the initial SIDA training course content locally on each training room computer due to sensitive security information (SSI) regulated by the Transportation Security Administration (TSA). This initial SIDA training course content is not accessible beyond the airport's training room. Will the Cleveland Airport System require the LMS solution to continue to store the initial SIDA training course locally (not accessible to users via internet), or will this initial SIDA training course be allowed to be delivered to users streaming via the Cloud?
  - SIDA training courses can be delivered via the Cloud as long as it is in compliance with TSA SSI requirements.
  - This will have to be cleared and vetted with our TSA Inspector for secure access, we currently do not have SSI classes via the cloud.
5. Regarding 2.2, Detailed Scope of Services, D. does the Cleveland Airport System store the email address of all approximately 5,000 unique badge holders today?
  - We attempt to collect all email addresses.
6. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the catalog of mandatory training courses listed: SIDA, airfield driving, be customized to the airport's operations?
  - Yes.
7. Regarding 2.2, Detailed Scope of Services, F. which organization, the Cleveland Airport System, or the LMS provider, is responsible for ensuring the training course content meets TSA 49 CFR 1542 and/or FAA 14 CFR 139 training requirements?
  - For those programs regulated by the FAA or TSA, the LMS Provider is responsible for ensuring the content is compliant with the relevant requirements. The LMS must provide a way for Airport Security and/or TSA to approve training course changes to required Airport Security classes before being released.
8. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the training course content use animation, video, graphics, or any specific media?
  - We do not have any specific requirements for media, but LMS should support a variety of content types.

9. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the training course content include closed captions?
  - The LMS should be ADA compliant.
10. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the training course content be capable of delivery in languages other than English?
  - Yes, other languages and Closed Caption are used for some training courses.
11. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the training courses contain voiceover instruction?
  - Dependent upon the type of course, it may be.
12. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require customized exams?
  - Yes, dependent upon the course.
13. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require exams to include a configurable pass/fail rate?
  - Yes.
14. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the LMS to track and report the response to each exam question presented the user?
  - Yes.
15. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require the LMS to randomize the exam questions presented the user?
  - Yes, dependent upon the course.
16. Regarding 2.2, Detailed Scope of Services, F. does the Cleveland Airport System require training courses to be iOS compatible?
  - Yes, training delivery method should utilize responsive design.

17. Regarding 2.2, Detailed Scope of Services, G. ii and iii. can the Cleveland Airport System describe the expected format of these on-the-job training and professional development paths?

- Formats could vary – from on-demand web-based PowerPoints, recorded virtual instruction, videos, and with the ability to add in-house created materials.

18. Regarding 2.2, Detailed Scope of Services, K. will the selected firm be expected to provide Helpdesk support to Cleveland Airport System and non-Cleveland Airport System employees (all 5,000 badge holders)?

- Only ADMIN level users will contact the HelpDesk for technical support.

19. Regarding 2.2, Detailed Scope of Services, W. will the Cleveland Airport System require the selected firm to procure, support, maintain, or update any hardware? If so, please explain the hardware requirement and hardware support requirement.

- No, if the firm's system requires hardware, then that must be communicated to the Cleveland Airport System.

20. Regarding 6. Proposal Content, C (ii), *“describe the nature of your business experience in providing emergency alert notification system services to for medium sized airports,” ...*

These services are not listed in section 2.2, Detailed Scope of Services requirements. Can the Cleveland Airport System confirm this insertion is intentional and describe these requirements in detail?

- Content C (ii) should be ignored. The firm should describe their experience implementing an LMS in an airport environment.

21. Regarding Exhibit F, Fee Schedule, please describe the requirements behind the “Practical Driver Certification/Ground Movement Program”. Is this a computer-based training module, or is it an instructor-led program?

- The Practical Driver Certification/Ground Movement Program is multi-faceted. It has a computer-based training module; there is an instructor-led portion; and there is an in-field driving assessment. Individual outcomes from each of those components must be recorded in the LMS, including the in-field assessment, which should link remotely to the LMS. All Practical Driver Certification/Ground Movement Program

components within the LMS are required to be accessible to security for badging.

22. Regarding Exhibit F, Fee Schedule, please describe the limitation of “up to 35 hours” for custom module development. Will the Cleveland Airport System not compensate the selected firm if development of a course exceeds 35 hours of labor?

- The Cleveland Airport System request 35 hours of custom development in the contract. If exceeded, we will contract separately.

23. Whether companies from Outside USA can apply for this?  
(like, from India or Canada)

- Yes. However, this might be a security vulnerability, we will need to discuss with TSA on our Security class portions.

24. Whether we need to come over there for meetings?

- No, the meeting is Web-ex and is not mandatory.

25. Can we perform the tasks (related to RFP) outside USA?  
(like, from India or Canada)

- This might be a security vulnerability, we will need to discuss with TSA on our Security class portions.

26. Can we submit the proposals via email?

- Yes.

27. Would you be open to starting with our paperwork responses and then we can provide our MSA to review?

- The Department of Port Control will prepare the Agreement.

28. Is using your terms and conditions a mandatory requirement, or if you're amenable to using our paperwork as the foundational document for negotiations?

- The Department of Port Control will prepare the Agreement and send to the selected vendor to review prior to signature.

29. Would you be able to share the name of your current provider and a contact number?

- We do not have a current provider

30. Would you be interested in working with a partner like WWT to ensure proper implementation of all aspects of your LMS and surrounding technology systems?

- We are seeking a response from interested, qualified vendors specific to this RFP only.

31. How do we exhibit knowledge of standard Federal Aviation Administration regulation (FAR Part 139) relating to training certification, documentation, and recordkeeping compliance for airports?

- See Section 5.1 Minimum Qualifications. Furthermore, you may demonstrate your knowledge via specifics in your responses as to how you meet the scope of services in this RFP.

32. Also, would that satisfy this requirement as well as the CSB of 10%?

- No. The 10% CSB subcontracting goal is a goal not a requirement. All goals for City of Cleveland RFPs are goals, they are not quotas. The City requires that a Proposer demonstrate a good faith effort to meet the subcontracting goals as an element of its Proposal through the completion of the 4 OEO Schedules.

If a Proposer is unable to identify specific subcontractors with participation sufficient to meet the subcontracting goals, then the Proposer must provide an explanation of the good faith efforts made to meet the subcontracting goal on OEO Schedule 4. This may include a list of subcontractors that were contacted to work on the project who were unavailable to do work, or it may include an explanation of the good faith efforts and why those efforts were unsuccessful as part of a letter attached to OEO Schedule 4.

33. What is your most important priority when selecting a response to this RFP?  
Cost? Quality?

- The requirements of this RFP are highly specific to the aviation industry, and as such, a potential vendor should demonstrate how well they can meet our scope of services and minimum qualifications.

34. For in-person training, do you expect there to be an airport liaison that “issues credit” or will there be an assessment component within the LMS to verify attendance?
- There will be an airport liaison who may upload in-person training topics and “issue credit” for those programs, however, we would also like the option of being able to create a related assessment that would be sent out via email post-training. This assessment would link back to the uploaded in-person training topic and serve as a record of successful completion of the program as well as attendance.
35. What are the standards expected by the Federal Aviation Administration in terms of out-of-the-box reporting?
- Federal Aviation Administration reporting standards are described in the FAA Part 139 Airport Training Requirements.
36. To satisfy the CSB of 10 percent, I would envision that we could use airport staff as Subject Matter Experts to help develop the custom-made training components for both BLK and CLE airports. Would that work?
- No. CSB is a particular requirement outside of internal subject matter experts. If you cannot meet the requirement, you must document why this is not feasible. See question 32.
37. Can you provide a total count and break down of users (ie internal users vs external users)? Based on pricing table is it 5,000 total requiring access for initial contract year?
- Up to 500 internal users
38. For RFP 2.2 F. – are you looking for a LMS provider who all provides content in the list of courses requested?
- LMS provider should enumerate which content they can and cannot provide.
39. For RFP 2.2 K. and L. ii. – can you clarify what you mean by custom training development services?
- The ability to assist in creating requested customized training programs, as relevant to airport needs.

40. For RFP 2.2 L. iii. – are turnkey integrations required or could this be accomplished through a Scheduled Data Import / Export or RESTful API. Also can you clarify more on the Everbridge emergency notification system?

- Turnkey is preferred. If custom development and/or integrations are required, then the LMS provider needs to quote it to the Cleveland Airport System. Integration into Everbridge is meant to help communicate training updates and deadlines that they need to review/update.

41. For RFP 2.2 M. – is compliance to all these standards mandatory?

- Yes.

42. For RFP 2.2 N. – Is compliance to standards of the FAA mandatory?

- Yes.

43. For RFP 2.2 O. – Is ability to send SMS texts mandatory?

- Yes.

44. For RFP 2.2 S. – Can you provide clarity on this? Is the assumption to provide content in addition to the LMS?

- When there is a FAA or TSA change in regulations that means the relevant content in any existing programs must be updated to reflect those changes. These updates would be expected to be completed at no additional charge, being they are industry-wide and not specific to our airport.

45. For RFP 2.2 T. – Is this mandatory?

- Yes.

46. Is compliance with 3. General Terms and Conditions of Contract and compliance with all RFP T&C's (including attachments, exhibits, polices, Schedules, etc) mandatory? Our legal team will unlikely be able to agree to all RFP T&C's as is. Or are proponents able to state any deviations or alternatively propose our T&C's for use?

- Yes, the terms are mandatory. If awarded, The Department of Port Control will prepare the Agreement and send to the selected vendor to review prior to signature.



47. Based on RFP 5.1 Minimum Qualifications A. – We are assuming compliance with FAA Part 139 is mandatory?

- Yes.

48. Is a notarized Affidavit mandatory? Or would Electronic signature suffice?

- Yes, the Affidavit is mandatory. Yes, the City will accept an electronic signature.

49. If some of the standards listed are mandatory (ie FAA AC 150/5210-ISA (T), record keeping as per Federal Aviation Administration, TFSA regulatory guidelines, FAR Part 139) can you provide exact polices / requirements for us to review?

- There are many regulatory guidelines regarding training, documentation and retention of training records. A potential vendor is expected to have a firm understanding of these and must meet the requirements of Section 5.1 Minimum Qualifications. And “ask” about where to locate these items demonstrates the potential vendor does not meet the Section 5.1 requirements.

50. Section 6 part C is corrected to read:

Qualifications/Experience: This section gives Firms the opportunity to discuss their industry experience and what defines them as a leader in their industry. Firms may submit as much information in this section as is needed to differentiate itself and its Proposal from the other Firms.

Please include, at a minimum, the following information: (i) clearly communicate how you meet or exceed the minimum qualifications; (ii) describe the nature of your business experience in providing LMS services to for medium sized airports; (iii) give the name, location and date of all similar contracts that have been terminated or canceled within the past three (3) years, prior to the expiration of their contractual term, and also list any judgments terminating or any pending lawsuits or unresolved disputes for the termination of such services provided by you within the past three (3) years; and (iv) give the names and addresses of at least three (3) references as to your professional capability. The references should include the name of the contact person, e-mail address and telephone number.