



## Department of Procurement Services

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160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

### QUESTIONS AND ANSWERS

#### **RFP 03232023AW Learning Management System for Virtual Schools**

- 1. Can companies from outside the USA apply for this RFP?**
  - A. Yes. All companies are welcome to apply. However, the selected vendor will be able to meet all service requirements as detailed in Part V of the RFP, which includes being able to provide 24/7 customer service and IT support and access to a full-time Implementation and Adoption Consultant who resides in our district.
- 2. Whether we need to come over there for meetings?**
  - A. In some instances, yes. Please reference Part V of the RFP for details regarding Service Requirements and Respondents Requirements.
- 3. Can we perform the tasks (related to RFP) outside USA?**
  - A. In some instances, yes, as long as there is continuous 24/7 support and no gap or lag time due to time zone differences. Please reference Part V of the RFP for details regarding Service Requirements and Respondents Requirements.
- 4. Can we submit the proposals via email?**
  - A. SCBE invites all interested and qualified vendors to submit proposals to this RFP in accordance with explicit directions specified in Part II and Part III of the RFP.
- 5. Is it possible to know the incumbent in what you have?**
  - A. MSCS is currently using Canvas through the Instructure Learning Platform.
- 6. May I also know who supplies your ERP solution?**
  - A. MSCS uses APECS for procurement and purchasing needs. It will not interface with the LMS that is represented in this RFP.
- 7. Is Memphis-Shelby County Schools using any current LMS?**
  - A. MSCS is currently using Canvas through the Instructure Learning Platform.
- 8. Is there any estimated budget?**

- A. We anticipate that this contract will fall between \$600,000.00 - \$800,000.00.
- 9. The LMS should be able to have two-way communication to retrieve student analytics from the district student management system and disseminate student grades back to the district student management system. Can you provide more information on the district student management system? Is this system from any particular vendor or developed in-house?**
- A. PowerSchool is MSCS's current student management system. The current Learning Management system is Canvas through the Instructure Learning Platform.
- 10. The RFP states that the Compensation/Pricing Schedule (Appendix I) should be provided in Tab F. Forms and then again in Tag G. Pricing Schedule. Please clarify under which tab Appendix I should be placed.**
- A. Appendix 1 references where the vendor can find the Compensation/Pricing Schedule form within the RFP. It is not necessary for the vendor to create an Appendix 1 within their response.
- 11. Should Appendix B, Addenda Acknowledgement Form be placed in Tab A. Transmittal Letter or Tab F. Forms?**
- A. The vendor should place the Addenda Acknowledgement Form in both Tabs A and Tab F.
- 12. Should Appendix C be placed in Tab C Experience and Capabilities or Tab F Forms?**
- A. While the vendor could include the form in both places, Appendix C is only requested in Tab F, as outlined in Part III, Section 2 of the RFP. The vendor should provide additional information above and beyond Appendix C, to include the information explicitly outlined in Part III, Part 2 of the RFP.
- 13. Appendix A Special Terms and Conditions does not have a signature space, but is listed as being required in Tab F. Forms, is Appendix A to be returned with this RFP with a list of deviations?**
- A. Although Appendix A is listed in Tab F. Forms, it is not a required form that needs to be signed. It is only to inform the respondent of the Special Terms & Conditions.
- 14. Appendix H Local Preference Purchasing does not have a signature space, but is listed as being required in Tab F. Forms, is Appendix A to be returned with the RFP?**
- A. Although Appendix H is listed in Tab F. Forms, it is not a required form that needs to be signed. It is only to inform the respondent of the Local Preference Purchasing.

**15. Can the District please provide instructions for the Reference Questionnaire? Is this to be completed with the RFP? Should this be returned from the references directly to Memphis-Shelby County Schools?**

A. The Reference Questionnaire is a form that you can provide to other clients who can provide insight about your service and performance. This can be used to strengthen your response and can be returned from the references directly to Memphis-Shelby County Schools.

**16. Will Memphis-Shelby County Schools entertain optional relevant items not requested in this RFP, such as lesson planning and curriculum?**

A. It is incumbent upon the vendor to provide a comprehensive depiction of all relevant services in their proposal. Any additional items that are not expressly listed in the RFP, but relevant to the district's needs will be entertained and may be impactful to the vendor's scores.

**17. Will electronic signatures, such as DocuSign, be accepted?**

A. Yes. DocuSign is accepted.

**18. How many students would the Virtual School be for?**

A. Memphis Virtual School and Memphis Virtual Adult High School will collectively maintain 500-1000 students.

**19. How many LMS instances does Shelby County need for this?**

A. Our district is seeking to consolidate our current 3 instances to 1 instance that will meet the needs of multiple departments who may be using the LMS.

**20. Is Shelby County open to consolidating their Virtual School into the main instance of Canvas used by the District to solve some of the integration issues discussed?**

A. Yes, our district is open to this.

Thank you,

Procurement Services