



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
HHR14004

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BUILDING MANAGEMENT
 VARIOUS LOCALES AS INDICATED

DATE PRINTED
06/06/2013

BID OPENING DATE: 06/19/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
ADDENDUM IS ISSUED:						
1. TO PROVIDE RESPONSES TO VENDOR'S QUESTIONS REGARDING THE ABOVE SOLICITATION. QUESTIONS AND RESPONSES ARE ATTACHED.						
2. TO PROVIDE ADDENDUM ACKNOWLEDGEMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN THE DISQUALIFICATION OF YOUR BID.						
***** END OF ADDENDUM NO. 1 *****						

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		961-20		
				ONE (1) YEAR LICENSE FOR BLACKBOARD LEARN 9.1		
0002	12	MN		961-20		
				MONTHLY MANAGED HOSTING OF BLACKBOARD LEARN 9.1 OR		
0003	1	YR		961-20		
				OPTIONAL 2ND. YEAR LICENSE FEE FOR BLACKBOARD		
0004	1	YR		961-20		
				OPTIONAL 3RD. YEAR LICENSE FEE FOR BLACKBOARD		
0005	12	MN		961-20		
				OPTIONAL 2ND. YEAR MONTHLY MANAGED HOSTING FEE FOR		

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0006	12	MN		961-20		
	OPTIONAL 3RD. YEAR MONTHLY MANAGED HOSTING FEE FOR					
***** THIS IS THE END OF RFQ HHR14004 ***** TOTAL:						

SIGNATURE		TELEPHONE		DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: HHR14004
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

1. To provide answer to Vendor's questions regarding the above solicitation.
2. To provide Addendum Acknowledgement.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

HHR14004 – ADDENDUM 1

TO RESPOND TO VENDOR QUESTIONS, AS FOLLOWS:

1. How many courses does DHHR offer?

Response: There are currently 11 classes available for learner enrollment on DHHR's existing Blackboard Learn 9.1 platform. An additional 62 classes are currently under development on Blackboard. 58 of these are being rebuilt from existing offerings on the Agency's outgoing WebCT CE 4.1 platform. These classes are being released for learner enrollment on an ongoing basis as they are completed and pass the Agency's peer-review process.

2. What is the average length of a course?

Response: DHHR offers courses in a variety of formats. The majority of the Agency's courses are asynchronous, self-paced courses which are open for learner enrollment on a continual basis. Learners are enrolled in these courses upon request and complete the course requirements in their own time. On average, these self-paced courses are designed to be completed in 3-5 actual contact hours.

The Agency additionally offers a set of asynchronous, instructor-led courses in which learners are selected for enrollment and complete the curriculum together as a cohort. The average duration of these instructor-led courses is two weeks per course.

3. What is the actual number of students that took a course from 07/01/2011- 06/30/2012 (FY12)?

Response: DHHR Distance Learning processed 6,756 learner enrollments during State Fiscal Year 2012, with an overall course completion rate of 82%.

4. Will the help desk support listed in 4.1.2.2 be the only help desk available to the users?

Response: No, end users will not be directly referred to the vendor's help desk support system listed in 4.1.2.2. DHHR's Distance Learning team operates an internal Help Desk to triage and resolve most end user issues. During State Fiscal Year 2012, the DHHR Distance Learning team only escalated a total of 5 issues to the current vendor's online problem tracking system.

5. Page 27 is a software attachment that we can't sign because we are acting as a reseller of the Blackboard software, and we do have terms and conditions in our open end contract with Blackboard (Contract #10002) that pertain to the software. We want to make sure that this will not disqualify our bid. Does it?

RESPONSE: Any exceptions to the terms should be noted on the bid response and can only be negotiated by the Attorney General.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: HHR14004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
 Revised 6/8/2012