

### Questions for RFP #251-26-245 – Professional Learning Management Software

Reference	Vendor Question	Answers
Bid Extension	Could an extension be granted on the RFP?	Not at this time. The bid deadline shall remain Tuesday, January 20 <sup>th</sup> by 2:00 pm EST.
Staff User Count/Licensing Basis	What staff user count should be used for pricing and licensing purposes? Please confirm the approximate number of WCPSS staff users expected to access the PDMS (e.g., teachers, administrators, support staff, central office staff).	Approximately 20,000
Staff User Count/Licensing Basis	Should the PDMS include non-employee users (e.g., contractors, external partners, substitutes, volunteers), or staff only?	WCPSS staff only
Staff User Count/Licensing Basis	Are there anticipated growth projections or staffing changes over the contract term that should be accounted for?	Not anticipated at this time
Authentication/Single Sign-on	Which identity provider (IdP) will WCPSS use for SSP into the PDMS? For example, Entra ID (Azure AD), ADFS, Okta, or another SAML 2.0 provider)	Identity Automation via SAML 2.0
Authentication/Single Sign-on	Will SSO be expected directly from the IdP, or launched via ClassLink/Clever portals (or both)?	SP initiated
Authentication/Single Sign-on	Are there district standards for session timeout, password policies, or MFA enforcement that should be applied to the PDMS?	Yes and we would like it to match
Provisioning/Rostering	Will WCPSS provision staff accounts through ClassLink, Clever, or another roster source?	We can support OneRoster API, Entra, Google or Clever
Provisioning/Rostering	Does WCPSS intend to use IMS OneRoster via API as the primary provisioning method (preferred) vs. file-based uploads?	Yes
Provisioning/Rostering	If OneRoster API is planned, can WCPSS confirm whether the roster source provides staff-level OneRoster endpoints, and which objects will be available (users, orgs/schools, roles, course sections if applicable)?	Yes
LTI 1.3+ Interoperability	Does WCPSS intend to use IMS Global LTI 1.3+ as an integration method, and if so, from which platform(s)?	Where IMS Global is used, we require LTI 1.3
LTI 1.3+ Interoperability	Is the intended use case LTI launch for training access only, or should LTI also support reporting/grade passback-type workflows (if applicable to PD completions)?	This is dependent on how the tool will be used.
NCDPI Transcript/Licensure Integration	Can WCPSS confirm the expected integration destination for NCDPI transcript/licensure reporting?	Not at this time.
NCDPI Transcript/Licensure Integration	Is there available documentation or guidance from NCDPI regarding: <ul style="list-style-type: none"> <li>• API endpoints / exchange method</li> <li>• authentication requirements</li> </ul>	Not at this time.

	<ul style="list-style-type: none"> <li>transcript schema and data fields</li> <li>submission frequency and validation processes</li> </ul>	
NCDPI Transcript/ Licensure Integration	Are there specific requirements for reporting external credits to NCDPI (webinars, in-person events, third-party training)?	Yes, DPI requires official transcripts of employees' credits for License Conversions, Extensions and Renewals.
CEU/Credit Rules and Transcript Requirements	What credit unit types must be supported and reported? <ul style="list-style-type: none"> <li>Examples: CEUs, contact hours, renewal credits, district-specific units, etc.</li> </ul>	CEUs, contact hours, renewal credits
CEU/Credit Rules and Transcript Requirements	Does WCPSS require district-wide standard credit-award rules, or should credit rules vary by program/school/department?	WCPSS has specific guidelines
CEU/Credit Rules and Transcript Requirements	Are there specific certificate formats, required language, or required data elements that must appear on completion certificates?	Yes – must have employees' name, awarded credit hours, date, signed/official, title of training, etc.
Evidence Uploads/ Documentation (if required)	Does WCPSS require staff to upload supporting evidence for external credits (e.g., certificates, sign-in sheets, completion confirmations), and if so: <ul style="list-style-type: none"> <li>file types and size limits</li> <li>approval workflow expectations</li> <li>retention requirements</li> </ul>	Yes – completion certificates (and other supporting data if needed)
Data Retention/ Reporting/Audit Needs	What data retention policies should the PDMS follow (e.g., retain transcript and credential history for X years)?	5-year retention.
Data Retention/ Reporting/Audit Needs	Are there required district/state audit reporting formats that we should align to (e.g., NCDPI audit-ready exports)?	None that licensure has been involved in.
Data Retention/ Reporting/Audit Needs	Does WCPSS require automated scheduled reports for district leadership or compliance reporting?	YES
Page 1	Do we have any ability to negotiate the Terms and Conditions for this proposal, or to provide our own Terms and Conditions?	Generally, no. Any exceptions to WCPSS Terms & Conditions should be noted in the vendor's proposal, and may be considered on a case-by-case basis at the district's discretion.
Execution, Page 2	Would it be possible for us to submit an electronic bid instead of a physical proposal package? If not, I was wondering if we could be provided an extension.	No to both questions.
Background, Page 5	What is the anticipated user count? Also, will the users be entirely internal?	Approx 20,000 – all internal
Technical Integration & Infrastructure	Does WCPSS currently utilize a specific API key for the NCDPI Online Licensure System, or is the data transfer performed via flat-file (CSV) export/import?	Unsure.

Technical Integration & Infrastructure	Are there specific firewall or VPN constraints for integrating with the district's Oracle/PeopleSoft ERP instances?	Yes
Technical Integration & Infrastructure	Does the district prefer a dedicated cloud tenancy (Single Tenant) for higher security, or is a logically isolated multi-tenant environment acceptable?	Dedicated preferred
Technical Integration & Infrastructure	What is the specific version of the OneRoster standard currently supported by the district's ClassLink implementation (e.g., 1.1 or 1.2)?	1.2
Technical Integration & Infrastructure	Does the district require the PDMS to write back data to the Student Information System (PowerSchool) regarding teacher assignments or credentials?	This should not be required.
Technical Integration & Infrastructure	Are there any legacy on-premise servers that need to be decommissioned as part of this migration?	This is out of scope for this project.
Technical Integration & Infrastructure	What is the district's current bandwidth capacity for concurrent video streaming if high-fidelity PD content is utilized?	Not a concern.
Data Migration & Legacy Systems	What is the approximate total volume of historical data (in Terabytes) stored in the current MyLearningPlan/eSchools environments?	Unknown
Data Migration & Legacy Systems	Will the migration of historical data require the preservation of scanned physical documents (e.g., old paper certificates), or only digital metadata?	There may be paper documents that some employees have, but they should all be captured in the digital system for credit.
Data Migration & Legacy Systems	Are there any "local" credit categories unique to WCPSS that fall outside the standard NCDPI 8-CEU structure?	The district has a General/Standard Category for CEUs.
Data Migration & Legacy Systems	How many years of historical data must be migrated? Is there a cutoff date for "active" records?	At least 5 years back.
Data Migration & Legacy Systems	Are there transient or temporary staff populations (substitutes) that need access, and how are their accounts currently provisioned?	No.
Data Migration & Legacy Systems	Is there a requirement for "External User" access (e.g., for university partners or non-district workshop facilitators)?	No.
Data Migration & Legacy Systems	How does the district currently handle multiple roles for a single user (e.g., a teacher who is also a workshop facilitator)?	This would be dependent on the tool.
Functional & Operational Requirements	Does the district require a native mobile application for offline access to training content?	Will consider proposals with or without.
Functional & Operational Requirements	Are there specific custom reports that are currently generated manually which must be automated in the new system?	Licensure uses CEU reports within a 3-5 year period of time. The report would capture all categories of CEUs that the employee has been credited.
Functional & Operational Requirements	What is the district's policy on data retention and archival for terminated employees?	5 years minimum.

Functional & Operational Requirements	Does WCPSS have a dedicated change management team, or should MGRM provide full change management services?	Handled internally.
Functional & Operational Requirements	What is the preferred format for "Train-the-Trainer" sessions (on-site vs. virtual)?	Prefer in-person, will entertain virtual.
Functional & Operational Requirements	Are there blackout dates for system maintenance that MGRM should be aware of (e.g., during testing windows)?	No
Procurement & Governance	Will WCPSS accept a phased rollout (e.g., pilot schools first) or is a "big bang" district-wide launch required?	District wide launch is required.
Procurement & Governance	Is there an incumbent vendor preference for the cloud hosting provider (AWS vs. Azure)?	No
Procurement & Governance	What are the specific insurance liability limits required for a cloud services provider?	Please refer to Exhibit B of the RFP.
Procurement & Governance	Does the district require escrow for source code?	No
Procurement & Governance	What is the expected frequency of the Steering Committee meetings during the implementation phase?	Dependent on project.
Procurement & Governance	Are there any specific diversity supplier participation goals for this contract?	Not specifically.
Procurement & Governance	Does the district require performance bonds for the implementation phase?	Not usually.
Procurement & Governance	What is the process for final user acceptance testing (UAT) sign-off?	Formalized process.
Purpose, Section 1, Page 5	When the RFP mention "certificates" in maintaining comprehensive transcripts, is WCPSS referring to certificates of completion issued to staff upon activity completion, or is WCPSS thinking of professional certifications/credentials (like National Board Certification)?	Both.
Purpose, Section 4, Page 5	Does WCPSS need this PD to have an API integration or instant connection with Red Rover Absence Management?	No.
RFP Schedule, Page 3	What is the district's anticipated implementation start date?	July 1, 2026
RFP Schedule, Page 3	What is the district's anticipated go-live date for the new LMS?	July 1, 2026
Background, Page 5	The RFP indicates Wake County Public School System has approximately 20,000 staff. Please confirm the total number of staff you anticipate will be using the LMS at go-live.	Approximately 20,000
Technical Specification, Page 6	Which system of record will Wake County be using for integration of this group of professional learners?	We can support a variety of sources. Decision will be determined after a more detailed conversation.

Technical Specification, Page 6	Which LMS is currently being used to deliver professional development?	PowerSchool
Cost Proposal, Page 9	How many users will need training on the new LMS? Please identify the user roles (i.e. administrators, instructors, content creators, etc.).	Approximately 10 core team members will need training, and then the district will adopt a train- the-trainer approach
	What are the strengths of your current vendor?	N/A
	What are the weaknesses of your current vendor/platform?	N/A
	Is this solicitation meant to add, replace, or consolidate vendors?	WCPSS regularly seeks competition to best meet the needs of the district.
	Is this anticipated a single award or multi-vendor award?	Single
	What is the budget for this work?	Undetermined
	What has WCPSS spent on this platform over the past 3 years?	It was combined with other platforms, cannot provide a specific number
Page 5	What online courses is WCPSS currently delivering? a. What course content is most valuable to WCPSS? b. What platform is currently used to deliver online courses?	Too numerous to mention a. We provide our own course content b. Canvas
Page 6	The RFP references that the system must allow for the use of a student ID number to identify students. Please explain how students would be utilizing the professional learning management software.	K-12 Students will NOT be using this system.
Page 7	The RFP notes that students should be able to view their content in the platform. What student related online content is most applicable here?	K-12 Students will NOT be using this system.
	Is WCPSS seeking a platform to allow students to access online courses as part of this solicitation?	K-12 Students will NOT be using this system.
Page 7	The RFP notes that teacher/staff should be able to view all students and associated data for students in their class. Is WCPSS seeking a platform that teachers use to manage their classes? Or something different?	The RFP is referring to course facilitator and participants, not actual K-12 students.
	Can you share the evaluation criteria and weighting?	Not at this time.
	How important is price relative to functionality and experience?	All are important factors, including price.
	Will references be scored?	References will be evaluated as part of the review process.