



# **REQUEST FOR PROPOSAL RFP 2025-032: WSSDA LEARNING MANAGEMENT AMENDMENT: QUESTIONS-AND-ANSWERS**

We received over 100 questions from interested parties regarding our request for proposal. Consequently, it took us longer than expected to respond to these inquiries. Therefore, we have extended the proposal submission deadline from Wednesday, October 1, 2025, to Tuesday, October 7, 2025 at 2 PM PDT.

This Question-and-Answer document is intended to assist potential respondents by providing clarification and additional details related to the procurement process and technical requirements outlined by WSSDA. It covers key aspects of the project, including system integrations, authentication protocols, submission criteria, user access and roles, performance measurement, and current practices. The document also details software, security, and technical specifications, as well as guidance on proposal expectations—such as estimated timelines, cost breakdowns, and evaluation criteria. Our aim is to promote transparency, support informed responses, and facilitate a fair and competitive procurement process.

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## 1.1 Background and Purpose

### Integrations

1. **The RFP states the LMS needs to integrate with a payment gateway (Authorize.net), the Zoom webinar platform, and a CRM (Salesforce). Will the new system be required to integrate with all three of these systems upon launch, or will the integrations be phased in over time?**

We would prefer to launch with integrations in place to avoid performing manual activities that could be automated.

2. **If our system is not able to support direct integration with authorize.net, would lack of integration be a disqualifying event?**

We may be able to work with Paytrace as well, so not having an authorize.net integration wouldn't be disqualifying. If another payment gateway is required, we'd need to work with our accounting team, the state's cybersecurity office, and potentially the office of financial management to ensure it's acceptable for our use.

3. **Can you provide more specifics on the data points or objects that need to be synchronized between the LMS and the mentioned systems (Authorize.net, Zoom, Salesforce)?**

In general terms, we are hoping contacts in our CRM (Salesforce) will synchronize with the LMS so we can provide more granular reporting from our CRM on course attendance, rather than manually joining data. Authorize.net would simply handle payment processing for courses. Question 20 above describes what we're looking for concerning Zoom.

4. **Is there any documentation or guideline for integration with external system such as Payment gateway, Salesforce?**

We do not internally have any guidelines for these integrations.

5. **What data should flow between LMS and Authorize.net (e.g., registration info, payment status)?**

Payment status to determine if access or registration should be approved.

6. **What specific Zoom webinar features must be integrated (e.g., auto-create meetings, attendance sync, links in LMS)?**

The above are good examples of what we are hoping to accomplish. We'd encourage any use of Zoom's API that better automates and simplifies processes to be included in the proposal.

**7. LMS needs to integrate with CRM (salesforce), what kind of information is that synced between CRM and LMS?**

See question and answer 3 above.

Authentication

**8. The RFP specifies that WSSDA staff must authenticate via Microsoft Entra ID and those attending courses must use an OAuth 2.0 Identity Provider (Okta). Can you clarify if Okta is the specific identity provider that will be used by all members, or if the system needs to support multiple OAuth 2.0 providers?**

Okta is replacing an older solution as the only identity provider that we'll be allowed to use for external user (non-WSSDA staff) authentication per state policy. [Identity Management User Authentication Standard | WaTech](#)

**9. For the required authentication methods (Microsoft Entra ID and Okta), are there specific roles or user groups that need to be mapped? For example, will different Okta groups have access to different sets of courses?**

No, we expected to handle role assignments within the LMS unless we can easily do that via integration with our CRM, Salesforce.

Submission Criteria

**10. Can vendors just propose one piece as a solution to your overall requirements?**

Yes, if it meets our requirements.

**11. Please provide instructions to download Exhibit A.**

Exhibit A is now included in the RFP on the website: <https://wssda.org/wp-content/uploads/2025/09/2025-032-WSSDA-Learning-Management-System.pdf>.

**12. Do you have a preferred pricing format?**

Please see the answer to question 1 under section 3.3.

**13. Would being based in South Africa preclude us from bidding, or is out-of-state/international status allowed?**

Foreign bidders are not prohibited, but you would need to register and become a licensed business in Washington State. Additionally, we will strongly be encouraged to store data within the U.S.

**14. Are there any special requirements for non-U.S. proposers, for example relating to registration, immigration, local representation, or additional certifications/legal compliance?**

Yes, please see the above answer.

**15. Are there concerns or restrictions around logistics, payment, data security, or support if services are delivered from abroad?**

If security requirements are met, the business is licensed in Washington State, and it's understood that any meetings & planning takes place during business hours Pacific Daylight/Standard Time, there are no other concerns.

User Experience, Access, Roles, Access Requirements

**16. The document notes that a maximum of 500 users are expected to access the system per month. Are there specific peak usage times (e.g., during live webinars) that we should account for in our proposed solution's architecture?**

We generally try to accommodate our members by holding live webinars outside of work hours, in the evening or on the weekend, but the dates are not predetermined. Annually, we have consistent virtual learning experience in February and consistent in-person learning experiences over the summer and in November.

**17. Could you provide more details on the desired user experience? Are there specific examples of LMS platforms you find intuitive or a list of "must-have" features for the member-facing dashboard?**

Must-have features for a member-facing dashboard include an easy to navigate list of courses/trainings for them to choose from and a similar list of their previously completed trainings. In addition, the resources and materials from each of those trainings/courses should be easily available.

**18. What are different roles of accessing this application? Ex: directors and other education leaders. Does 'other education leaders' include multiple roles?**

In addition to school board directors, we envision potentially having courses and training for superintendents, principals, board executive assistants, student representatives and others that work with district school boards.

**19. If there are multiple roles accessing this app, will the visibility/ accessibility of courses/ trainings differ according to the role of user? What are the different roles?**

At this time, school board members have the main role. We are hoping to have content for a second group, mentioned in the question above. When that happens, we would have different course visibility for each group. A course “trainer” or “instructor” would also potentially need to have different visibility than an attendee of a course or training.

**20. Can you please elaborate how the Live classes will be conducted in context of this LMS app.**

Registration will be through the LMS. Via Zoom integration, we hope to track actual participation. Attendees will be able to log in and see courses they’ve completed, including Live classes.

**21. What is process for registration getting rejected? Will user be able to re-register? Or will the user be blocked from registering for the same course in future?**

We have not yet had issues with having to reject registrations as we currently have no LMS, but being able to block from future registration could be a useful feature to have in case it becomes necessary.

**22. Assuming the system is intended to support end users, should helpdesk or user support features be included?**

We would most likely include details on who to contact internally at WSSDA if learners are having technical issues with the system or content, but we would be open to exploring such features.

**23. What is the exact number of teachers, staff, and/or students who will require access to the training or system?**

We cannot know exact totals, but we hope our membership of 1,477 school board members will use the system for trainings. There is turnover amongst membership, so that number will not be a static list of individuals. If we grow to provide trainings to other groups like board assistants, student representatives, or superintendents, that number of learners could double. The WSSDA staff requiring access to administer and create trainings will not number more than 20. We also work with a group of 10 consultants who will take part in the instruction of our trainings, and this group would need access as well.

**24. What is the expected growth in number of users over the contract period?**

If we create trainings for other groups like board assistants or superintendents, we expect growth of learners to double by the end of the contract period.

**25. Given the note about a scalable solution, what are your expected future growth projections for users and data volume? For example, do you anticipate a significant increase in the number of school districts or a wider user base?**

Internally, we may eventually produce content for superintendents, student representatives, board assistants, or other school district staff. It's hard to predict, but this may eventually double users and data.

**26. What is the expected growth in number of users over the contract period?**

If we create trainings for other groups like board assistants or superintendents, we expect growth of learners to double by the end of the contract period.

**27. What is the max user count expected for a live class?**

Currently, our larger online meetings have roughly 30 attendees.

### Performance Measurement & Reporting

**28. As per RFP, only two reports are mentioned in it i.e. Registration and attendance. Are there any other reports that are expected?**

Currently, these are the only reports we've identified as being necessary.

**29. In attendance tracking, can you specify at what detail level you would like to track the attendance. Please provide examples. Ex: Attended/ Not attended. And/Or % completed or % remaining?**

We would like attended/not attended at the minimum. % completed or remaining would be nice to have but not strictly necessary. In order to earn the certificate, attendees would need to be present for the majority of the course or training.

**30. Is User assessment post training/course completion to be added?**

We would like the system to automate post training/course assessments and course completion.

**31. What specific reporting features are most critical to your team? For example, do you need reports on course completion rates, time spent in courses, or post-course assessment results?**

Course registration, completion, and post-course assessment results are the critical ones.

## Current Practices at WSSDA

**32. Is WSSDA already using any LMS application? If yes, please share the name of the application/product and its provider**

WSSDA is not currently using an LMS application.

**33. Does WSSDA have an LMS in place today that supports the requirements detailed in this RFP?**

WSSDA does not have an LMS. We currently use online forms, manual processes, zoom meetings, etc. to provide live online trainings to our members, but wish to streamline, improve, and expand this with our new LMS.

**34. Please provide the number, if any, of elearning courses that you use today. Are these courses standards based (AICC/SCORM)?**

We have one eLearning course, a bootcamp, consisting of several online videos and pdfs behind a paywall on our site. It is not standards based.

**35. Do you already host all the courses/trainings anywhere? Ex: Cloud/Git/drive etc.**

Please see answer to question 31 & 33 above.

**36. What is the current process for delivering live and on-demand trainings to school board directors including managing training courses, pre and post course registration/enrollment process, tracking participation, managing payment transaction? How are professional learning materials currently stored, accessed, and maintained?**

The current process involves registering via EventBrite, manually creating zoom meeting invites and tracking completion in spreadsheets. As mentioned above, there is only one on-demand course which consists of a series of videos and pdfs behind a paywall on our website.

Professional learning materials are currently stored, accessed, and maintained on Box. Learner materials are shared via Box PDF files, for example.

**37. Who is the incumbent provider for this service?**

There is no existing service.

**38. What is the purchase order authorization number for the existing contract currently fulfilling this requirement?**

No current contract exists.

**39. Can you provide a summary of the key terms and scope of work from the current contract, what is different from the instant RFP?**

No current contract exists.

**40. Are there any option years remaining on the existing contract? If so, how many?**

There are not, no current contract exists.

**41. What are the strengths and weaknesses of the current vendor's performance?**

There is no current vendor.

**42. Are there any specific pain points or areas for improvement with the current solution?**

Yes, what exists as the current solution is a very manual process involving registration in one platform (EventBrite, online forms, email), delivery via Zoom, and tracking via spreadsheet.

**43. Without disclosing sensitive details, can you share general feedback on common weaknesses in unsuccessful bids from the last cycle?**

This is our first Request for Proposals for a Learning Management System and will be our first contract for an LMS.

**44. When does the existing contract end?**

45. No is no existing contract for an LMS.

**46. When do the option years on the existing contract end?**

47. See question and answer 36 above.

**48. Is member information stored in the CRM or another system?**

We store member information in our CRM and treat it as our single source of truth.

**49. How do you currently manage your course catalog and content? Do you need a system for categorizing courses, adding prerequisites, or creating learning paths?**

Our current course catalog is located [here](#) and managed in Trumba. Such a feature in an LMS would be of interest to us.



## Source of Data/Trainings & Multi-Organization Scope

### **50. Who will be creating the course contents? Is it in the Proposers scope?**

We have a team that will be creating the courses, it's not in scope for this RFP.

### **51. Do you have any expectation for Implementation timeline as a target for golive date? what is the expected duration for UAT ?**

Beyond the timeline listed in the RFP, we have no other target dates or expected durations.

### **52. WSSDA is seeking a system that facilitates registration for courses/training, should be setup and design training course considered as the scope of proposal or information of training course will be provided by other systems via integration? If course info is provided by other systems, that is which system?**

The ability to setup and design courses is in scope, but we have a team that will be creating the courses internally. No external systems will provide this data.

### **53. Could you clarify what types of learning materials will be stored in the system, whether reporting functionalities such as export/download (CSV or PDF) will be required, and if content versioning or archiving will be necessary?**

Learning materials we would post in the LMS would generally include PowerPoint presentations, PDFs, and videos. The ability to export CSVs or something similar showing attendees would be required if that information isn't stored or available in our CRM via integration. Content versioning and archiving are not currently necessary.

### **54. Are configurable learning paths or curricula (bundled courses with aggregated and per-course progress tracking) supported? If yes, describe prerequisites and completion logic options.**

We do not currently have plans for complex learning paths, but the ability to create simple ones would be a desirable feature.

### **55. The RFP mentions that the system may be explored for shared and scaled use with other organizations. Can WSSDA provide a high-level overview of the potential scope or types of professional learning this may entail?**

We have a few 'sister' associations similar in size and requirements who showed interest in exploring an LMS, attending interviews, and potentially contracting with our chosen vendor. The scope and types of professional learning would be similar to what WSSDA currently offers.

**56. What specific content are you looking for to distribute through the new LMS and how many learners at WSSDA will be using it?**

All of our 1,477 members are required to take educational equity training once in their first 2.5 years as a school board member and again every 4 years that they remain members. We also have optional trainings in finance and other areas which we hope to make available as well.

**57. How will on-demand courses be structured? Will they consist of a single video, or will they be broken down into smaller modules or lessons that require a specific completion order?**

On-demand courses will most likely be broken into modules/lessons. Our current trainings are split into 3-4 “Exercises” which chunk content learning in a way that supports understanding, processing and application. There is interest in creating shorter learning opportunities in the future that may include just one video.

**58. Beyond a basic attendance history, what kind of data do you need to be able to export? Are there specific metrics or KPIs (Key Performance Indicators) that are critical for your reporting needs?**

We would like to break down attendance by School District, County, etc. which is something we were hoping the integration with Salesforce would help with.

**59. Are there specific types of learning materials (e.g., SCORM packages, videos, quizzes, interactive modules) that the system must support?**

Our team has shown interest in finding a way to convert PowerPoint presentations into on-demand courses but is open as to how that is achieved. Our current synchronous learning experiences include videos and other interactive features in addition to written resources.

**60. Given the potential for shared use of the LMS with other organizations, what features would be required to support a multi-tenant or partnership-based model?**

As of this moment, other organizations have simply shown interest in exploring an LMS for their own individual usage and no such features have been identified.

Software, Technical & Security Requirements

**61. Are you looking for a general reporting tool or is WSSDA interested in a Policy Lifecycle Management tool--are either in scope or just the LMS and CRM?**

Currently, the scope of this project is a Learning Management System only.

**62. Is WSSDA looking for course authoring capabilities in the LMS, or are you using another solution to create courses to import into your selected LMS?**

Yes, we would like the LMS to have the ability to create courses. We are currently not using another solution, but would like the ability to import SCORM files, video files, etc.

**63. Are you interested in any pre-built content?**

Doubtful, the content we need to provide is fairly specific and developed by a very qualified team.

**64. Is your team interested in gamification elements, such as leaderboards, polls, new articles, etc.?**

We would be interested in learning about them, however there may be laws that hamper our usage of such features (Open Public Meetings Act, Public Records Act, etc.) so the ability to disable them would be necessary.

**65. Do you require a built-in content authoring tool within the LMS, or will you be uploading pre-created content? What is the expected file type for the learning materials?**

We would prefer to the ability to create content within the LMS, please see question and answer 57 above.

**66. Are there any specific requirements for live training sessions with Zoom? For example, should the LMS automatically generate a unique Zoom link for each registration, or track attendance from the Zoom API?**

These two examples are what we were hoping for as far as Zoom integrations, yes. We'd encourage any use of Zoom's API that better automates and simplifies processes to be included in the proposal.

**67. Are there any specific requirements for notifications or communication within the LMS, such as automated emails for new courses, upcoming events, or course completion?**

There are no current requirements, but we would be interested in the ability to automate emails on completion. Emails about upcoming courses and events are usually handled by our Communications team using other means, although we are open to new ways of getting this information to our members.

**68. Do you have a preference for the hosting environment (e.g., specific cloud providers like AWS, Azure, or GCP)?**

We avoid a preference to promote a fair and open competition. For more information on the security of the hosting environment, please see section 1.2 of this Q&A.

**69. Do you require the ability to host the LMS on-premise, or is a fully cloud-hosted SaaS solution acceptable?**

A fully hosted SaaS solution is acceptable.

**70. What does your organization consider to be a "modern, flexible technology stack"? Are there any specific programming languages, frameworks, or databases that you would prefer or wish to avoid?**

The aim of this language was to avoid technologies that are being deprecated, are no longer maintained, systems that have no redundancy, etc. and thus would not pass a security review.

**71. Are there any data residency or sovereignty requirements we need to be aware of? Must all data be stored within Washington State or the United States?**

While not required by law, we will be strongly encouraged to store data in the United States, and it may be discussed during the security design review outlined in section 1.2 of this Q&A.

**72. What is the expected volume of API calls per month for the integrations, particularly for the payment gateway and Zoom?**

This is hard to predict. We may be hosting several events per month, with perhaps an average of 20 in attendance. We also have not worked out payment structure for on-demand courses, which makes the payment gateway part of this question unknown. If we assume at least 3 API calls to Zoom for registering and attendance tracking per learner, that will mean at least roughly 200 per month.

**73. What specific data privacy and security requirements beyond the standard state policies are critical for this project, especially concerning member data?**

We do not plan to store confidential data in the LMS, no additional requirements have been identified beyond what is mentioned in section 1.2 of this Q&A.

**74. For how long (duration in days/ months/ years) do we need to maintain history of user's records ex: attended course / registration etc.?**

As our members are required to take educational equity training once each school board term, which is typically 4 years, that would be the minimum retention for the system.

**75. Is there any preference for cloud service provider?**

See answer to question 65 above.

**76. Our understanding of required features is as follows:**

- \* User login using Microsoft Entra ID**
- \* User registration for course**
- \* User attendance tracking / participation tracking**
- \* User to see and download their own individual participation/attendance history**
- \* Reports –**
  - # Verify registration**
  - # Track attendance and participation of its members**

External users will authenticate via Okta instead of Entra ID. We have requirements around accessibility and security listed in the RFP as well.

**77. Is there any workflow involved in the registration process? i.e. Does it require approval from Site Admin (or like)? Or is registration auto approved?**

Currently, registration is auto approved. The ability to augment the registration process is not a requirement but also would be nice to have.

**78. Does WSSDA require advanced security features such as multi-factor authentication, encryption at rest, and regular penetration testing?**

Authentication will be handled by Okta, but yes, we may be required to have MFA in place. There are more details about security requirements in section 1.2 of this Q&A below.

**79. Will the WCAG AA standard need the third party to evaluate and assess?**

We are not required to have a third party assess it, but it is required per [Digital Accessibility Policy | WaTech](#), [Digital Accessibility Standard | WaTech](#)

**80. What is the expected maximum concurrent user load, and should the LMS be tested for peak scalability beyond 500 monthly users?**

It's hard to estimate without data from a current LMS, perhaps 40-50 concurrent learners.

**81. Can you describe your Disaster Recovery capabilities, including current RPO and RTO targets, backup frequency and retention?**

This information is exempt from public disclosure under [RCW 42.56.420: Security](#).

**82. Do we need a real-time system status to update performance/uptime dashboards available to customers?**

A dashboard is not a requirement; however, status notifications of outages and planned maintenance would be extremely helpful for SaaS solutions.

**83. Does WSSDA require open APIs or specific standards (e.g., REST, GraphQL, LTI) for future integrations with external systems?**

We do not currently require open APIs or specific standards.

**84. Is data migration from any existing system required, and if so, which data types (users, enrollments, historical completions, partial progress, certificates, transcripts) can be imported?**

We have no existing system and would not seek to import historical data.

**85. Does WSSDA prefer the LMS to be hosted on specific cloud providers (AWS, Azure, GCP) or is vendor choice acceptable?**

Please see question and answer 65 above.

**86. We assume that the system support waitlists, prerequisites, or approval processes for registration. Can you provide more information for expected business requirement?**

These features would be preferred, however there will likely not be very many prerequisites, and registration is currently auto approved.

**87. Can the system automatically flag or archive courses that have no new enrollments for a configurable inactivity period (e.g., 12 or 24 months)? If so, can retention rules be customized?**

We would prefer to archive and remove content ourselves rather than by automation, at this time.

**88. Are there any specific standard design, branding, or customization requirements for the LMS interface which require aligning with current systems?**

We would prefer the ability to theme the LMS to some degree to match our branding including colors and logo.

**89. Do you provide a configurable course approval workflow (e.g., Draft → Review → Approve → Publish)? Please also confirm whether role assignments can be automatically derived from Entra ID and Okta IdP group/claim values**

We do not currently provide a course approval workflow. Internal staff role assignments can be derived from Entra ID groups, but currently not via Okta for external users.

**90. Does the system include certificate management system? (for example: to support dynamic, reusable certificate templates (logo variants, variable fields, issue/completion date, unique ID/verification URL) assignable per course or per learning path)**

We want to prioritize the ability for learners to export or print simple course completion certificates with our branding and their names for the required trainings. With that said, it would be nice to have this for all courses.

**91. Which notification channels are supported (email, SMS/text, in-app, push, webhook)? Can delivery be configured per event type (registration, upcoming session reminder, completion, inactivity)?**

We are unsure if this is referring to any existing LMS, which we do not have.

## 1.2 Objective

**1. The RFP mentions that the chosen vendor will need to assist in providing "detailed reporting on the solution's security posture for review by Washington State's Office of Cyber Security." Can you provide more detail on the specific format, content, and frequency of these reports? Are there any specific security standards or frameworks (e.g., NIST, ISO) that the Office of Cyber Security requires?**

Before contracting with a vendor, the system will need to undergo a security design review consisting of a questionnaire and potential meetings with a state security engineer to answer any follow-up questions. Specific sections of the report include the following topics concerning the system: physical & environmental protection, data security, network security, access security, application security, and monitoring & logging. A system architecture diagram showing security controls and information flows will be required as well. Following a specific cybersecurity framework isn't required but advisable and helps guarantee that our project is approved. Note that we do not intend to store confidential data in the system, which allows for less strict requirements.

**2. What specific security standards must the system meet to pass the Washington State Office of Cyber Security review?**

Please see question and answer 1 directly above in this section.

**3. Does the system request data residency (data storage in US)?**

Please see question and answer 69 in section 1.1 above.

**4. What specific security metrics or data points should be included in the security posture reports (e.g., access logs, encryption status, incident history, vulnerability scans)?**

In reference to the report mentioned in question 1 in this section, exact requirements are exempt from disclosure under [RCW 42.56.420: Security](#). Providing logs, scans, and incident history for that report will not necessarily be required.

**5. How frequently do you require these security reports to be generated (e.g., monthly, quarterly, on-demand)? What format should the security posture reports be delivered in (e.g., PDF, CSV, dashboard view)?**

The report reference in question 1 in this section is a review done once to assess the system's security beforehand. However, should new features be added to the LMS, a quick addendum is sent in for review by our cybersecurity office.

**6. Should the LMS support automated notifications or alerts for critical security events in addition to regular reporting?**

The LMS itself may not need this, but we should be notified of critical security events. We may be required under law to notify learners of a breach of their data per [RCW 42.56.590: Personal information—Notice of security breaches](#).

**7. Does the vendor need to provide operation management training for WSSDA staffs as part of the project scope?**

We mention providing initial training to staff under 1.2 Objective, yes.

**8. Based on 1.2 Objective, is that correct to understand that you prefer an existing product which is able to customize to fit your needs rather than building from scratch?**

We are open to either, but building from scratch may not meet our desired timeline.



- 9. Regarding continued support for solution, we assume that the vendor will provide Application Management Services (AMS) support at three levels (1,2,3). Is this correct?**

We do mention an objective to be providing continued support for the solution. We do plan to assist our members with basic troubleshooting steps.

## **2.2 Estimated Schedule of Procurement Activities**

- 1. Regarding Section 2.2, What do we need to prepare during the time of performing security review from 10/29/25 to 2/28/26? Whether the vendor needs to provide infra and a ready product before the security assessment period or not.**

This is time built in for the security review which can take several months due to a backlog. You will not need to provide anything beyond assistance with the review during that period.

- 2. When are the vendor shortlist meetings?**

Currently, the RFP states they are scheduled for 10/16 - 10/21/2025

## **3.2 Technical Proposal**

- 1. Is mobile version included in the project scope for some specific user cases? Are there any specific requirements related to responsive solution which require displayings on multiple devices as PC, tablet, mobile phone?**

A responsive solution is strongly desired; we would like the system to function on mobile devices as well.

- 2. In document mentioned that "Proposal must include photos and description of what the end users (including WSSDA staff, membership) will experience for using product". Does this requirement request for all screen designs of all features or just some demo screens or design mockup only?**

Demo screens are desired to help us evaluate the user experience to expect.

### **3.3 Identification of Proposed Costs (Mandatory)**

- 1. The RFP indicates WSSDA "proposes a flat fee structure" but also asks for a "fully detailed budget including staff costs and any expenses." Could WSSDA clarify if the final proposed pricing should be a single, flat fee for the entire project, or a detailed breakdown of costs that leads to a final total?**

The intent was to avoid unknown costs such as an hourly rate without giving an estimated number of total hours. We would prefer a flat fee structure with a breakdown of costs should that be necessary to understand the total amount.

- 2. Are there any specific pricing models preferred (e.g., fixed price, time and materials, subscription-based)?**

We would prefer a pricing model that is most transparent and cost effective.

- 3. Do you have any available templates for a detailed breakdown of costs such as staff, licensing (Software and infrastructure), and implementation expenses? We assume that Moodle or Canvas will be considered as an acceptable solution for RFP. If not, which format/template do you expect to prepare for the oral presentation and interview stage?**

We do not have any templates, as mentioned directly above we would desire to see flat amounts for budget items. We do not know who will submit proposals, but the presentation will simply be a demonstration/informal discussion of your system and answering any questions we cannot infer from your proposal.

- 4. What is the funding or grant source for this project?**

This will be funded from WSSDA's regular budgeting process and not through grant revenues.

- 5. Can you provide a budget range or estimated value for this contract?**

There is no set budget, we will be looking to balance cost and benefit.

- 6. Which specific expense line in your annual financial report will this project pay out of?**

This will be under Operating Expenses.

## 4.3 Evaluation of Proposal

### 1. How will technical feature, user experience, and cost be weighted in the evaluation criteria?

The weights of each are included in the table provided in section 4.3, we will score them based on how they align with the required features described in the RFP, the expected user experience, and costs as per section 3.3 Identification of Proposed Costs (Mandatory) of the RFP.

### 2. Can you provide details on the evaluation criteria and the weight assigned to each criterion?

Please see the question and answer directly above.

### 3. If we are not selected, who should we contact (name, email, phone) for a debriefing on our bid, and when should we do so?

The table in section 2.2 of the RFP provides the scheduled e-mail to unsuccessful proposers on 10/24/25 which can be responded to in order to set up a debriefing between 10/27 - 10/29/25. As per our website, the coordinator is Josh Collette ([j.collette@wssda.org](mailto:j.collette@wssda.org)).

### 4. Will you disqualify a bidder if they propose different pricing options and package level in their bid (multiple proposals)?

We will not disqualify a bidder for proposing a different option, they will be evaluated using the criteria in section 4.3 of the RFP.