

City of Memphis

City of Memphis – eLearning Management System
RFP # SAIC CoM 2014 RG R103700

Answers to Questions

	<u>RFQ Section</u>	Question	Response
1.		We are a privately held firm and can produce unaudited financials for 2011, 2012 and 2013. Our first reviewed financials (for 2014) will be available first quarter 2015. Does this exclude us from responding to this RFP?	Privately held firms can provide financials from the previous year.
2.		What authoring tools are being used for creating courses?	Oracle User Productivity Kit (UPK)
3.		Is the City of Memphis interested in Instructional Design and Course content development?	Not at this time.
4.	1.2	Vendor must provide all of the services from locations within the United States - We have an entity in the US and our development happens out of India, will this be a limiting factor or are we eligible to apply for this tender.	Yes, all work must be performed in the United States.
5.	2.2	Call center or online support for both online and classroom courses, support for both self-paced and instructor led trainings – Is this also supposed to be handled from within the US.	Yes, all work must be performed in the United States.
6.	3.5	EBO Program – I am assuming all the sections that are marked in Red with NOT APPLICABLE are not applicable for this tender.	Correct. Equal Business Opportunity Program is “NOT APPLICABLE” for this project.