



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

April 25, 2018

Richele Henry
Skillsoft
107 Northeastern Blvd.
Nahua, NH 03062

Re: **RFQ # 1023702, Virtual Training Services**

Dear Mrs. Henry:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1023702 for Virtual Training Services. This letter hereby notifies you of Metro's intent to award to Skillsoft, contingent upon successful contract negotiations.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Brad Wall by email at brad.wall@nashville.gov Monday through Friday between 8:30am and 3:30pm.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification. Should you have any questions concerning this requirement, please contact Jerval Watson, BAO Representative, at (615) 862-5461 or at jerval.watson@nashville.gov.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File
Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

RFQ # 1023702 - Virtual Training Services Evaluation Team Score Sheet			
Offeror	New Horizons Computer Learning Center	Skillsoft	Pluma Inc
Contract Acceptance	Accepted	Contract Exceptions	Accepted
Cost Criteria (35 Points)	28	26.74	10.61
Experience and Qualifications (40 Points)	22	35	12
Project Approach and Risk Mitigation (25 Points)	15	23	9
Demonstrations/Interviews (100 Points)	60	90	30
Total Evaluation Scores (200 Points Total)	125	174.74	61.61

Evaluation Comments

New Horizons Computer Learning Center
Strengths
The firm provided a detailed number of years providing the services requested in the scope of work. The firm offered 24/7 training support. The firm outlined how they would train the end user on how to use the system. Provided a detailed course content list that highlighted courses that were included in the scope of work. End user can operate the platform easily. Firm provided a randomized pool of assessment questions at the end of the training courses. The firm offers 24/7 technical support. Firm's system incorporates a notification process that is integrated into Outlook.
Weaknesses
Lacked detail in demonstrating the firm's understanding and expertise in the scope of work. Lacked detail on the firm's history and background. Lacked detail on demonstrating five (5) years' experience performing work of similar size, scope, and complexity. Lacked detail in describing how the firm will meet or exceed the minimum requirement as an out of the box solution for this project. The customer support services for technical support and how the firm plans on communicating with Metro lacked detail. Failed to provide any detail regarding risk associated with the scope of work. Lacked detail on demonstrating the security features of firm's system. Failed to demonstrate the reporting and administrative side of the course materials. Lacked detail on custom course creation. Unable to limit users to certain training courses. Smartphone app lacked details. Inability to develop and customize content, site, and security.

Skillsoft
Strengths
Detailed understanding and expertise in the scope of work and services requested. Detailed content development tools. Detailed history and background. Detailed description of how the firm will meet or exceed the minimum requirement as an out of the box solution for this project. Detailed customer support services for technical support and how firm plans on communicating with Metro. Detailed description of risk that is associated with the scope of work. Detailed risk mitigation plan. Firm provided detail regarding maintenance schedules. Ability to develop and customize content, site, and security. Ability to curate library content. Notification process is integrated into Outlook. Strong integrated and adaptive search functionality. Firm provided a random pool of assessment questions at the end of each training course in order to assess the participants comprehension. End user can operate the platform easily. 24/7 technical support. Monthly and annual progress consulting and support. Strong single sign-on and other integration features.
Weaknesses

Lacked detail on demonstrating five (5) years' experience performing work of similar size, scope, and complexity. Lacked detail on implementation and timeframe. The firm took numerous exceptions to the contract language. Failed to demonstrate the administrative functionality (assignments, reporting, and user permissions.)

Pluma Inc

Strengths

Detailed history and background. Detailed description of security features for their system.

Weaknesses

Lacked detail in demonstrating the firm's understanding and expertise in the scope of work. The firm failed to provide micro e-learning sessions that was requested within the scope of work. Lacked detail on demonstrating five (5) years' experience performing work of similar scope, and complexity. Lacked detail in describing how the firm will meet or exceed the minimum requirement as an out of the box solution for this project. Failed to demonstrate how the requirements of the scope of work will be implemented and achieved. The customer support services for technical support and how firm plans on communicating with Metro lacked detail. Lacked detail on describing any risk associated with the scope of work. Risk mitigation plan lacked details. Vendor attended the interview and stated that the firm's services did not align with the goals of the scope of work.

Solicitation Title & Number			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Virtual Training Services; RFQ # 1023702			28	7	35
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Skillsoft	\$79,054.21	\$0.00	26.74	0.00	26.74
New Horizons Computer Learning Center	\$75,488.97	\$0.00	28.00	0.00	28.00
Pluma	\$586,320.00	\$586,320.00	3.61	7.00	10.61

From: [Watson, Jerval \(Finance - Contract Compliance\)](#)
To: [Wall, Brad \(Finance - Procurement\)](#)
Subject: RE: SBE/SDV Determination for RFQ # 1023702 Virtual Training Services
Date: Tuesday, April 10, 2018 2:22:06 PM
Attachments: [image001.png](#)
[image002.png](#)

Good Afternoon Brad – I have reviewed the bids for RFQ# 1023702 and I have confirmed that there is no SBE participation on this solicitation. Please let me know if you need anything additional. - JW

Best,

Jerval Watson
Business Development Officer
Department of Finance
Office of Minority and Women Business Assistance (BAO)
Metropolitan Nashville Davidson County Government
730 2nd Avenue South, 1st Floor; PO Box 196300
Nashville, TN 37219-6300
(P)615-862-5461; (F)615-862-6175



From: Wall, Brad (Finance - Procurement)
Sent: Thursday, April 05, 2018 2:15 PM
To: Watson, Jerval (Finance - Contract Compliance)
Subject: SBE/SDV Determination for RFQ # 1023702 Virtual Training Services

Jerval,

RFQ # 1023702 closed with **three (3)** offers from **Skillsoft, New Horizons Computer Learning Center, and Pluma**. I have attached the Bid Tab for your viewing.

Brad Wall
Procurement Officer III
Department of Finance
Procurement Division
Metropolitan Nashville Davidson County
730 2nd Avenue South, Ste. 101
Nashville, TN 37210
(615) 862-4273 (Office)