



**Addendum No. 2**  
**Learning Management System (LMS), Learning Experience Platform (LXP), and/or Learning Content Management System (LCMS)**  
**K22-0092-25**

**6/17/2022**

The purpose of this addendum is to amend and clarify certain portions of the above-referenced Request for Information with all interested parties.

**Questions:**

- Q13.** How is the Judicial College’s learning and development team structured to support the AOC?  
**A13.** The Judicial College supports the learning and development for all of the Maryland Judiciary, include the Administrative Office of the Courts (AOC). Our staff work to create all modalities of learning to include face-to-face training, instructor-led distance learning, webinars, and self-paced distance learning. We also develop resources in various formats such as videos, job aids, infographics, and quick reference cards.
- Q14.** Are users on Microsoft 365/Office 365?  
**A14.** Internal users leverage this platform. External users may be on different platforms.
- Q15.** Does the college use the Microsoft Education licenses?  
**A15.** No.
- Q16.** Can you elaborate on the requirement within the RFI – “Describe the process for vendor support”?  
**A16.** The AOC is seeking collaborative support offerings, including prompt response for inquiries for troubleshooting, prompt communication of any rollouts/updates of the software, and the abilities to be reached when needed during our business hours (approximately 8am-5pm ET)
- Q17.** Can you elaborate on the requirement within the RFI – “With performance-based training in mind, we want to personalize learning paths that are tailored to a learner’s role, activities, as well as previous knowledge and experience to encourage engagement and collaboration”?  
**A17.** The AOC desires the ability to create learning tracks targeted to our employee’s specific job needs that include a blend of different types of learning. For example, a course might include elements of video-based learning, traditional face-to-face components, eLearning, gamification, etc. all blended to create a learning experience for the employee.
- Q18.** Does the college already define their needs in regard to xAPI (what does the college expects from an XAPI use)?  
**A18.** The AOC does not currently have xAPI and would like to explore how that component will help us to achieve our goal of creating a learning ecosystem that blends elements together from multiple modalities and potential external resources (such as YouTube or LinkedIn Learning).
- Q19.** Is there an external certification accreditation body that the learning platform needs to integrate with for the Judicial College? If so, what is that body?  
**A19.** No.
- Q20.** Is CONNECT a reference to Peoplesoft Connect ID.  
**A20.** CONNECT refers to the Judiciary’s branded Peoplesoft solution which simplifies HR processes, reduces paper records, makes information more accessible, coordinates functions into one system, and enables a uniform application of our policies and procedures across the Judiciary. CONNECT integrates various HR functions into one consolidated suite of applications.

**Q21.** What is the expected duration of this contract?

**A21.** There will be no contract or award resulting from this RFI. If an RFP is eventually issued, contract duration would be disclosed in that document.

If you have any questions regarding this addendum, please contact me at (410) 260-1594 or email me at [daniel.mays@mdcourts.gov](mailto:daniel.mays@mdcourts.gov)

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