**RFP-25-0005-Certified Partner**

| **#** | **Question** | **Answer** |
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| 1 | What is the anticipated user count for the system? | We are hoping to use the systems to help grow our audience. Please provide tiered pricing up to 50,000 users. |
| 2 | To support learning using mobile devices, many Learning Management Systems are designed using a mobile responsive approach, allowing full system functionality without the need for a dedicated mobile app.  Would this approach be acceptable to NeighborWorks or is a dedicated mobile app required? | A dedicated mobile app is not a must-have. Mobile responsive is sufficient. |
| 3 | Please provide further details regarding the request for course licensing. | We are not requesting course licensing. Please elaborate on the question. |
| 4 | Please provide further details for the desired workflow surrounding the ability to set up affiliates and track the paid transactions they generate | We have many partner organizations who can potentially help expand our audience. We want mechanisms within the platform to help us easily track the source of a paid transaction, so that we can assess how effective these partnerships are. |
| 5 | Could you please provide us with user count for the above noted RFP? | We are hoping to use the systems to help grow our audience. Please provide tiered pricing up to 50,000 users. |
| 6 | What is the driving need for this project? How soon do you want the new LMS to go live? | We need to retire our old systems, and migrate courses to a new system that can support micro learning content, self-guided courses, and faculty-led course. There is also a strong driving need to have the system help grow our business. Therefore strong marketing and ecommerce capabilities are required. The new LMS will be implemented by the end of 2025. |
| 7 | Are native desktop and mobile apps a mandatory requirement? Or will a web application that works on any platform or device sufficient? | We are looking for a web application that works on any platform. |
| 8 | Is course authoring tool within the platform, a must have? Or if the platform allows you to stich learning nuggets and building quizzes, would that suffice? | We are looking for a system that can support course authoring; as well as importing courses already developed in other systems as a SCORM file. |
| 9 | What LMS do you use currently and what are the challenges with that? | Our current provider does not have ecommerce or marketing features that we need to grow our business. |
| 10 | Is the incumbent LMS provider also participating in this RFP event? | No. |
| 11 | Do you require data migration from your old platform (if any) to the new LMS? If yes, how many years of data, courses and number of learner records to be migrated? | Yes. That migration will be handled separately in collaboration with our current provider. |
| 12 | For Affiliate Marketing, are you open to integrating third-party tools with the LMS? | No. |
| 13 | Which Lead Management Tool do you use currently? Are you open to integrating that with the LMS? | Hubspot. Integrating it with the LMS is a good-to-have, not must-have.  |
| 14 | While the platform provides the ability to perform SEO optimization, do you need SEO optimization as a service? | We need platform SEO optimization capability. We are not looking to have it as a service. |
| 15 | For Landing Pages, is it mandatory to have an inbuilt page builder? Can we integrate with third party tools that provide this feature? Or do you need this as a service? | It is mandatory to have a robust page builder. We are not looking to integrate with third party tools for this feature, nor do we want it as a service. |
| 16 | What is the anticipated number of users on the platform? | We are hoping to use the systems to help grow our audience. Please provide tiered pricing up to 50,000 users. |
| 17 | How is this number expected to grow over the next ten years, year-on-year? | We currently have users in the thousands. But we hope to grow significantly year over year.  |
| 18 | What is the average length of the programs offered by Neighborworks | We offer courses, ranging from 1 hour to 4 weeks. |