

# CAPCOG Learning Management System Request for Proposals Questions and Answers

April 3, 2026

1. Please provide a list of systems to be integrated, including SSO.  
A: No integration of any other systems or SSO.
2. What version of Moodle is CAPCOG currently using?  
A: Version 4.2.11 (Build 20241007). Moodle is running on MariaDB 10.1.15
3. Is the current LMS hosted internally or through a vendor partner?  
A: It is being hosted by Moodle
4. The RFP notes that the current system “becomes slow and bogged down as complexity increases.” Could you share a couple examples of the performance issues CAPCOG has seen, and whether any root causes were identified?  
A: Staff have noted extremely long load times to get questions from the question bank or to modify a question. The average time that staff have noticed to update, change or add a question can take up to 3 plus minutes per question.
5. The RFP also mentions issues with the quiz and question-bank structure, including corrupted test banks and problems with imports, categories, and restore functions. Could you share a few examples of where the current setup has fallen short?  
A: The existing test bank is huge and has many redundant, unusable questions.
6. About how many question-bank categories and total questions are currently in the system?  
A: An exact count is not possible, but staff estimates thousand, most if not all of which would need to be updated. Therefore, we do not necessarily anticipate needing to transfer the questions directly from the existing LMS to a new LMS if we changed vendors.
7. For pricing purposes, how many active users should vendors plan for annually?  
A: 30-200.
8. What is the expected peak number of concurrent users in a typical day?  
A: 50-75 for the RLEA, perhaps up to 200 if we use it for other training conducted by CAPCOG.
9. On page 2, the RFP says the BPOC includes 736–1,165 hours of instruction across 45–60 topics, while the current LMS statistics list 2 courses. Should we think of those 2 courses as larger course shells made up of many topics and activities?  
A: The 736-1165 hours are for the course. In the course shell will be 45-60 individual classes that include tests. There needs to be an ability add notes and for the students to submit notes as well as place holders for handouts and other class materials. CAPCOG will also need the ability to upload large amounts of video, including recordings of each class broken down into 15-minute increments. Class shells will need to hold lesson plans and have sharable content object reference model (SCORM) capabilities.

10. Could you share a high-level breakdown of the current training formats, such as self-paced/asynchronous, instructor-led/synchronous, and blended?  
A: State rules require that the BPOC be taught in-person by a certified instructor, and attendance must be taken for each class. CAPCOG will be using the LMS to track learning, back up classes for review and make-up time for missed classes, and facilitate document retention required by state rules.
11. What virtual classroom or webinar tools are CAPCOG instructors currently using for live online training?  
A: CAPCOG does not currently use virtual classrooms but we anticipate seeking permission from TCOLE to do so. Virtual classrooms may have applications for in-service learning that CAPCOG conducts.
12. Could CAPCOG provide additional information about the challenges it is facing with its current system, as well as outline the reasons why it is going out to RFP to seek out a new Digital Learning Management System?  
A: CAPCOG has nothing to add at this stage beyond the description in the background section of the RFP.
13. Could CAPCOG describe the format in which it is currently delivering its training? Is there a scenario where the current LMS in place at your organization, Moodle, will remain in place if supplemented by an appropriate platform that enables it to meet your specific requirements?  
A: All of CAPCOG's current training is done live and in-person. We do not anticipate a scenario in which we are subscribing to both Moodle and another LMS – we would either renew with Moodle with whatever modifications would be needed to address the issues we have experienced, or migrate to another platform.
14. Are you seeking to provide training to contractors or to audiences that may not be CAPCOG employees or peace officers, including potentially the general public?  
A: That may be possible in the future with other CAPCOG departments using the system. RLEA does not intend to do any public training in the foreseeable future. To the extent that there may be optional features that would help with this type of training, please explain that in the proposal.
15. Is CAPCOG seeking to migrate any completion data for training completed prior to the go-live date of your new platform?  
A: We would be willing to consider migrating archival information after go-live date.
16. What is CAPCOG intended go-live date for its new platform?  
A: As indicated in the RFP timeline, the required system launch date would be 10/1/2026. CAPCOG anticipates having a new BPOC starting on 11/30/2026 that we would want to use the new LMS for and the two months between those two dates should be sufficient for us to ensure that the system is ready for use for that BPOC.
17. A figure of 700-800 users is quoted as the potential user population for this platform. Does CAPCOG have an indication of the number of users that will take one or more courses through

this platform over the course of a typical contract year?

A: [Need from RLEA and/or Kelly].

18. Given the upcoming Easter holiday, we would like to request an extension for submission to April 24 if possible. This would provide enough time for our team to incorporate the answers to these and other questions provided by potential proponents.

A: No, CAPCOG has determined that we will need to allow for the full two weeks between the submission deadline and 4/24/2026 in order to ensure that we can meet our deadline for bringing this to our board on 5/13/2026. If CAPCOG finds the proposal promising enough, the proposer may also have an opportunity to provide additional information in the interview/demo time frame.

19. Would CAPCOG be willing to consider contract terms provided by a software vendor as the starting point for negotiations on a potential contract?

A: We are willing to consider this but we would expect the vendor to ensure alignment with the terms of the draft contract template posted along with this RFP and explain in the proposal why that agreement rather than using CAPCOG's contract template was necessary, along with a copy of the proposed agreement.

20. Section 10 Proprietary or Confidential Information, 10.2 – can vendor pricing be marked as confidential?

A: No.

21. In section 14.1 of the draft contract, can the time period of “five business days” be extended to “ten to fifteen business days” or to a mutually agreed upon reasonable time period?

A: Yes.

22. Can CAPCOG provide an estimated budget or funding range for this project?

A: No.

23. Who is the current incumbent LMS provider?

A: As indicated in the background section of the RFP, CAPCOG is currently using Moodle.

24. For the conflict of interest questionnaire, if we have no business or family relationship with a local government officer then do we just leave section 3 blank?

A: Put “not applicable” in section 3 in the area that says “Name of Officer.”

25. Will there be a requirement to import historical records from the legacy Moodle system into the new LMS?

A: Yes.

26. If so, how many years of records are required, and are all the records available in digital format (csv)?

A: At least five years of data will be required to be migrated.

27. In the RFP there is a requirement to address each feature listed as, Optional, Custom, or Not Available. Is this for the items listed in ‘Desired Features for the Proposed LMS’ and how should the ‘Responses to Question’ section, further down in the RFP, be included in this (with the 2 questions numbered 1 and 2)? Should both sections be addressed in the 3 page limit.

A: The proposal may include the list of features with the required information in either the work plan (4 page limit) or the responses to questions (3 page limit).