



2019

Request for Proposals (RFP)

Learning Management System

RFP# 19-001

Deadline for Responses: 2:00 p.m. – 04/16/2019

(Revised 04/05/2019)

Children's Services Council of Palm Beach County (CSC)

2300 High Ridge Road

Boynton Beach, Florida 33426

561-740-7000

www.cscpb.org

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SECTION 1: RFP TIMETABLE

03/19/2019 – 04/16/2019	RFP packets are available on CSC website: www.cscpbcc.org/openprop
04/02/2019	Deadline for submission of questions regarding RFP
04/04/2019	Final posting of questions and answers and/or clarification or addenda to RFP (if any) on CSC website www.cscpbcc.org/openprop
Please review Q&A and any addenda prior to Bid submission as it may affect proposal outcome https://www.cscpbcc.org/openprop	
04/16/2019	RESPONSE DEADLINE – All RFP Proposals are due by 2:00 PM at: Bids@cscpbcc.org Subject: RFP #19-001
	Proposal(s) opened publicly beginning at 2:30 PM
04/16/2019	Stage 1: CSC technical review of Proposal(s); verifies required documentation submitted
04/17/2019 – 05/07/2019	Stage 2A: CSC conducts due diligence and review of written Proposal(s)
05/08/2019	Notification by email to Proposer(s) selected for interviews, if needed, and list of those selected for interviews posted on CSC website: www.cscpbcc.org/proposal-outcomes
05/14/2019 & 05/17/2019*	Stage 2B: Interviews at CSC offices, if needed, are conducted with Proposer(s) selected through Stage 2A review process
05/20/2019*	Notification by email to Proposer(s) selected/not selected for further contract discussions and list of those selected for further contract discussions posted on CSC website: www.cscpbcc.org/proposal-outcomes
05/20/2019 – 06/04/2019	Stage 3: CSC negotiates contract(s) with Proposer(s) selected through Stage 2B interview process
06/27/2019	Recommendation(s) submitted to the Council for approval, if needed
06/28/2019	Notice of Intent to award contract(s) posted on CSC website: www.cscpbcc.org/proposal-outcomes
07/01/2019	Contract Period Begins

CSC reserves the right to adjust the timetable and any adjustments will be made available on the CSC website.

*Date change(s) effective 4/5/2019

SECTION 2: INTRODUCTION

2.1 WHAT WE ARE SEEKING

The Children's Services Council of Palm Beach County (CSC) is seeking an organization to provide and implement a Learning Management System (LMS) that meets the needs of both our internal staff and our external customers. This includes, but is not limited to, tracking and administration of face-to-face instructor led trainings (ILT), conferences, and uploaded SCORM compliant e-learning content. More detail on system requirements can be found in section 3.1 Scope of Services/Scope of Work.

Currently, approximately 90% of CSC trainings are ILT. While we anticipate an increase in e-learning, there will continue to be a high percentage of ILT based on the type of work done in our funded programs/agencies.

A challenge with our users is due to the nature of the non-profit organizations within our county; there is high turnover and lateral movement among organizations. As a funder, CSC needs to be able to track individual users within the system as well as capture and report on their movement in relation to course completion historically. (i.e., John Doe completed trainings Q and X while he was employed at agency A. He moved to agency B on 2/13/19. While with agency B, he completed e-learning Y and is on the waitlist for ILT Z.)

Internal customers:

Approximately 100 CSC staff positions who also access LinkedIn Learning (must be tracked).

External customers:

As a funder, CSC supports approximately 40 programs in its Healthy Beginnings/BRIDGES System. In order to meet the professional development needs within these programs, an LMS must support multiple levels of roles/administration so that supervisors within each of these programs/agencies as well as their assigned CSC contact staff can monitor their learning progress. There are over 20,000 external users in the current system with approximately 750 being active at a time within a one year period.

Additionally, because CSC trainings are open to the community, there are external users that do not fall within the funded program/agency category.

2.2 THE COUNCIL

Children's Services Council of Palm Beach County ("Council" or "CSC"), a special district created by Palm Beach County voters in 1986, and reauthorized in 2014, provides leadership, funding, services and research on behalf of the county's children so they grow up healthy, safe and strong.

2.3 OVERVIEW OF CHILDREN'S SERVICES COUNCIL

The Council has four goals: Children are born healthy; children are safe from abuse and neglect; children are ready to enter kindergarten; and children have access to quality afterschool and summer programming. The Council strategically focuses its investments in programs and services that support the physical, social-emotional and psychological development of children in order to reach our goals and reduce racial and ethnic disparities.

Supported by a blend of federal, state and local funding, our programs and systems are designed to achieve our goals by providing seamless, efficient, and accountable prevention and early intervention services to Palm Beach County's children and families. These systems include:

- **Healthy Beginnings**, which provides comprehensive, integrated direct services to pregnant women, infants, and young children (ages 0 - 5 years).
- **Strong Minds and QIS**, which provides services to increase the quality of child care and afterschool providers.
- **BRIDGES**, which is a neighborhood-based strategy to achieve CSC’s goals at a population level. BRIDGES address such issues as adult literacy, father involvement, maternal depression, teen pregnancy prevention, cyclical poverty and child development.

The Council believes that by offering families the right approach – and combinations of programs and services – at the right time, in the right place, we will achieve our goals. By strengthening the system of care, which is built upon sound research and strong data, we can achieve our child outcomes.

For additional information regarding CSC, please visit www.cscpb.org/openprop.

2.4 TERM OF CONTRACT

The successful Proposal will be awarded an initial contract up to three years, thereafter renewable at the option of both parties.

SECTION 3: LEARNING MANAGEMENT SYSTEM REQUEST FOR PROPOSALS

3.1 SCOPE OF SERVICES/SCOPE OF WORK

	Requirement: Data and Functionality
1	Migrate current user (20,000+) and course data (4,500+) from customized LMS
2	Ensure migrated data is accessible to users
3	Ability to record profile information ensuring that a username is the unique identifier for: <ol style="list-style-type: none"> 1. Learners (internal and external Users) 2. Instructors 3. Administrators
4	Provide different options to help minimize Users creating duplicate profiles (i.e., Currently Users create new profiles when they change work email, name changes etc. instead of updating their existing profile)
5	Admin ability to merge user profiles and undo if necessary
6	Ability to add bios and photos to profiles
7	Ability for user and admin to reset passwords
8	Ability for Admin to impersonate other users
9	Sandbox/review new features before push out
10	Multi language for navigation features
11	Content Management System (pages, banners, featured classes, communications)
12	Ability to set timers around pages (i.e., run a custom page for a pre-determined timeframe)
13	API
14	Deep integration with LinkedIn Learning (auto-sync)
15	Ability to easily upload SCORM compliant e-learning modules
16	e-learning courses should be treated the same as an ILT (registration, transcript, evaluation)
17	Unlimited data usage in order to support e-learning courses and materials
18	Ability to add unlimited ILT courses (some of which are repeated throughout the year)

19	Automated notifications to participants regarding workshop (i.e. you are registered, you are cancelled, you are on waiting list, you have upcoming workshop); customizable (reminder 2 days before workshop, reminder to complete evaluation, etc.)
20	Wait List – Users need to automatically be assigned to wait list once course is full. System should notify user when placed on a waiting list.
21	Auto wait list functionality (i.e., Once a spot opens in a course and the first User on the wait list is notified for enrollment, give the User the ability to Accept or Reject the spot. If User Rejects, the next user on the wait list should be notified and given the same Accept or Reject Option.)
22	Admin ability to override wait list and add participant to course (even if it puts course over capacity)
23	Ability to turn live/off individual workshops (courses, series) as needed
24	One click registration for courses that span multiple non-consecutive days/sessions
25	Ability to utilize pre-requisites (participants not able to register for subsequent course until pre-requisite completed)
26	For all classes (including those more than one day on non-consecutive days), ability for User to self-cancel (one-click for multiple sessions)
27	The Instructors and the Administrators need to have the ability to take attendance per course within the system
28	Customizable participant evaluations in terms of content and frequency of sending; Automatic when training is complete
29	Capture CEUs
30	Courses are searchable by whether or not they offer CEUs
31	Search function/knowledge management
32	Gamification; rewards recognition for staff training completion
33	Mobile responsive
34	Capture historical data to show when participant/agency moves to another agency (audit trail)
35	Offer different content for different audiences (groups/branches)
36	e-Commerce (ability to accept payments)
37	Learning paths
38	Conference registration
39	Conference workshops by tracks
40	Ability for users to register per workshop in a conference
41	Customizable Admin Dashboards
42	Customizable User Dashboards
43	Ability to generate surveys on demand per course
44	Ability for Admins and Instructors to email users per course
45	Ability to add more custom fields to profile info, course info and reports without additional cost
Requirement: Reporting	
1	Ability to see workshop enrollment by status (i.e., enrolled, waiting list, cancelled)
2	Ability to run pre-existing canned reports from web interface
3	Attendance reports per branch/group
4	Course completion by User with the ability to filter by branch/group
5	Transcripts- need to be user friendly to participants and exportable (email to others)
6	Certificates- for series, need to be able to print cert for whole series and exportable (email to others)
7	Tracking usage by users (i.e., e-learning module viewed x times this quarter)
8	Inclusion of an audit trail system that allows for data integrity and quality assurance checks

3.2 MINIMUM REQUIREMENTS

In order to ensure Proposers possess the minimum qualifications and/or experience needed to support CSC's needs, **applicants must meet the following requirements:**

- Vendor must complete all required submission documents and sign, as required
- Provide three professional references, other than CSC staff, specifically relating to assignments completed within the past five years
- Upon request, participate in face-to-face, phone, or Skype interview and software demonstration to be scheduled on May 14, 2019 and/or May 17, 2019*. (*DATE CHANGE EFFECTIVE 4/5/2019)

SECTION 4: RFP PROCESS

All Proposals are to be signed by an official/individual who is legally authorized to bind the Proposer to the proposed activity.

4.1 LIMITATIONS ON CONTACTING CSC STAFF MEMBERS

This Request for Proposals is issued by the Children's Services Council of Palm Beach County. The contact person listed below is the sole point of contact for this RFP:

Jennifer Hardy, Operations Associate
Jennifer.Hardy@cscpb.org

All contact shall be by email only

Proposers are prohibited from contacting CSC staff members or Council members regarding this solicitation other than the person identified above. Any occurrence of a violation may result in the disqualification of the Proposer.

During the RFP period, Proposer(s) must not submit any forms of marketing or promotional materials that would raise the Proposer's profile or give the Proposer an advantage or benefit not enjoyed by other prospective Proposers.

4.2 PROPOSER DISQUALIFICATION

Failure to have performed any contractual obligations with CSC in a manner satisfactory to CSC will be sufficient cause for disqualification. To be disqualified as a Proposer under this provision, the Proposer must have:

- Previously failed to satisfactorily perform in a contract with CSC, been notified by CSC of unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of CSC; or
- Had a contract terminated by CSC, by any other county or state agency, or by any Children's Services Council for cause.

4.3 INQUIRIES

All inquiries requesting clarification regarding this RFP must be made in writing and emailed Jennifer.Hardy@cscpb.org by April 2, 2019. Copies of responses to all inquiries that require

clarifications and/or addenda to the RFP will be made available no later than 5:00 PM, April 4, 2019 on CSC's website.

4.4 ACCEPTANCE OF PROPOSALS

All responses must be received by CSC, via email, no later than April 16, 2019 by 2:00 PM. Sign, scan and all attach required document(s) in PDF format to email and send to:

Bids@cscpb.org
Subject: RFP 19-001

ALL EMAIL COMMUNICATIONS ARE DATE AND TIME STAMPED BY CSC'S EMAIL SERVER. BIDS RECEIVED AFTER THE DEADLINE DATE AND/OR TIME WILL BE REJECTED AND WILL NOT BE OPENED BY CSC.

No changes, modifications or additions to the responses submitted will be accepted by, or binding on CSC after the deadline for submissions has passed.

CSC reserves the right to reject any and all responses or to waive minor irregularities when doing so would be in the best interest of CSC. A *minor irregularity* is defined as a variation from the RFP terms and conditions that do not affect the price of the application, or do not give the Proposer an advantage or benefit not enjoyed by other prospective Proposers, or do not adversely impact the interest of CSC.

4.5 NOTICE OF SELECTED PROPOSER(S) FOR INTERVIEW(S)

CSC will post a list of selected Proposer(s) for interview(s) on May 8, 2019, by 5:00 PM on the CSC website: www.cscpb.org/proposal-outcomes .

4.6 PROCEDURE FOR CONDUCTING INTERVIEW(S)

After completion of the scoring process based on the review criteria, CSC will determine which, if any, Proposers meet the minimum requirements deemed necessary by CSC for interviews. Assuming that such minimum requirements have been met, CSC may require face-to-face or phone/Skype interviews from one or more Proposers on May 14, 2019 and/or May 17, 2019. These interviews will include a demo by the Proposer of the proposed LMS that includes, at a minimum:

User experience:

- Desktop, tablet, and phone views
- Creating a profile
- Searching and registering for an ILT that is 2 sessions spaced 1 month apart
- Canceling from a multi-session ILT with sessions 1 month apart
- Searching and completing an uploaded e-learning module that contains video and a scored quiz
- Registering for and completing a LinkedIn Learning course from the LMS
- Completing a course evaluation
- Reviewing and printing their transcript

- Trying to create a duplicate profile but prompted to update profile (i.e., transferred agencies and new email)
- Registering for a conference with multiple break-out sessions
- Paying for a conference

Funded agency level back end administration:

- As an agency supervisor, running a report on courses completed by my staff within a certain time period

CSC back end administration:

- Create a custom page
- Customize dashboard (i.e., what is happening today)
- Report on compliance of required agency level training
- Add a new course
- Add additional date for a pre-existing course (repeat a course offering)
- Add a conference/event
- Register another user for a course (course is at capacity and has a waiting list)
- Set up a learning path
- Generating a survey
- Creating/uploading custom evaluation
- Setting up branching/groups
- Assigning roles/controlling granular permissions
- Customize reports
- Set up gamification
- Display a sample API integration
- Merge user profiles (duplicate)

Trainer back end administration:

- Running roster and emailing registered participants
- Pulling evaluation data

4.7 NOTICE OF SELECTED PROPOSER FOR CONTRACT(S) DISCUSSION(S)

CSC will post a list of qualified Proposer(s) for contract discussions by 5:00 PM on May 20, 2019* on CSC's website: www.cscpb.org/proposal-outcomes (*DATE CHANGE EFFECTIVE 4/5/2019)

THE CHILDREN'S SERVICES COUNCIL RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS OR INFORMALLY NEGOTIATE CERTAIN PROVISIONS OF THE FINAL AGREEMENT WITH A QUALIFIED PROPOSER.

4.8 CONTRACT DISCUSSION(S)

CSC will meet with the approved Vendor to review conditions of award of contract. The contract will be effective July 1, 2019.

SECTION 5: RFP RESPONSE

5.1 INSTRUCTIONS FOR SUBMITTING RESPONSE TO RFP

All responses must be submitted on the RFP forms included in Section 6 (forms available on CSC's website www.cscpb.org/openprop) Reference file name: RFP#19-001Forms. All responses are to be signed by an official who is legally authorized to bind the Proposer to the proposed activity.

IMPORTANT: All responses must be received **via email** no later than 2:00PM on April 16, 2019 per the deadline in the RFP. Proposers will receive an auto-generated confirmation email acknowledging receipt of an email sent to and received by Bids@cscpb.org. Do not respond to this email. This receipt does not verify that CSC has received a complete Proposal – that will be determined after opening all Proposals at the time set forth in this RFP.

CSC is not responsible for the email reputation of the Proposer's email account which may cause delays or undeliverable messages if your server has been blacklisted. To check your sender score, please utilize an email reputation service or use a service like <http://www.senderbase.org/> to confirm that you have a good email reputation. CSC's email server has the capacity to accept large files but in some cases the Proposer's email server may delay sending email based on the size of attachments. Please ensure you allow ample time for transmission of files. CSC will not be responsible for emails received after the deadline. Proposals received after the deadline will not be considered.

5.2 INCOMPLETE RESPONSES

Failure to respond to any item, including providing requested information, or failure to follow these instructions shall be considered submission of an incomplete response and may result in disqualification from further consideration.

5.3 RESPONSE FORMAT

The typewritten portion of your response is to be submitted on the RFP forms included in Section 6. The forms are available for download on CSC's website: www.cscpb.org/openprop Reference file name: RFP #19-001Forms.

5.4 RESPONSE REVIEW AND SELECTION CRITERIA

Proposer selection will be based upon the following criteria; however, if applicable, the Florida Business Preference, as required by F.S. 287.084(1)(a) will be applied during the review and scoring process:

Criteria	Total Points
General knowledge, qualifications, and experience in providing services outlined in Scope of Services (including reference check)	10
Capacity to provide required services outlined in Scope of Services	40
Front end user experience (internal and external)	20
Back end user experience	20
Cost	10
Total Possible Points	100

5.5 COMPLIANCE WITH SECTION 287.133, FLORIDA STATUTES

In accordance with Section 287.133, Florida Statutes, persons and affiliates who have been placed on the convicted vendor list may not submit responses, contract with, or perform work (as a contractor, supplier, subcontractor or consultant) with CSC in excess of the threshold amount provided in Section 287.017, Florida Statutes, for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list. Any response received from a person, entity or affiliate who has been placed on the convicted vendor list shall be rejected by CSC as unresponsive and shall not be further evaluated.

5.6 SCRUTINIZED COMPANIES

Proposer certifies that it is not listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.473, Florida Statutes, nor is Proposer engaged in a boycott of Israel (as defined in 215.4725, F.S.). If selected to execute an Agreement as a result of the RFP, Proposer agrees, pursuant to section 287.135, F.S., that the Council may immediately terminate this Agreement if the Proposer is found to have submitted a false certification or if Proposer is placed on the Scrutinized Companies that Boycott Israel List, or is found to be engaged in a boycott of Israel during the term of the Agreement.

5.7 INSURANCE REQUIREMENTS

The successful Proposer(s) shall comply with the following insurance requirements:

- **Insurance**
 - i. Commercial General Liability, Required \$1,000,000 per occurrence.
 - ii. Workers' Compensation Insurance limits per applicable state statute. Required if Proposer has employees engaged in the performance of work under this Agreement.
 - iii. Cyber Insurance and Technology Errors and Omissions coverage, \$1million per occurrence.

The Proposer shall furnish a Certificate of Insurance, naming the Council as an additional insured with respect to the Commercial General Liability of at least \$1,000,000 as stated above no later than ten (10) days after award and prior to execution of Statement of work.

- **Waiver of Subrogation**

In the event of loss, damage or injury to the Proposer and/or the Proposer's property, the Proposer shall look solely to any insurance in its favor without making any claim against the Council. The Proposer hereby waives any right of subrogation against the Council, for loss, damage, or injury within the scope of the Proposer's Insurance, and on behalf of itself and its insurer, waives all such claims against the Council.

SECTION 6: SUBMITTAL DOCUMENTS

The following documents can be downloaded from CSC's website at:

www.cscpb.org/openprop

Reference file name: RFP #19-001Forms

Responses should be in Arial or Calibri minimum size 11 font and should be assembled in the following manner:

- Cover Page** – Complete this entire document, sign, scan and include with response. **Must be signed**
- Questionnaire** – Complete this entire document and include with response.
- Proposer Qualifications** – This section must contain all pertinent data related to the Proposer (including Proposer's organization, if applicable) and education and experience that would substantiate Proposer's qualifications and capabilities to perform the services requested.
- Professional References** - List three professional references, **other than Children's Services Council of Palm Beach County's staff**, associated with similar work previously performed by the Proposer preferably within the past 5 years. For each reference, please specify:
 - a. Name, address, telephone number, email
 - b. Project start date and duration
 - c. Scope of project
 - d. Role in project
 - e. Outcome of project
- Fee Schedule** – Provide a Fixed Fee for Implementation Cost and Annual Cost
- Conflict of Interest Disclosure Form** – Complete this document, sign, scan and include with response. **This document must include a signature**
- Availability to Participate in an Interview and Software Demonstration** - To be scheduled on May 14, 2019 and/or May 17, 2019

RFP FORMS

REMINDER
DEADLINE FOR SUBMISSION IS
04/16/2019

Bids@cscpbcc.org
Subject: RFP # 19-001

**REPLIES ARRIVING AFTER 2:00 PM
ON 04/16/2019
WILL NOT BE CONSIDERED**

COVER PAGE			
Submit this RFP response to: Bids@cscpbcc.org Subject: RFP #19-001		 <div style="display: inline-block; vertical-align: middle; margin-left: 10px;"> <h2 style="margin: 0;">Children's Services Council</h2> <p style="margin: 0; font-size: small;">PALM BEACH COUNTY</p> </div>	
RFP Title: LEARNING MANAGEMENT SYSTEM			RFP #: 19-001
NAME OF FIRM, ENTITY, ORGANIZATION:			
NAME OF CONTACT PERSON:		TITLE:	
PHONE NUMBER:	FAX NUMBER:	EMAIL:	
MAILING ADDRESS:			
CITY:	STATE:	ZIP CODE:	
HEADQUARTERS ADDRESS (If different than mailing address):			
FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN):		STATE OF FLORIDA BUSINESS LICENSE NUMBER (If Applicable):	
<i>DO NOT include Social Security number with this application; CSC will obtain if/when contracted.</i>			
ORGANIZATION STRUCTURE (Please check one): Corporation <input type="checkbox"/> LLC <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Joint Venture <input type="checkbox"/> Other <input type="checkbox"/>			
If Corporation or LLC, please provide the following: (A) Date of incorporation/formation _____ (B) State or Country of incorporation/formation: _____			
<p>I certify that this Proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a Proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all terms and conditions of this RFP and certify that I am authorized to sign this Proposal and that this Proposal is in compliance with all requirements of the Request for Qualifications, including but not limited to, certification requirements.</p>			
<h2 style="color: red; margin: 0;">REQUIRED SIGNATURE</h2>			
<i>Authorized Signature (Manual)</i>			<i>Authorized Signature (Print or Type)</i>
<i>Title (Print or Type)</i>			
<b style="color: red;">COMPLETE & PRINT FORMS; SIGN THE COVER PAGE; SCAN INTO PDF FORMAT AND EMAIL TO CSC BY 2:00 PM ON DUE DATE			

QUESTIONNAIRE

The following Questionnaire shall be completed and submitted with the Request for Proposal. Proposer guarantees the truth and accuracy of all statements and answers herein contained.

Page Limit – 25 pages (single space and 11 font size)

1. Please indicate if the LMS implementation you are proposing has the following:

	Requirement: Data and Functionality	Yes	No
1	Migrate current user (20,000+) and course data (4,500+) from customized LMS		
2	Ensure migrated data is accessible to users		
3	Ability to record profile information ensuring that a username is the unique identifier for: 1. Learners (internal and external Users) 2. Instructors 3. Administrators		
4	Provide different options to help minimize Users creating duplicate profiles (i.e., Currently Users create new profiles when they change work email, name changes etc. instead of updating their existing profile)		
5	Admin ability to merge user profiles and undo if necessary		
6	Ability to add bios and photos to profiles		
7	Ability for user and admin to reset passwords		
8	Ability for Admin to impersonate other users		
9	Sandbox/review new features before push out		
10	Multi language for navigation features		
11	Content Management System (pages, banners, featured classes, communications)		
12	Ability to set timers around pages (i.e., run a custom page for a pre-determined timeframe)		
13	API		
14	Deep integration with LinkedIn Learning (auto-sync)		
15	Ability to easily upload SCORM compliant e-learning modules		
16	e-learning courses should be treated the same as an ILT (registration, transcript, evaluation)		
17	Unlimited data usage in order to support e-learning courses and materials		
18	Ability to add unlimited ILT courses (some of which are repeated throughout the year)		
19	Automated notifications to participants regarding workshop (i.e. you are registered, you are cancelled, you are on waiting list, you have upcoming workshop); customizable (reminder 2 days before workshop, reminder to complete evaluation, etc.)		
20	Wait List – Users need to automatically be assigned to wait list once course is full. System should notify user when placed on a waiting list.		
21	Auto wait list functionality (i.e., Once a spot opens in a course and the first User on the wait list is notified for enrollment, give the User the ability to Accept or Reject the spot. If User Rejects, the next user on the wait list should be notified and given the same Accept or Reject Option.)		
22	Admin ability to override wait list and add participant to course (even if it puts course over capacity)		
23	Ability to turn live/off individual workshops (courses, series) as needed		

Requirement: Data and Functionality		Yes	No
24	One click registration for courses that span multiple non-consecutive days/sessions		
25	Ability to utilize pre-requisites (participants not able to register for subsequent course until pre-requisite completed)		
26	For all classes (including those more than one day on non-consecutive days), ability for User to self-cancel (one-click for multiple sessions)		
27	The Instructors and the Administrators need to have the ability to take attendance per course within the system		
28	Customizable participant evaluations in terms of content and frequency of sending; Automatic when training is complete		
29	Capture CEUs		
30	Courses are searchable by whether or not they offer CEUs		
31	Search function/knowledge management		
32	Gamification; rewards recognition for staff training completion		
33	Mobile responsive		
34	Capture historical data to show when participant/agency moves to another agency (audit trail)		
35	Offer different content for different audiences (groups/branches)		
36	e-Commerce (ability to accept payments)		
37	Learning paths		
38	Conference registration		
39	Conference workshops by tracks		
40	Ability for users to register per workshop in a conference		
41	Customizable Admin Dashboards		
42	Customizable User Dashboards		
43	Ability to generate surveys on demand per course		
44	Ability for Admins and Instructors to email users per course		
45	Ability to add more custom fields to profile info, course info and reports without additional cost		
Requirement: Reporting		Yes	No
1	Ability to see workshop enrollment by status (i.e., enrolled, waiting list, cancelled)		
2	Ability to run pre-existing canned reports from web interface		
3	Attendance reports per branch/group		
4	Course completion by User with the ability to filter by branch/group		
5	Transcripts- need to be user friendly to participants and exportable (email to others)		
6	Certificates- for series, need to be able to print cert for whole series and exportable (email to others)		
7	Tracking usage by users (i.e., e-learning module viewed x times this quarter)		
8	Inclusion of an audit trail system that allows for data integrity and quality assurance checks		

2. How many years have you/your organization/company been in business?

3. Describe the most recent project of this nature that you have completed.

4. Have you ever failed to complete work awarded to you? NO YES If so, where and why?

5. Describe your implementation: support, timeline, associated costs.

6. Describe the data migration process, including timeline.

7. Describe the level of customization available within the LMS you are proposing. (i.e., customized fields, reporting, etc.)

8. Describe the ongoing support provided to your customers: What is the support ratio? Response time? Response methodology?

9. Do you recommend any other additional functionality not mentioned in this RFP that would support the project?

PROPOSER QUALIFICATIONS

This section must contain all pertinent data related to the Proposer's experience that would substantiate their qualifications and capabilities to perform the services requested.

1. Provide details on the qualification of the individual(s)/organization(s) who will perform the work outlined in Section 3.1 Scope of Services/Scope of Work.

2. Describe the Proposer's experience in performing similar work as outlined in Section 3.1 Scope of Services/Scope of Work.

PROFESSIONAL REFERENCES

List three clients, other than CSC, current or past that can serve as a reference on the development of similar work performed by the Proposer in the past five years. For each reference, please specify:

- a. Name, address, telephone number
- b. Project start date and duration
- c. Scope of project
- d. Role in project
- e. Outcome of project

Reference #1:
Reference #2:
Reference #3:

FEE SCHEDULE

PURPOSE: The purpose and intent of this RFP is to secure a fixed and firm fee schedule and establish a term-contract for professional services.

CSC intends to award a contract to the lowest, responsive, responsible, qualified Proposer in response to this RFP, taking into consideration experience, staffing, equipment, materials, references, and past performance. In the case of disputes in the award of contract, the decision by CSC shall be final and binding on both parties.

PRICES SHALL BE FIXED AND FIRM FOR TERM OF CONTRACT: If the Proposer is awarded a contract under this solicitation, the prices quoted by the Proposer shall remain fixed and firm during the term of the contract.

WORK AUTHORIZATION: Statements of Work will be authorized by the CSC Chief Executive Officer or designee. No work shall commence without written authorization.

INVOICES AND PAYMENT: Detailed reports will be required with submittal of invoices. Payment will be made within **45 days** of receipt of invoice and acceptance of the complete unit(s). No down or partial payments will be made.

FEE SCHEDULE

Include all relevant fees associated with professional services. Please include a fixed fee for each option listed below.

Implementation Cost:

Annual Cost:

1 year contract:

2 year contract:

3 year contract:

CONFLICT OF INTEREST DISCLOSURE

The Proposer certifies that this price is made independently and free from collusion. Proposer shall disclose below, to the best of its knowledge, any CSC Council member, employee, or any spouse, son, daughter, stepson, stepdaughter, or parent of any such Council member or CSC employee, who is an officer or director of, or has a material interest in, the Proposer's business. For purposes hereof, a person has a material interest if he or she directly or indirectly owns more than five percent (5%) of the total assets or capital stock of any business entity, or if he or she otherwise stands to personally gain if the contract is awarded to this vendor.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment.

LIST NAME(S) AND RELATIONSHIPS (IF APPLICABLE)

NAME

RELATIONSHIPS

(Print Name)

(Print Name)

REQUIRED SIGNATURE

(Proposer's Signature)