



Request for Proposals

Learning Management System (LMS)

RFP Posting: May 11, 2016

Deadline for Questions: June 10, 2016

Submission Deadline: June 17, 2016

Estimated Award Decision/Notification: Summer 2016

Allegheny County Department of Human Services
One Smithfield Street
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Definitions

The following words are used in this RFP and are capitalized to indicate their special meaning:

1. Administrators: DHS staff who are responsible for managing the Learning Management System (LMS).
2. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services.
3. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania.
4. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement.
5. Competency: A skill, with corresponding goals and objectives, required for a specific job. LMS courses provide training based upon a Competency's goals and objectives.
6. DHS: [Allegheny County] Department of Human Services.
7. Instructors: DHS staff who teach LMS courses.
8. Learners: DHS staff who take LMS courses.
9. Learning Plan: A group of learning activities assigned to an individual or a group.
10. LMS: Learning Management System. A software application for the administration, documentation, tracking, reporting and delivery of electronic education courses.
11. Managers: DHS staff who supervise Learners.
12. Proposal: The response submitted to this RFP.
13. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP.
14. Response Form: The Word document in which Proposers respond to requested information about this RFP. A completed Response Form is the Proposal.
15. RFP: Request for Proposals.
16. Successful Proposer: the Proposer(s) selected by the County to provide the Contract Services.
17. User: An individual with access to the LMS. Users can be a Learner, Instructor, Administrator or Manager, and can have more than one role.

The Basics

What we need

Allegheny County, on behalf of its Department of Human Services (DHS) Office of Administrative and Information Management Services (AIMS), is seeking Proposals from qualified Proposers to provide a software application for a Learning Management System (LMS) for DHS staff and external service providers. The County wants to enter into a three-year Agreement with a Successful Proposer beginning in mid-September 2016 for an LMS. Budget is negotiable, depending on the best software and service offering at the most competitive price.

What we don't want

DHS is not looking for vendors to build an LMS.

What's important to us

DHS is looking for commercially available software that is highly customizable and user-friendly.

DHS is looking for an LMS that not only provides e-learning courses, but also tracks the entirety of a User's Competency education.

Who we are

DHS, on behalf of Allegheny County, is the issuing office for this RFP.

DHS is the largest department of Allegheny County government and provides publicly-funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, intellectual disability, homelessness and community services.

More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

The Office of Administrative and Information Management Services (AIMS) provides administrative and information-management support services for DHS and its service providers.

Section 1: Key Information

1.1 General Information

- a. This RFP is a solicitation to individuals, non-profit organizations, and for-profit organizations or businesses (Proposers) to submit a Proposal to perform the services as described in *Section 3.1: What we are buying and why*. Proposers must have the ability to meet the identified needs and quality standards within the program and funding guidelines specified in this RFP.
- b. The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers.

1.2 Timeline

- a. Proposals must be submitted by 3 p.m. on June 17, 2016.
- b. Deadline for Proposers to submit questions is June 10, 2016.
- c. Proposers will be notified of their selection status by summer 2016.

1.3 How to Contact DHS

- a. All inquiries and questions concerning the RFP must be submitted via email to DHSProposals@allegHENYcounty.us
- b. All information about the RFP, including answers to questions, changes and clarifications, will be posted at our Active Solicitations website at www.allegHENYcounty.us/dhs/solicitations
- c. Please be sure to check this website regularly for answers to questions, additional information, or changes to the RFP or the RFP process.

1.4 Submitting Your Proposal

- a. This RFP provides detailed information about the Proposal and Proposer requirements, the evaluation process and how to develop your Proposal.
- b. Please use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at www.allegHENYcounty.us/dhs/solicitations.
- c. Proposers must submit a complete Proposal, which includes the following, available on our Active Solicitations website:
 - Cover Page
 - Response Form
 - MWDBE Participation Statement or MWDBE Waiver and Participation Statements
 - Allegheny County Vendor Creation Form
 - Audited Financial Report
 - W-9
- d. Please do not send any attachments other than those listed above and on the Response Form.
- e. Please take time to review and understand the RFP in its entirety including:

- The requirements (see *Section 3: Our Requirements*)
 - The evaluation process (see *Section 4: The Evaluation Process*)
- f. Make sure to complete each section of the Response Form and to stay within any word counts that may be specified in the Response Form.
 - g. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. EST on June 17, 2016 to be considered for review.**
 - h. Please make sure to get your Proposal in before the deadline! If your Proposal is late, it will not be considered.
 - i. You will receive an email when your Proposal is received.
 - If you do not receive this notification within 48 hours of submitting your Proposal, please contact us at DHSProposals@alleghenycounty.us

1.5 Other Information

- a. The Agreement originating from this RFP is subject to all of the Terms and Conditions specified in *Section 5: Contract Information*.
- b. Proposers are responsible for all costs related to the preparation and submission of their Proposal.
- c. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- d. The Successful Proposal will be posted online in the DHS Solicitations Archive after contract execution.

Section 2: Background

DHS currently uses an LMS application for the administration, documentation, tracking, reporting and delivery of electronic education courses for DHS staff. The current LMS utilized by DHS offers instructor-led courses, self-paced e-learning courses and educational programs without assessments or grades. Courses cover a variety of subjects (e.g., new hire orientation, legal compliance training, software training, job skills training). Courses can be offered once or in multiple sessions on different dates and times. The current LMS is personalized with DHS logos and can be accessed online 24 hours per day, seven days per week.

There are several different types of Users with access to the LMS: Learners, Instructors, Administrators and Managers. Users can have more than one role (e.g., a User may be an Instructor for one course and a Learner in a second course). The current DHS system has 1,400 User IDs available for active Users.

- Learners are DHS staff who are able to search for, enroll in and take courses. Learners also can view a transcript that tracks their completed e-learning courses.
- Instructors are DHS staff who create and lead courses, run reports and are able to track Learners' progress in their courses.
- Administrators are select DHS staff who are responsible for managing the LMS and can customize content and interface, manage User accounts and create reports.
- DHS Managers are able to track their employees' progress and assign courses for them.

DHS's Agreement with the current LMS vendor is expiring. The goal of this RFP is to identify a Successful Proposer to provide an LMS software application pursuant to a new Agreement.

Section 3: Our Requirements

3.1 What we are buying and why

Allegheny County is soliciting Proposals for an LMS software-based tool, and ongoing customer support, designed with a user-friendly and customizable environment. The proposed LMS should have all of the current system's capabilities and offer expanded or additional specifications as described in paragraphs A through N in *Section 3.2: What we require*.

In addition, there are two important new features that the proposed LMS must offer. First, DHS wants to offer e-learning courses to external service providers as well as DHS staff; therefore, there must be at least 2,800 User IDs available for active Users. Second, the proposed LMS not only must offer and track e-learning courses, but also must track the entirety of a User's Competency education, including mandated continuing education and any other learning obtained outside the LMS. DHS will use Competencies to track the skills, with corresponding goals and objectives, required for a specific job. DHS will assign Competencies to Users based on staff position and career goals. Then, Learning Plans will be assigned based on the chosen Competencies.

DHS envisions that the Successful Proposer's LMS system will be a stable web- or cloud-based long-term application that DHS and/or the Successful Proposer can update or modify as needs change or increase. The proposed tool must be an existing commercially-available product that can be tailored to meet DHS's needs. Dedicated customer support from the Successful Proposer must be available.

3.2 What we require

Proposers must meet the following evaluation criteria and should address their qualifications by responding to the specifically requested items or questions in the Response Form. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at www.alleghenycounty.us/dhs/solicitations. The maximum score a Proposal can receive is 205 points. Point distribution is described further in the Response Form.

A. Migration of Content (5 points possible)

1. The proposed LMS must effectively handle migration of content from DHS's current LMS. DHS would like an LMS that can merge multiple sessions of existing courses into one course during the migration.

B. Multi-Browser Support (5 points possible)

1. The proposed LMS must be able to support multiple browsers including Internet Explorer, Firefox, Chrome and Safari.

C. Mobile Learning Applications (5 points possible)

1. The proposed LMS must have a mobile learning application (app) available for mobile devices (e.g., Android, iPhone), including security features.
2. The mobile learning app must have a user-friendly interface, with similar functionality as the online version, and be customizable.

D. User Interface (31 points possible)

1. The User interface must be customizable for DHS branding and content.
2. The proposed LMS must be able to manage at least 2,800 User IDs.
3. Users must have the ability to search for content, using keywords, within one course and within multiple courses across the proposed LMS.
4. The proposed LMS must allow Managers and Administrators to develop personalized Learning Plans to assign to an individual or a group.
5. The proposed LMS must have an online resource library to house DHS content, with the ability to hold a large quantity of data in a variety of file formats.
6. The proposed LMS must have User profiles that contain personalized information in customizable fields (e.g., personal details, status of Learning Plans, goals, course enrollment).

E. Class Management (24.5 points possible)

1. The proposed LMS must allow Instructors and enrolled Learners to download and print e-learning course rosters and course content.
2. The proposed LMS must allow Instructors to collaborate on courses and provide a platform for Instructors to share content while developing a joint course.
3. The proposed LMS must allow Users to track a Learner's progress within a course or a Learning Plan.
4. The proposed LMS must allow for different rules for enrollment (e.g., prerequisites that restrict access until they are met, enrollment cut-off dates, and waiting lists for filled courses).
5. The proposed LMS must allow Users to assign deadlines for course completion.
6. The proposed LMS must have a group management function that can group Users based on DHS organizational charts and other DHS-defined rules.
7. The proposed LMS must have the ability to apply rules for groups of Users (e.g., only a select group can enroll in a private course; only staff from a select DHS office can enroll in a course).
8. The LMS must have a user-friendly process for enrolling in and canceling enrollment in all courses and programs.
9. The proposed LMS must support conflict checking when scheduling resources (e.g., Instructors, rooms, equipment).

F. Assessments & Transcripts (16.5 points possible)

1. Users must be able to easily create customized quizzes and other assessments.
2. DHS would like the LMS to have the ability to import assessment content and questions from outside applications directly into an LMS quiz. Conversely, DHS would like the LMS to export assessments built inside the LMS to a file format that can be used by other applications (e.g., Excel).
3. The proposed LMS must have a transcript function that tracks a Learner's progress and can be accessed and customized by various Users.
4. The proposed LMS must allow Users to manage and track education courses completed outside the LMS, including continuing education units that are mandated by a profession (e.g., nurses, lawyers).

G. Content Organization, Creation & Customization (22 points possible)

1. The proposed LMS must have a powerful, flexible and rigorous course creation function and Users must have the ability to customize course content.

2. The proposed LMS must be able to easily host attached files for viewing or download in a course, particularly video and other multimedia files.

H. Communication & Collaboration Tools (16 points possible)

1. The proposed LMS must have a variety of robust internal communication and collaboration tools that foster group learning (e.g., instant message tool, audio conference tool, display board for Instructors to use during courses).
2. The proposed LMS must have discussion boards for courses and/or different User groups.
3. DHS would like the LMS to have the ability to support languages other than English.

I. Security & Integration with Web Services & DHS Applications (15 points possible)

1. The proposed LMS must have privacy controls that can customize Users' access to content and User profiles.
2. The proposed LMS must have system-wide security to protect DHS Users and data from unauthorized security breaches.
3. DHS has many web services and software applications across its offices (e.g., client management software, Outlook). The proposed LMS must have some ability to integrate with DHS applications. DHS would like the proposed LMS to be able to customize the integration with Application Programming Interface (API).

J. Training & Customer Support (25 points possible)

1. The Successful Proposer must provide materials and/or courses that teach Users how to use the LMS and provide a general overview of the system, including navigation.
2. The Successful Proposer must make separate, specific training available for Administrators.
3. The Successful Proposer must provide ongoing customer support, including helpdesk support, installation and implementation support, and regular maintenance.

K. Reporting (5 points possible)

1. The proposed LMS must have the capability to provide both standard and customized reports.
2. The proposed LMS must have the ability to export reports in various formats (e.g., Excel).
3. The proposed LMS must have the ability to run scheduled reports can be automatically emailed to Users.
4. The proposed LMS must have ability to restrict access of select reports to specified Users.

L. Competency Management (15 points possible)

1. The Proposed LMS must have a User Competency management function that supports Competency assignments and tracks progress toward completion of Learning Plans.
2. The Proposed LMS User Competency management function must allow DHS to track measurable data for performance evaluation and career planning.
3. The Proposed LMS User Competency management function must have a library of Competencies that describes the Competencies, groups them, associates them to specific DHS staff positions, and links them to related courses and Learning Plans.

M. Organizational Experience (10 points possible)

1. The Successful Proposer must have significant experience working with and providing LMS for government entities.
2. The Successful Proposer must have a positive track record in customer satisfaction in LMS customization and support.

N. Financial Management and Budget (10 points possible)

1. DHS wants the best product at the least cost to the County. The LMS must have a competitive base price for the software that meets the needs detailed in *Section 3.1: What we are buying and why* and the specifications outlined in paragraphs A through L in *Section 3.2: What we require*. The Successful Proposer must document any additional fees associated with customization, installation, maintenance or other areas not included in the base price.
2. The Proposer must demonstrate strong financial health, as evidenced by audits or other supporting financial documentation.

Section 4: The Evaluation Process

4.1 Evaluation Model

Proposals will be evaluated by an evaluation committee created by DHS. The evaluation committee will assign scores based on the Program description in *Section 3.1: What we are buying and why* and on the evaluation criteria in *Section 3.2: What we require* using the scale listed in *Section 4.2, c*.

4.2 Evaluation Process

The evaluation process will consist of the following steps:

- a. An evaluation committee will be formed by the DHS and will consist of some or all of the following:
 - DHS data analysts and content experts from within DHS, selected for their expertise and/or experience
 - DHS administration
 - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
- b. Each member of the evaluation committee will sign a confidentiality and conflict of interest agreement.
- c. All committee members individually review and score each Proposal. Evaluators will award points to each response on a Proposer's Response Form according to their expertise and best judgment of how it meets the evaluation criteria using the following scale:
 - 0 – Not addressed in Proposal
 - 1 – Poor
 - 2 – Below expectations
 - 3 – Meets expectations
 - 4 – Exceeds expectations
 - 5 – Outstanding
- d. The evaluation committee members then will meet collectively to compile and discuss the individual scores and evaluation of each committee member.
- e. The County shall have exclusive discretion to shortlist a reduced number of Proposals for more extensive review using the same criteria outlined above. In this case, DHS may request that shortlisted Proposers make modifications to their Proposal or budget or make a formal oral presentation. The evaluation committee will review the modifications and/or oral presentation and rescore the shortlisted Proposals using the original evaluation criteria.

- f. At any time during the review process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- g. The committee will submit their recommendation for award of an Agreement to the Director of DHS for his approval, who in turn will submit a request to the County Manager for approval for the County to enter into an Agreement with the Successful Proposer(s). The County is under no obligation to award a contract as a result of this RFP. The County reserves the right to reject any and all Proposals.
- h. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- i. Proposers not awarded a contract who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@allegheycounty.us.

4.3 Other Requirements

For a Proposal to be eligible for evaluation, it must be:

- Received by the due date/time
- Properly formatted and include responses to all requested information
- Complete with all required forms and attachments

Proposals which do not meet the above requirements will not be considered.

Section 5: Contract Information

In order to enter into an Agreement with the County, Proposers must be willing to comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at www.allegheycounty.us/dhs/solicitations.

5.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women and Disadvantaged Business Enterprises, and expects that Proposers will make a good faith effort in assisting the County in meeting these goals.

- a. Proposers may be registered and certified with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises. If so, please indicate registration on the RFP cover page.
- b. Regardless of registration status, Proposals must include either of the following:
 1. If your organization is able to meet the MWDBE contract goals, an MWDBE Participation Statement is REQUIRED.
 2. If your organization will request a waiver from participating in the MWDBE contract goals, an MWDBE Participation Statement and a Waiver Statement are REQUIRED. Please attach the required explanations with the waiver statement.
- c. MWDBE statements and resources can be found at:
 - [MWDBE Participation Statement](#)
 - [MWDBE Waiver Request](#)

- A list of MWDBEs that have been certified by Allegheny County and the Pennsylvania Unified Certification Program can be found at <http://www.county.allegheny.pa.us/mwdbe/index.aspx>
- d. For more information about MWDBEs, please review the following: [MWDBE Contract Specifications Manual](#)

5.2 HIPAA Compliance

DHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

5.3 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

5.4 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.