

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY**



**CONTRACTS & PROCUREMENT ADMINISTRATION
REQUEST FOR INFORMATION**

ENTERPRISE –LEVEL MANAGEMENT SYSTEM (LMS)

Request for Information (RFI): Enterprise-Level Management System (LMS)

RFI Number: DCRL-2014-I-0044

Issuance Date: 12/03/2013

Due Date: 01/06/2014 @ 2:00pm est.

GENERAL LMS SCOPE OF WORK

The District’s Child & Family Services Agency, (herein referred to as “The Agency”) *seeks a program demonstration* for an enterprise-level learning management system (LMS) for its Child Welfare Training Academy, to support its instructional mission, for both its on and off-site courses. Additionally, as an agency-wide resource, the LMS must support policy, services, and administrative groups within and beyond the Agency. The LMS course software must be comprehensive, reliable, flexible, and secure. The system must facilitate enrollment and course management.

The Child Welfare Training Academy is the District of Columbia’s sole child welfare training academy offering adult learning continuing education to child welfare professionals and resource parents. Of the 5000+ child welfare professionals and resource parents; the majority attend the CFSA courses and are also pursuing their training goals through programs delivered online.

1. Required LMS Features:

Demonstrations must indicate their inclusion and handling of the following required features:

A. COMMUNICATION:

1. Announcements (scheduled)
2. Customizable notifications of a course, e.g., email, text, etc.
3. Customizable notifications of announcements in or of a course, e.g., email, text, etc.
4. Participant & CWTA profiles with pictures
5. Collaborative text tools e.g. threaded discussions
6. Integration with or ability to integrate web conferencing

B. CONTENT MANAGEMENT:

1. Ability to associate (link) attendance outcomes with courses
2. Ability to associate outcomes with assignments
3. Ability to search across pages and courses
4. Ability to survey and poll
5. Calendar links to assignments and activity due dates
6. Direct import and HTML conversion of Office documents and Adobe
7. File storage shared across courses
8. Import/export of exam questions.
9. Internal assignment dropbox
10. Ability to automatically send automatic confirmations post course enrollment/approval
11. Ability to automatically send certificates of completion to those who successfully complete a course
12. Ability to automatically send end of course evaluations to those who successfully complete a course

C. COURSE ADMINISTRATION:

1. 24/7 help desk for CWTA, participants, and CFSA
2. Ability for CWTA to add guests & participants external to CFSA
3. Batch file upload & download
4. Exam security tools
5. User analytics
6. User authentication tools
7. Ability for end users to self-enroll, to include an approval process based on GS level
8. Ability for supervisors and above to have a dashboard regarding training analytics
9. Ability for CWTA to have a dashboard regarding training analytics for the purposes of trending and calendar development
10. Ability for CWTA to code courses to certain position titles (i.e. tag all supervisors with having to attend CPR)

D. COURSE BUILDING:

1. Audio/video recording ability built into the system
2. Customizable layout and design
3. Drag & drop content creation and management
4. HTML editor
5. Comprehensive online help pages and guides
6. Compatibility with Adobe Presenter 7 and above

E. EXAMS & QUIZZES:

1. Exam statistics
2. Flexible grading processes
3. Random order capacity
4. Random question pools

5. Test banks (collection of questions)

F. ATTENDANCE:

1. Attendance tracking
2. Integration with content and assessments
3. Various views/displays/dashboards
4. Ability to automatically send a pre-loaded internally designed training certificate upon the successful completion of a course.

G. LEARNING ACTIVITIES:

1. Ability for participants or instructors to create & post audio and video responses in discussions
2. Ability for CWTA/instructors to create and manage groups
3. Conditional release of content
4. Discussion forums
5. Personal file storage for CWTA

H. ADA REQUIREMENTS:

1. Adherence to the regulations of Title II of the Americans with Disabilities Act and its amendments, as well as to the regulations of Section 504 of the Rehabilitation Act of 1973.
2. Adherence to section 508 of the Rehabilitation Act.
3. Integration of, or ability to integrate, closed captioning for video and audio.

2. Desirable LMS Features:

Demonstrations should indicate their inclusion and handling of the following desirable features:

A. COMMUNICATION FEATURES:

1. Customizable, analytic-driven notification to instructors and participants, which trigger prepared emails
2. Integrated communication feed and calendar for all courses

B. CONTENT MANAGEMENT:

1. Integration with external applications (Google Docs, Twitter, Blogs)

C. COURSE ADMINISTRATION:

1. Ability to feed course calendar to external calendars

D. LEARNING ACTIVITIES:

1. Integrated web conferencing

2. Technical Requirements:

Demonstrations should indicate their inclusion/handling of the following features:

A. ADMINISTRATIVE NEEDS

1. Course Site Procedures and Workflow: Please outline academic calendar workflow capabilities related to:
 - a. Term and course creation on submission of dates.
 - b. Term retirement and course site archiving, timed by CFSA.
 - c. Term and course data retrieval on request

2. Administrative Functions:
 - a. Automatic course creation and instructor enrollment based on Participant Information System.
 - b. Automatic (enrollment process) and manual (as-needed) user account creation.
 - c. Enrollment in course sites through both automatic and manual mechanisms.
 - d. Definition of additional user roles (sets of privileges) as needed, such as supervisor and program manager.
 - e. Self-service instructor import and duplication of materials.
 - f. Self-service user password retrieval and change.
 - g. Accessibility standards (reminders for ALT tags, etc.).
 - h. Ability for external (non-CFSA) participants, with invitation and membership under control of instructor.
 - i. Scheduling and duration of course sites extensible before and after CWTA calendar.
 - j. Instructor control over published/unpublished status of course site(s) (for development, reference, and archiving).
 - k. Please describe the initial course site state and who has the ability to make changes.
 - l. Explain customization options for sites, under the control of both instructor and administrator with variable parameters (such as look-and-feel and boilerplate text), editing mechanisms, authoring, submission and publication, including course templates for CWTA selection.

3. Other Administrative Needs:

Please provide sample documentation related to:

- a. Configuration of system.
- b. Launch of basic services (including branding, localization aka time zone).
- c. Integration with Exchange for email services.
- d. Designation of administrative contacts.
- e. Please outline in detail your procedure for The Agency and participants (if applicable) to obtain vendor support.
- f. Microsoft Exchange integration: CFSA's supported email system is Microsoft Exchange with the primary client for email use being Microsoft Outlook. Does your system have any specific integration with Outlook? Please explain

4. Certification:

All proposed system must meet SCORM 2004, 4TH Edition standards.

The Procurement Process

This Request for Information (RFI) is considered a preliminary phase in the acquisition process. D.C. Child and Family Services Agency reserves the right to cancel, revise or supplement this RFI at anytime. If DC Child and Family Services Agency elects to move forward with a formal procurement process, it will issue a Request for Qualifications (RFQ) to firms interested in competing to provide these services. Any procurement, finance or other concepts provided in response to this RFI shall become the property of D.C. Child and Family Services Agency.

Treatment of RFI Responses and Respondents

This is not a Request for Offers. Rather, following review of the RFI responses, CFSA may prepare one or more Solicitation of Offers for the procurement of a LMS. CFSA anticipates issuing a Request for Demonstrations (RFP) during FY 2014.

All respondents to the RFI will be invited to respond to subsequent Solicitation of Offers. However, CFSA reserves the right to invite other parties to respond to such solicitations. Further, parties responding to the RFI are unrestricted in modifying the composition of team members and program approaches should they decide to respond to a subsequent solicitation.

CFSA recognizes that some respondents may consider that disclosing their interest and ideas could compromise competitive advantage should they ultimately decide to respond to a subsequent Solicitation for Offers. CFSA considers responses to this RFI as part of its outreach and research effort; and as such, more in the nature of a survey.

All responses will remain confidential outside of the review team, which will consist of CFSA Director, CFSA Contracting Officer and CFSA Contract Specialist and or their Agents. Individual responses will not be shared with the public or other respondents.

CFSA intends to use the information in the responses to establish parameters and requirements included in the Solicitation for Offers. Potential respondents must determine for themselves the relative advantages and disadvantages of responding to the RFI.

CFSA assumes no responsibility or liability for any potential claim of harm and damage. By submitting a response, the respondent expressly acknowledges that CFSA assumes no such responsibility or liability.

Local Small Disadvantaged Business Enterprises:

DC Child and Family Services Agency encourages LSDBE businesses to participate in the process, together with majority firms of independently.

How to Respond:

Interested suppliers should include the following general information in their response:

- Legal name and address of the supplier;
- Names, telephone numbers, and email addresses of key contact persons;
- A short description of your general experience and qualifications developing transit operations and maintenance plans.
- Measurement – US Standard and Metric

Responses to this RFI are due no later than the date identified above. Please submit your response electronically to robert.stona@dc.gov or in written hardcopy form to:

DC Child and Family Services Agency
Contracts and Procurement Administration
200 I Street S.E., Ste.2031
Washington, D.C. 20003
Attention: Robert O. Stona

In an effort to reduce waste, if submitting a hardcopy, please refrain from using 3-ring binders, spiral bindings, and other non-recyclable binders and folders.

Questions may be referred to Robert Stona via email at robert.stona@dc.gov.

Questions regarding the solicitation must be received in writing no later than 2:00p.m., December 13, 2013.