

Learning Management System
RFP SC 1701.2023.1.CF

Pre-Proposal Conference

April 20, 2023



Introduction

Court Personnel

Eduardo Sanchez, Procurement and Contract Analyst
Agatha Robinson, IT Business Solutions Manager, OIT
Takasha Edmond-Harkness, Principal Analyst, Human Resources
Cindy Singh, Human Resources Analyst II, Human Resources
Caroline Ficenec, Fiscal Services Specialist
Paul Truong, Associate Analyst

Background information

The Superior Court of California, County of Alameda is one of 58 superior courts in the State of California. The Court operates ten facilities within the Alameda County and employs approximately 670 employees with varying worksite locations.

The Court is requesting proposals from qualified contractors with expertise in cloud-based Learning Management System and eLearning product(s).

Objectives

Statement of Work

- General Overview
- Maintenance and Support Services
- Project Plan
- Service Level Requirements

Minimum Requirements

- Accessibility
- Learning Development
- LMS Administration
- Data Security

RFP Process and Timeline

- Proposal Development
 - Technical Proposal
 - Cost Proposal
 - Certifications, Attachments, and other Requirements
- RFP Timeline
- Prospective Bidder's Responsibilities
- Submissions

Evaluations

- Scoring process
- Intent To Award
- Questions

Statement of Work

The scope of work includes but is not limited to:

General Overview

(RFP Section 2.0)

- Software as a Service (SaaS) cloud-based application to provide consistent training on several compliance related initiatives including but not limited to:
 - Onboarding
 - Compliance Training
 - Emergency Action Plan Training
 - Operation Specific Training
 - Performance Improvement Training

Maintenance and Support Services

(RFP Section 2.3)

- Customer service team with ability to track customer service interactions, resolutions and initiate escalation process when needed
- Provide LMS support for Court administrators 7:00 AM to 7:00 PM on Court business days
- Provide software patches and version updates
- Maintain services, software and any equipment

Project Plan

(RFP Sections 2.5, 2.6, and 2.7)

- If requested by the Court, Project Plan should include
 - Management of resource requirements;
 - Direction of project tasks and milestones;
 - Interaction between Contractor Project Team and Court Project Manager
- Project Manager shall be assigned, and will be the primary point of contact, and have the power and authority to make management decisions relating to the Contractor's obligations.
- Program Technical Lead shall be assigned to provide a demo of LMS and services, provide software and any application server objects for the LMS to run effectively, and work with the Court to develop a Specifications Requirements document

Service Level Requirements

(RFP Section 2.8)

- Ensure LMS is available for users 24/7, 365, and functioning no less than 95% of the day
- Service calls placed during normal business hours (7:00 AM to 7:00 PM, Monday – Friday) shall receive a 2-hour response time
- Contractor shall respond to the Court within 4 hours after a Technical Support Incident is reported

Minimum Requirements

(RFP Section 2.2)

Accessibility

- Provide automated, manual, and self-registration features, and policy/rule-based enrollment, and ability to automate assignments to individual learners
- Create and assign learning plans to include specified sequences of courses
- Ability to login to LMS via Court internal sign-on credentials
- ADA compliant
- Provide technical support
- Create rule-based notifications
- LMS is reliable with solid uptime record
- Mobile device support
- Extendable and interoperable

LMS Administration

- Ability to assign pre-defined and customer user roles
- Ability to import/export data such as from/to LMS between different learning management systems as well as completion data between LMS and Court's HRIS
- Provide initial and ongoing training and support for LMS administrator
- Provide project plan for installation, configuration, and admin training

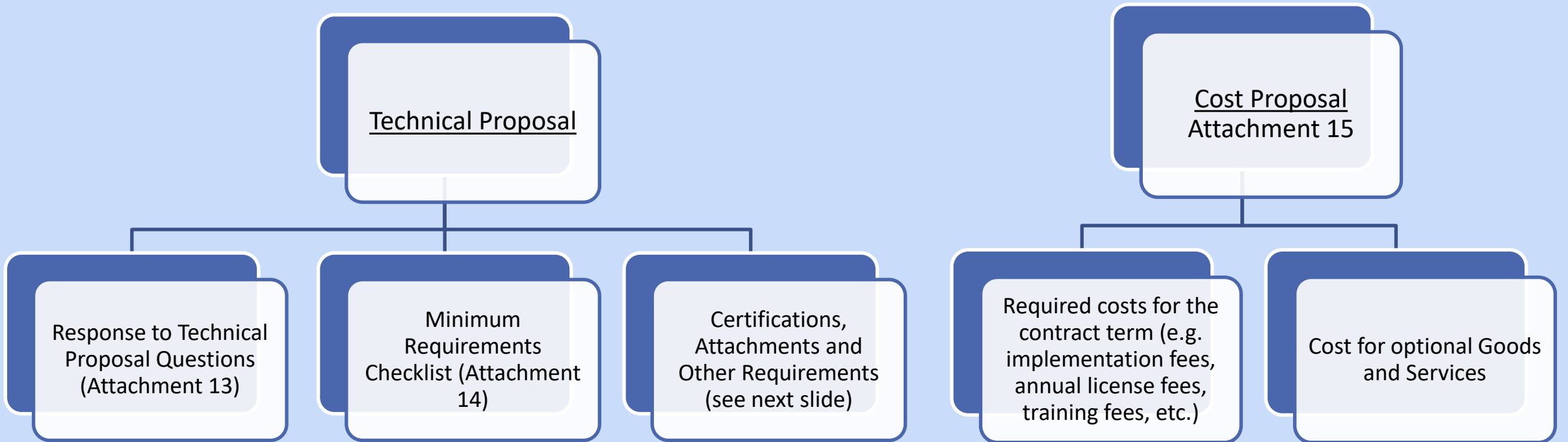
Data Security

- Provide adequate security to access the service. All access to LMS shall require login ID and password. Product should support Azure AD integration and be LDAP compliant. Support SSL encryption of all data traffic to/from LMS.
- Records only learning data that does not expose employees or courts confidential data
- Timely patching of security vulnerabilities for external applications

Learning Development

- Ability to create instructor led courses that are in-person, online and hybrid
- Ability to register, schedule and reschedule courses
- Competency based courses that can be tracked for completion/compliance
- Ability to host and upload SCORMED, XAPI or AICC compliant eLearning modules
- Ability to track progress through courses and programs
- Provide wide variety of assessment types
- Gamification allowing users to set goals and compare status to other users, etc.
- Allow courses to have prerequisites and course completion that lead to certification
- Ability to track completion of individual learning objects
- Ability to run reports to determine specific training completion data
- Ability to embed video into courses from built-in or third-party streaming service
- Ability to customize look and feel of site pages

Proposal Development



Certifications, Attachments and Other Requirements

Required

- **Acceptance of Terms and Conditions (Attachment 3)**
 - If exceptions are identified, Prospective Bidder must also submit (a) a red-lined version of the Terms and Conditions that reflect all proposed changes and (b) a written explanation or rationale for each exception and/or proposed change.
- **General Certifications Form (Attachment 4)**
- **Darfur Contracting Act Certification (Attachment 5)**
- **Payee Data Record (Attachment 6)**
- **Unruh Civil Rights Act (Attachment 7)**
- **Contact Sheet (Attachment 12)**
- **Copies of Prospective Bidder's (and any subcontractor's) current business licenses, professional certifications, or other credentials**
- **Copy of current security policy and/or most recent SOC audit results**
- **Response to Technical Proposal Questions (Attachment 13)**
- **Minimum Requirements Checklist (Attachment 14)**
- **Cost Proposal (Attachment 15)**

If Applicable

- **Small Business Declaration (Attachment 8)**
- **Bidder Declaration (Attachment 9)**
- **DVBE Declaration (Attachment 10)**
- **If the Contractor is a California corporation, LLC, LP, or LLP, proof that the Contractor is in good standing in California. If the Contractor is a foreign corporation, LLC, LP, or LLP and Contract conducts of will conduct intrastate business in California, proof that Contractor is qualified to do business and in good standing in California.**

Note

- **A material exception to a Minimum Term will render a proposal non-responsive. The Court, in its sole discretion, will determine what constitutes a material exception.**
- **The Court reserves the right to request Prospective Bidder's proof of financial stability. The Court may request this information at any time during the solicitation process.**

RFP Timeline

| | |
|---|--|
| RFP Issue Date | April 4, 2023 |
| Pre-Proposal Conference | April 20, 2023 @ 1:00 PM Pacific Time |
| Deadline for Questions | April 26, 2023 |
| Questions and Answers Posted (estimate only) | May 4, 2023 |
| Proposal Due Date and Time | May 18, 2023 @ 2:00 PM Pacific Time |
| Evaluation of Proposals (estimate only) | May 19 – June 8, 2023 |
| Interview and Demonstration Dates (estimate only) | May 30 – June 2, 2023 |
| Public Opening of Cost Proposals | June 14, 2023 @ 10:00 AM Pacific Time |
| Notice of Intent to Award (estimate only) | June 21, 2023 |
| Negotiations and Execution of Contract (estimate only) | June 22 – July 31, 2023 |
| Contract Duration | August 1, 2023 through July 31, 2026 with two 1-year options to extend through July 31, 2028 |

Prospective Bidder's Responsibilities



Review this presentation, along with requirements and key dates (a copy of the presentation will be posted to the Court's website)



Review the entire RFP, complete response to Technical Proposal Questions (Attachment 13) and Minimum Qualifications Checklist (Attachment 14) and all required attachments (Attachment 16 Check List)



Complete Cost Proposal (Attachment 15)

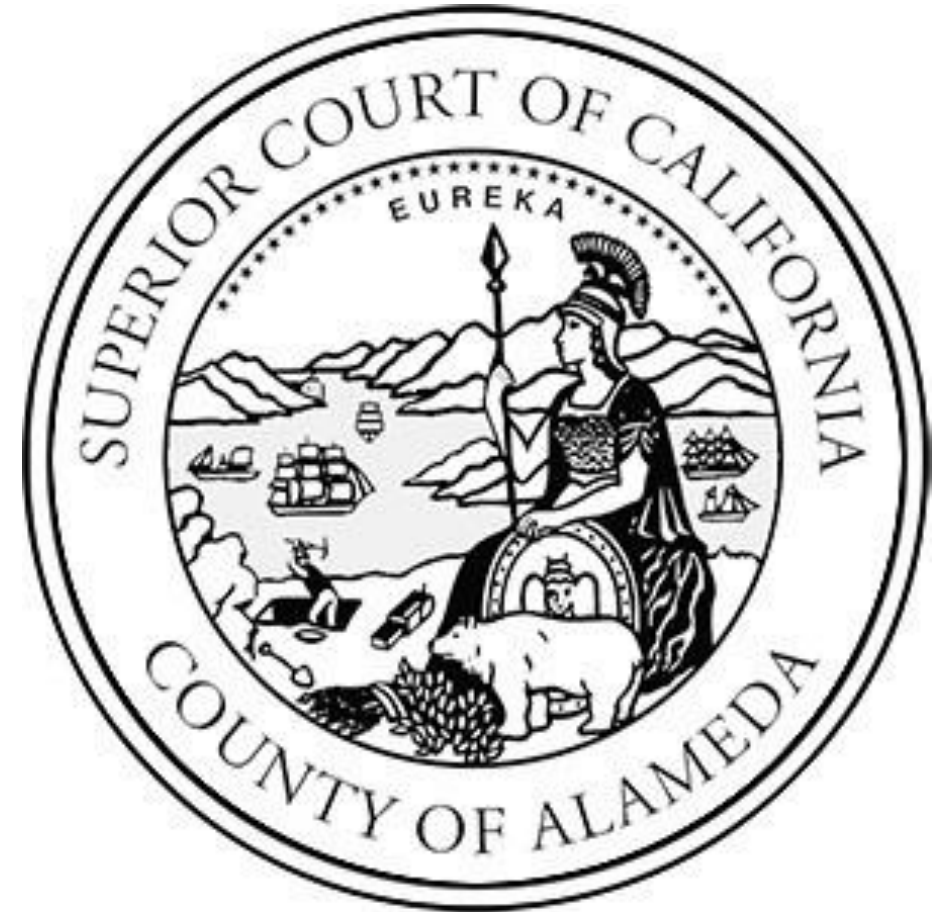


Submit completed proposal by the due date in the RFP timeline (May 18, 2023 by 2:00pm)

Submissions

- Prospective Bidder must submit its proposal in two separate emails, a completed Technical Proposal and a completed Cost Proposal.
- Proposals must be emailed to bidquestions@alameda.courts.ca.gov and received no later than May 18, 2023 by 2:00 PM Pacific Time.
- Late proposals will not be accepted.

The Court will not accept proposals that are hand delivered or delivered by a carrier or mail service provider at this time.



Evaluation of Proposals

The Court will evaluate the proposals on a 100-point scale using the criteria set forth in the table. Award, if made, will be to the highest-scored total proposal (Technical and Cost).

The Court may not make an award to a bidder with a technical score less than 49 points (70% of the available technical proposal points).

Score Card / Possible Points

Firm Experience: 12 points

Post-Implementation Support Services: 12 points

System Compatibility: 12 points

Implementation Plan and Timeline: 12 points

Ability to Meet Minimum Requirements: 12 Points

Acceptance of Terms and Conditions, and Completion of Certifications, Attachments and Other Requirements: 10 Points

Cost: 30 points

DVBE: 5 points



Intent to Award

- Intent to Award Notice: June 21, 2023
- Notice of Intent to award posted on Court website:
<https://www.alameda.courts.ca.gov/general-information/contract-opportunities>
- Awarded bidder will be notified via email
- Court representative will contact vendor representative to begin contract negotiation and execution.

Questions

