

## **ATTACHMENT 14**

### **TECHNICAL PROPOSAL TEMPLATE**

#### **Questionnaire**

**Instructions:** Please provide a detailed response to the items below. Any incomplete technical proposal lacking a detailed response may be deemed non-responsive. **Please attach a separate sheet with your responses.**

#### **Firm Experience**

1. Please describe the experience level of your implementation staff, including the project manager, and provide specific examples of past LMS implementations. Include client contact info, project valuation, and duration.
2. Of your last five LMS implementations for a public service agency, how many were delivered on time? Please explain what may have contributed to delays.

#### **Business Functionality and General Services**

1. Please describe in detail your ability to provide services needed under this RFP.
2. Please describe any constraints or limitations to the services requested in this RFP.
3. Please describe the LMS core features and functionality. Identify which features are included in the base system and which require additional licensing, integration, or professional services.
4. Please describe the level of customization that is available on your LMS such as abilities to create user roles and groups, ability to develop and create instructor-led courses within your LMS, allowing for embedded videos from a built-in streaming service or a third-party streaming service (YouTube).
5. Describe how your LMS supports user and content management features, including: (1) tracking competency-based learning, (2) progress monitoring across blended modalities (ILT, eLearning, webinars), (3) automated reminders for incomplete training, (4) tracking of recertification requirements. Provide screenshots or system documentation where possible.
6. Please describe the available reports and analytics for system administrators, instructors, and managers. Include standard default reports, filtering/export capabilities, dashboard features, and whether custom reports are self-service or vendor supported. Sample reports encouraged.

## **Maintenance and Support Services**

1. Describe your procedures for delivering high-quality customer service, including your ticketing and escalation process for low, mid, and high-priority issues. Provide estimated response times and responsible staff for each level.
2. Describe a recent example of a customer service issue where your standard support procedures failed to meet a client's expectations. How did you resolve it?
3. Please describe your organization's ability to be fully ADA compliant and how you align with WCAG 2.1 Level AA standards. You can provide a current Voluntary Product Accessibility Template (VPAT).
4. Please describe your Service Level definition below as defined in Section 2.8 of the RFP (e.g. First level support, escalations, hours of availability, etc.). Note whether the terms will be negotiable.
5. Please describe the reporting capabilities of customer issued tickets such as time between resolution, type of issue reported, number of escalations within a time period.
6. Please describe your training and support services for LMS administrators and users, including initial onboarding, ongoing training, and updates related to new system features or enhancements.
7. How frequently do you update the software and what is the process for providing information to LMS administrators.
8. Explain how the system will support secure access to privileged administrative users.
9. Describe server response times, bandwidth requirements, uptime guarantees and maintenance schedule.
10. Describe any protections afforded to customers (e.g., SLA downtime percentages, SLA remedies, service credits, data ownership, data breach, data transfer, data access, access to audit information, data center inspections, and disaster planning).
11. Describe your backup and restore plans in the event of a serious issue.
12. Describe your disaster recovery capabilities and return to operations timeline.
13. Describe options for retrieving ALL data stored in your systems on behalf of the Court.

14. Describe storage capacity options and related costs. Include storage management support.
15. Please describe your organization's approach to correct and manage any deficiencies identified by the Court in the performance of any task.
16. Please describe how quickly you will be able to respond, if emergency services are requested.

### **System Compatibility**

1. Please describe if there is an ability to import and export data between different LMS systems, if required.
2. Please provide details on how your LMS will integrate into 3<sup>rd</sup> party Human Capital Management systems and existing Single Sign On authentication.
3. Please describe any third-party software dependencies (browser, plugins, or apps) and whether these applications can be updated as soon as security vulnerabilities are detected.
4. Please describe the platforms that your mobile application is supported by (iOS, Android, Windows, etc.) Additionally, provide details on mobile security areas the application will need to access (location, camera, microphone, etc).
5. Provide details on how the system integrates with the Court's current HRIS environment. The Court currently uses Workday.
6. Describe the system's ability to follow strict password complexity and password management policies. In addition, please describe password reset policies/procedures and requirements.
7. Indicate whether your system integrates with systems such as Outlook, O365, Zoom, and/or MS Teams.
8. Detail the hosting infrastructure. Include security, location(s), capabilities, and how the court will be able to access the database for custom reporting, etc. Describe the system's ability to integrate with Microsoft Active Directory/Azure AD and/or CAS/SAML 2.0 and provide integration documentation.

### **Implementation**

1. Please describe your implementation phases, estimated hours for each phase, and whether this will be performed by in-house staff or contractors. Please provide a sample project plan and outline any potential delays or dependencies.

2. What are the Court's responsibilities during implementation? List all resources expected (e.g., number of FTEs, skills required, expected turnaround times).
3. Refer to your response in Q1 and provide a project timeline with an estimated go-live date of June 30, 2026, based on your standard project phases.
4. Please describe the details of data security within your system such as user authentication, data exposure, and frequency of security updates.
5. What level of customization will we have and how much technical knowledge is needed to customize and run the system.
6. Please describe the process of customizing the system to meet the Court's needs during the implementation phase. Please list the activities, development approach (agile, waterfall, other), and any limitations to customization requests during the implementation.
7. What types of system changes will the Court be capable of without vendor support post-implementation? Please describe each type of system configuration, including user administration, custom reports, workflow or business rule changes, dashboard and notification settings, etc.
8. Describe how the Court can share information from the system with its other IT systems such as website/portal integrations, announcement notifications, etc.