

Ohio Department of Mental Health & Addiction Services

30 E Broad Street, 11th Floor
Columbus, Ohio 43215

Request for Proposal
E-Learning Company/ Web-Based Learning Management System

Ohio Certified MBE Vendors

Request for Proposal Number: MHA15013
Request for Proposal Issued: July 15, 2014
Request for Proposal Due: July 22, 2014, by 2:00 PM

A. Project Overview

The Ohio Department of Mental Health and Addiction Services is seeking to enter into a Personal Service Contract with an E-Learning Company that offers a customizable web-based Learning Management System and a personalized Corporate Learning Center that provides a secure site for organizations and learners to effectively create, manage, and track training, continuing education, certification and development initiatives. The e-learning company should also have an available online course catalog for Health and Human Services organizations, preferably offering continuing education credit to healthcare professionals for those courses. The e-learning solution should offer customized implementation and site administrator training where OhioMHAS has the ability to setup the web-based Learning Management System and how courses are made available to our staff. Implementation will be tailored to the needs and timelines of OhioMHAS.

B. Scope of Work

The e-learning company must offer a customizable web-based Learning Management System and a personalized Corporate Learning Center that provides a secure site for organizations and learners to effectively create, manage, and track training, continuing education, certification and development initiatives.

The e-learning company should also have an available online course catalog for Health and Human Services organizations, preferably offering continuing education credit to healthcare professionals for those courses.

The e-learning solution should offer customized implementation and site administrator training where OhioMHAS has the ability to setup the web-based Learning Management System and how courses are made available to our staff.

Implementation will be tailored to the needs and timelines of OhioMHAS.

The contract would be for the period of 9/1/14 through 6/30/15.

LMS available 24 hours a day, 7 days a week with other required services provided during regular business hours (9:00am-5:30pm EST- Monday-Friday)

C. Vendor Requirements

OhioMHAS competitive opportunity proposals are posted five (5) business days in an Ohio Certified “MBE” Sheltered Market, if no qualified proposals are received by the 2pm deadline, the Sheltered Market opportunity will be closed and the competitive opportunity proposal will be reposted for seven (7) business days in an Open Market.

The e-learning company expectations would be to provide:

- A web-based Learning Management System for at least 3000 users
- A Full Server License with own brand and ability to create “sub” brands (Each hospital is Department with positions within that hospital, such as nurses, doctors, etc.)
- Ability to designate an OhioMHAS LMS internal system administrator with “super administrator” rights able to:
 - Access all users in the system
 - Run overall reports or individual reports by site
 - Configure system generated email
 - Assign courses, manage user courses, and create profiles for all users
- An LMS set up to accommodate a complex organization with, at minimum, two tiers of administrative rights and an intricate hierarchy (approximately 6-7 levels) of supervision
- Ability to create site specific LMS administrators by location (eight locations)
- The ability for all LMS administrators to view and assign courses from all locations
- Ability to assign courses to predefined groups:
 - Assign course to user
 - Assign course by department
 - Assign course by position
- Ability to create and issue certificates upon course completion that are customizable to meet Ohio Administrative Code CE requirements
- Ability to create reports for:
 - Compliance
 - user certifications
 - test results
 - survey responses
 - failed courses
 - training coming due
 - roster report
 - instructor report
 - classroom student report
 - export data in Excel
- Ability to create compliance reports sortable by:
 - department
 - position
 - active or inactive users
 - course
 - course bundle

- category
- dates
- due before (x) date
- by supervisor
- Ability to upload courses into LMS in these creation formats:
 - scorm 1.2
 - PowerPoint
 - Articulate Presenter 09
 - Html
 - Storyline
- Supervisor-level access management by OhioMHAS
- LMS integration with OhioMHAS HR/Payroll system for upload of users and periodic updates of user data to reflect changes
- Transfer of or recreation of all online courses OhioMHAS created in our current LMS
- Transfer/ upload of all existing OhioMHAS training data from our current LMS
- 24/7 access to training
- Customization of learning center (logo and landing page)
- Automated email system (configuration and language customizable and controlled by OhioMHAS)
- Control of course development/content for courses created by OhioMHAS, including customizable course attributes for each course developed for LMS
- Unique LMS login information for OhioMHAS users to access individual account, e.g. Username: MHA + Employee ID#; Password: User's Last Name

Hosting Services and Support

- Monday through Friday, 9:00am until 5:30pm (EST) telephone support and error corrections, Network Monitoring, Reboot Service, and network/firewall monitoring
- Full Server IT administration and support
- Fully managed backup and restore processes
- Periodic testing of the backup system to ensure backup scripts are working properly
- Monitoring of key system metrics. Threshold based monitoring of CPU utilization, file systems space utilization, swap space utilization and memory utilization
- Correction of problems or defects

D. Evaluation of Proposals

1. Proposals will be scored and point values given to the following criteria.

Technical Criterion	Weight	Rating (0 – 5)	Technical Score
E-Learning Solution			
Ability to designate an OhioMHAS LMS internal system administrator with “super administrator” rights able to: <ul style="list-style-type: none"> ○ Access all users in the system ○ Run overall reports or individual reports by site ○ Configure system generated email ○ Assign courses, manage user 	10		

courses, and create profiles for all users			
A Full Server License with own brand and ability to create “sub” brands (Each hospital is a department with positions within that hospital, such as nurses, doctors, etc.)	10		
An LMS set up to accommodate a complex organization with, at minimum, two tiers of administrative rights and an intricate hierarchy (approximately 6-7 levels) of supervision	10		
Ability to upload courses into LMS in these creation formats: <ul style="list-style-type: none"> ○ scorm 1.2 ○ PowerPoint ○ Articulate Presenter 09 ○ Html ○ Storyline 	10		
Control of course development/content for courses created by OhioMHAS, including customizable course attributes for each course developed for LMS	10		
Ability for all LMS administrators to view and assign courses from all locations	5		
LMS integration with OhioMHAS HR/Payroll system for upload of users and periodic updates of user data to reflect changes	5		
Ability to create reports for: <ul style="list-style-type: none"> ○ Compliance ○ user certifications ○ test results ○ survey responses ○ failed courses ○ training coming due ○ roster report ○ instructor report ○ classroom student report ○ export data in Excel 	5		
Transfer of or recreation of all online courses OhioMHAS created in our current LMS	5		
Transfer/ upload of all existing OhioMHAS training data from our current LMS	5		
Ability to create compliance reports sortable by: <ul style="list-style-type: none"> ○ department ○ position ○ active or inactive users ○ course ○ course bundle ○ category ○ dates 	5		

<ul style="list-style-type: none"> ○ due before (x) date ○ by supervisor 			
Ability to create and issue certificates upon course completion that are customizable to meet Ohio Administrative Code CE requirements	3		
Supervisor-level access management by OhioMHAS	3		
Unique LMS login information for OhioMHAS users to access individual account, e.g. Username: MHA + Employee ID#; Password: User's Last Name	3		
Automated email system (configuration and language customizable and controlled by OhioMHAS)	3		
24/7 access to training	1		
Customization of learning center (logo and landing page)	1		
Hosting Services and Support			
Monday through Friday, 9:00am until 5:30pm (EST) telephone support and error corrections, Network Monitoring, Reboot Service, and network/firewall monitoring	1		
Full Server IT administration and support	1		
Fully managed backup and restore processes	1		
Periodic testing of the backup system to ensure backup scripts are working properly	1		
Monitoring of key system metrics. Threshold based monitoring of CPU utilization, file systems space utilization, swap space utilization and memory utilization	1		
Correction of problems or defects	1		
Total Weight	100		
Total Technical Score	200		

E. Submission of Proposal

Electronic bids must be sent to OhioMHASBidOpportunity@mha.ohio.gov . Original bid may be sent via U.S. mail
Attn: Lucille Fuller, Office of Fiscal Administration, 30 East Broad Street, Suite 1100 Columbus, Ohio 43215
The bid number MHA15013 must be clearly marked on the sealed envelope.

Bids are to be submitted on your company's letterhead before **2:00 PM on – July 22, 2014.**

Bids must include: vendor name, address, Federal Tax Identification Number, contact person, phone number, signature, total cost, and documentation identifying experience relevant to proposals.

<http://procure.ohio.gov/proc/viewWhatsNewSolicitations.asp> this is where a potential vendor looks for opportunities.

Questions regarding the Request for Proposal must be sent via the State of Ohio Procurement Website under the Request for Proposal “Submit Inquiry”.

Minority Business Enterprise (MBE) Set-Aside. The State is committed to making more State contracts and opportunities available to minority business enterprises (MBE) certified by the Ohio Department of Administrative Services (DAS) pursuant to Section 123.151 of the Ohio Revised Code and Rule 123:2-15-01 of the Ohio Administrative Code. This RFP is being issued as a minority set-aside contract in accordance Section 125.081 of the Ohio Revised Code. All offerors must be an Ohio certified MBE as of the Proposal due date. For more information regarding Ohio MBE certification requirements, including a list of Ohio certified MBE businesses, please visit the DAS Equal Opportunity Division web site at: <http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification/tabid/134/default.aspx>