Pursuant to 60A-1.042, an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual services, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

State of Florida
Department of Health
Request for Information
DOH19-042

TRAIN Learning Management System

I. REQUEST FOR INFORMATION

The State of Florida, Department of Health (DOH), Bureau of Personnel and Human Resource Management is requesting information regarding available **TRAIN Learning Management Systems.**

II. BACKGROUND

TRAIN (www.train.org) is a national learning network for state and federal agencies to disseminate, track, and share workforce trainings for professionals who protect and improve the public's health. The TRAIN Learning Network currently includes 26 state health departments and other agencies, as well as three federal agencies that include the Centers for Disease Control and Prevention (CDC), Medical Reserve Corps (MRC) and Veterans Health Administration (VHA).

The TRAIN system is a pre-existing application utilized by the Department of Health to provide a standardized system to collect data and report, not only on the mandatory training requirements for all Department of Health employees, but for the unique requirements of various sill-groups (physicians, nurses, therapists, counselors, pharmacists, attorneys, etc.)

III. GOALS What are the long-term outcomes you want/need to achieve?

Our goal is to have a customizable cloud-based learning management system (LMS) that is a centralized, searchable database with comprehensive catalog of distance learning for public health professionals.

A. Administer and track learner participation (in-progress, completed, completed and verified, withdrawn) in its courses with the associated schedule, in-progress, and completion dates.

B. Enable learners to schedule trainings, to maintain a personal learning record of courses they have scheduled, and to maintain a transcript of courses they have completed.

C. Users will be able to develop, deliver, modify, and list courses using LMS in conjunction with course content development tools, such as Lectora and Captivate, which publishes courses directly to LMS

D. Users will be able to utilize LMS pre/post-test and course evaluation tools to evaluate learner improvements prior to and upon completion of the course and to obtain learner feedback about the course.

IV. OBJECTIVES This should include quantifiable elements.

A. Provide application hosting of site (portal) and URL

B. Provide administrative access to the TRAIN LMS platform with the ability to:

1. Set up a grouping structure that allows the compartmentalization (separation) and/or sharing of data (users, courses, documents, etc.), as desired, between different populations within the organization and others in a specified jurisdiction
2. Groups within grouping structure can allow open registration (anyone can register) or closed registration (only administrators can register users manually)
3. Setup of the grouping structure and with any future modifications to it
4. Assign an unlimited number of administrative roles to other users, including partner agencies such as local health departments, allowing other administrators to perform any of the functions below, as desired
5. Access user records within a specified jurisdiction, including historical records within the specific jurisdiction
6. Generate reports and export reports on (users, courses, course registrations), including:
   a. Individual and/or aggregate user profile data, including demographic, professional role, work setting, and other data
   b. Course availability data, including subject, competency, keyword, and other variables
   c. Individual and/or aggregate user transcript data
   d. Course registration and completion data, including subject, competency, and other variables
   e. Pre- and post-assessment data
   f. Evaluation data, including initial and follow-up evaluations
   g. Survey data from customized survey feature
   h. Feedback data from the course review feature
   i. Overall aggregate data on trends and gaps in training, completion information, user background information, etc.
7. Manually register users for platform, individual courses, training plans, etc.
8. Manage course providers and courses, including ability to approve or decline
9. Manage resources, forums, announcements, and other learner support features
10. Develop and disseminate surveys to specific populations or all users
11. Create courses and training plans to track user training
12. Manage courses and course rosters, including:

a. Pre- and post-assessments
b. Evaluations, including initial and follow-up evaluations
c. User registration status
d. Completion certificate delivery and storage
e. Continuing education credit delivery
f. Seat capacity, including waitlists
g. Prerequisite requirements

13. Assign competencies and standards to courses, including the Core Competencies for Public Health Professionals, as well as track and report by these standards
14. Unlimited learner accounts

C. Provide access to a nationally available course catalog

Access to a nationally available course catalog

Government agencies, universities, professional associations, and other organizations regularly post training content to LMS contributing to a national catalog of courses that is accessible to all learners

D. Provide a branded web portal

Branded web portal to the LMS

1. 508 compliant website, customized based on information and graphics
2. A unique URL, containing the organization name or other selected site name.
3. Custom introductory text and graphics
4. Custom Contact and Help information specific to affiliate organization and/or jurisdiction

E. Provide ongoing technical support to maintain functionality of the portal
Technical support

1. receive ongoing technical support to maintain their branded web portals. Support includes:
2. Routine site updates to repair or enhance existing site features and emergency maintenance.
3. Testing
4. Performance enhancements
5. Debugging/error correction
6. Portal hosting - technical support to maintain the functionality of the portal. Technical phone support for site manager during normal business hours (unlimited use)
7. Technical email support pertaining to site functionality for up to five designated affiliate site staff during normal business hours (unlimited use).
8. Telephone or e-mail assistance pertaining to the administration of the site in accordance site policies (up to 10 hours per year)
9. Ticketing system (for technical support as well as questions, requests, suggestions)

10. Monitoring of the TRAIN server and data center 24 hours a day, seven days a week
11. Receive in-person training on how to use the LMS platform for staff members.

V. PROCESS

Responses to this RFI will be reviewed by the Department for informational purposes only and will not result in the award of a contract.

The Florida Program Office will review the responses received from this RFI to determine the feasibility of issuing a competitive solicitation for these services.

Any request for cost information is for budgetary purposes only.

Vendors submitting answers to an agency's Request for Information are not prohibited from responding to any related subsequent solicitation.

VI. RESPONSE FORMAT

The **Department's** intent is to identify potential vendors that can fulfill the functional requirements listed in section IV. Potential vendors should address all the needs listed above in a statement of work with at least the following sections at a minimum:

a. introduction
b. background
c. goals
d. objectives
e. deliverables
f. technical details
g. personnel assigned and contact information (company name, phone, email)
h. proposed budget

VII. RESPONSE DATE

Responses should address each RFI request/questions point by point. Please provide the requested information no later than **4PM EST, Thursday, April 2nd, 2020 DATE**. Response can be sent via e-mail to: **dohlmssupport@flhealth.gov**

Additional information that cannot be transmitted electronically must also be submitted by **4PM EST, Thursday, April 2nd, 2020 DATE**. to the following address:

DEPARTMENT OF HEALTH
Division of Administration – Bureau of Personnel & Human Resource Management
ATTN: Paul Yu
4052 Bald Cypress Way, Bin #03
Tallahassee, Florida, 32399

VIII. QUESTIONS

Please submit all questions concerning the RFI in writing via electronic mail or fax.

Internet e-mail address: dohlmssupport@flhealth.gov

IX. PROPRIETARY INFORMATION

Vendors must indicate which portions, if any of the information being provided are proprietary or confidential by marking each page upon which such information appears. Failure to do so will result in all information submitted being subject to public disclosure in accordance with Florida Statute Chapter 119, Public Records. The information requested may be used to develop specifications for a solicitation.

X. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this Request for Information. The State of Florida, Department of Health, or Division of Administration – Bureau of Personnel & Human Resource Management will not be responsible for any vendor related costs associated with responding to this request.

GUIDELINES
RFI – REQUEST FOF INFORMATION

A Request for Information (RFI) is a written solicitation for information to appropriate vendors used when an agency is unable to acquire current or adequate data on state-of-the-art technology.

An RFI can be used when there is a need to seek information from qualified vendors who may be able to assist the Department in exploring the possibilities of a project. Unlike an Invitation to Bid (ITB), Request for Proposal (RFP), or Invitation to Negotiate (ITN), the RFI is not a procurement method used in the competitive bid process. The RFI does not constitute any intent for commitment on the part of the Department and cannot be used to enter into any type of contractual agreement.

The RFI document should contain the following:

- An introductory cover letter which should contain:
  - -Brief description of the purpose
  - -Due date for response
  - -Submittal instructions
- A written solicitation which should include:
  - -Background on information sought
  - -Goals & Objectives of RFI
  - -Language stating that any request for cost information is for budgetary purposes only.
  - -Language stating that no contract will result from the RFI and vendors are responsible for all cost associated with their response.
- Statements such as the following should also be part of the cover letter or the goals and objectives of the RFI:

  > "At this stage a decision has not been made to request bids/proposals for a contract. A feasibility study will be done based on the analysis of the Request for Information responses. Further consideration will be given to this project based on the study results."

  > "All information submitted will subject to public disclosure in accordance with Chapter 119, FS, unless marked as proprietary information"

The following general guidelines should be followed:

- All information relating to the RFI and the responses should be maintained for preparation of an ITB, RFP, or ITN.
- Advertisement is not required but may be used to solicit additional vendor response.
- Soliciting general information from the vendor community in the form of an RFI does not constitute a conflict of interest.