

CITY OF TUSCALOOSA)
STATE OF ALABAMA)

**REQUEST FOR PROPOSALS
(A18-1505)**

TO: Qualified Firms

FROM: The City of Tuscaloosa, Alabama

RE: Request for Proposals for: Professional Services for Learning Management System (LMS) Solution and Related Professional Services

DATE: November 19, 2018

DUE DATE: Proposals are due no later than 5:00 p.m. CST. on December 19, 2018

Section 1. Introduction.

This is a Request for Proposals (“RFP”) containing information concerning the above-referenced matter, an abbreviated scope of work, and evaluation items. Firms expressing interest should be fully capable of providing the end results requested.

This is a procurement of professional services as more particularly described herein. This procurement will be conducted in a manner providing full and open competition consistent with the standards of 24 CFR § 85.36. To wit:

- a. The firm’s experience and qualifications will be evaluated primarily as they relate to the firm’s ability to **provide acquisition and implementation of a Learning Management System (LMS) software application solution including software, implementation and training for the City of Tuscaloosa.**
- b. The City will make awards only to responsible firms possessing the ability to perform successfully under the terms and conditions of the procurement. Consideration will be given to such matters as firm integrity, compliance with public policy, record of past performance, and financial and technical resources. The City will require firms to execute a “Disbarment and Suspension Statement” certifying / verifying that the firm is not suspended or disbarred or otherwise excluded under 2 CFR Section 408.220 of the government-wide non-procurement, disbursement and suspension list.

This is a qualifications-based procurement of professional services whereby competitors' qualifications will be evaluated and the most qualified firm will be selected, subject to negotiation of fair and reasonable compensation.

- c. Written proposals will be reviewed and rated by a panel of qualified City employees. The rating system will consist of a numerical grading system and a pass/fail grading system, as set forth in Section 3. The City may or may not elect to interview any of the responding firms.
- d. The City has exclusive and sole discretion to determine the firm whose services will be most advantageous to the City, and reserves the right to reject all firms.

The purpose of this inquiry is to determine the interest or non-interest and the qualifications of firms in providing the professional services required. A number of firms may be asked to express their interest in regard to these services in the form of a Proposal. Following the receipt of Proposals, a certain firm or firms may be selected for further consideration.

Section 2. General Scope of Services

The City of Tuscaloosa seeks the services of a professional firm which has the knowledge, experience and expertise to perform the services as requested.

The successful vendor will be required to provide a Learning Management System (LMS) software application solution, including all software, software integration, licensing, connectivity, implementation, support, training, documentation and other services to fulfill the requirements herein. All software and system components shall be supplied and warranted under this Contract to be free of defects.

Scope of Work:

- Tracking mechanism for internal and external training
- Reminders for upcoming and overdue trainings and certifications
- Ability to create customized content either internally or by the vendor
- Ability to create customized training and certification checklists by specific position
- Ability to sign forms and/or acknowledge policies in addition to acknowledgement of policy revisions
- Ability to upload and track training certificates from external training sources
- Reporting capabilities to track compliance
- Create lists of required trainings but also voluntary trainings to assist with career development/enrichment

- Option for quizzing/testing
- Vendor must address how they handle municipal training content specifically for police and fire required training
- System must be accessible to multiple devices (desktop computer, iPads, cell phones, etc.)
- Ability to have multiple department specific administrators to allow each department to assist in managing training
- Identify certification needs based on positions when an employee departs
- Direct integration with Microsoft Active Directory to allow single-sign on into the LMS using existing user credentials.
- LMS shall provide some manner of grouping users to allow logical division by department, division, etc. for purposes of separating users for training, management, etc.
 - Grouping by integration with existing Microsoft Active Directory groups would be a preferred ability.
- Preference will be given to an LMS platform utilizing HTML 5 or other programming methodologies which does not use any form of Java, Flash or other browser plug-ins.
 - Our intent here is to have no need of managing browser plug-ins which carry security issues and whose support may be discontinued at will by browser manufacturer.
- LMS vendors shall provide a list of compatible browsers and versions.
- LMS vendors shall provide a complete list of system requirements for both hardware and operating system.
- LMS vendors shall provide a complete list of content formats supported and shall fully provide the following information:
 - Ability to utilize user-created training content
 - Ability to import purchased training content
 - Willingness of Vendor to create custom content and a price structure for this
 - Formats supported for training content
 - Formats supported for upload into the LMS System
- If LMS is a hosted or SaaS solution, vendor shall provide data center location(s) and security certifications of these centers.
- Vendor shall provide and will be evaluated on Cybersecurity Training which shall include:
 - Cybersecurity Education
 - Cybersecurity Training
 - Phishing Training and Simulation
 - Threat intelligence gathering and training

- LMS System shall provide dashboard and reporting capabilities for individuals and groups.
- LMS System shall incorporate gamification and preferably a reward paradigm to encourage staff to participate in training.

The firm must comply with all applicable state, local, and federal regulations related to the services provided to the City. The City reserves the right, subject to negotiation and agreement, in writing, with the selected firm, to either expand or limit the scope of services as needed.

The selected firm will be required to have sufficient personnel to complete the tasks required by this scope of services. The selected firm will complete the required tasks in a timely and efficient manner. The selected firm would be expected to enter into a contract for services based upon the firm's hourly rates and an agreed-upon not to exceed amount.

Contact Person for Questions:

Kellie Austell
Deputy Chief Human Resource Officer
Human Resources
City of Tuscaloosa
Phone: 205-248-5230
Fax: 205-248-5795
kaustell@tuscaloosa.com

Explanations desired by a Proposer shall be requested from the City in writing and if explanations are necessary, a reply shall be made in the form of an Addendum, a copy of which will be posted on the City's website for this listing at <https://www.tuscaloosa.com/bids> and also forwarded to each known Proposer. **Every request for such explanation shall be in writing (email) addressed to Kellie Austell at kaustell@tuscaloosa.com**

Any verbal statements regarding same by any person prior to the award shall be considered not authoritative and not binding. Addenda issued to Proposers prior to the date of receipt of Proposals shall become a part of the RFP and Proposals shall include the work described in the Addenda. No inquiry received with five days of the date fixed for the submission of Proposals will be given consideration. Any and all such interpretations and any supplemental instructions will be in the form of written Addenda, which, if issued, shall be emailed to all prospective Proposers, not later than five days prior to the date fixed for the submission of Proposals

Section 3. Firm Qualification and Proposal Requirements

Firms interested in performing the work will be considered on the basis of a proposal containing information submitted in response to this request in a form limited to twenty (20) pages in 12-point font or larger of either Times New Roman or Arial. Front and back shall be considered 2 pages

Proposals are due no later than 5:00 p.m. CST. on December 19, 2018

All proposals should be submitted in 8 ½" x 11" paper size. Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this RFP. **Fancy binding and color displays other than those necessary are highly discouraged.**

Provide five (5) bound copies of Proposals to:

**Glenda Webb, City Attorney
Office of the City Attorney
City of Tuscaloosa
Post Office Box 2089
Tuscaloosa, Alabama 35403-2089
(205) 248-5140**

**Courier address:
Office of the City Attorney
2201 University Blvd.
Tuscaloosa, Alabama 35401**

The selected firm or firms must be experienced and qualified to provide the required scope of services. The firm or firms selected must have expertise related to the general Scope of Services set forth in Section 2. The following information must be submitted with the proposal before the date indicated above and in the order indicated below:

- a. Recently Completed Projects. Include three recent projects relevant to the project scope. Elements of recently completed projects are as follows:
 1. Name of project.
 2. Contact person for Owner/Municipality/Government Agency.
 3. Detailed Project Description. (15 points possible)

- b. Experience and Qualifications. A statement of the firm's qualifications to perform the work. The statement should include the following:
 1. The proposed personnel in the fields that the service is being requested, personnel qualifications and professional

certifications, years of experience and availability to perform the work and services to be provided. Relevant experience will be judged on the basis of the experience of those individuals named to the firm's project team for this project. Please include a statement indicating the location of the office or offices where the work and services will be provided. (30 points possible)

2. Please include a very specific statement providing examples of similar projects performed by the firm and the time required to produce the deliverables to past industry clients. (20 points possible)
 3. A statement as to whether the firm or any subcontractors are a minority or woman owned business enterprise. (5 points possible)
 4. A statement as to professional standing including any pending controversies outstanding. (Including, but limited to, mediation, arbitration, litigation- present, pending and/or in the last five (5) years that your firm was a party to.) If none exists, such a statement should be made. (Pass/Fail)
- c. Discuss the proposed approach to completing the needed services and provide a sample project plan which outlines the project process. (30 points possible)
- d. Please include a statement as to potential general conflicts of interest that would prevent the City of Tuscaloosa from entering into an agreement with your firm pursuant to this RFP. If none exists, such a statement should be made. (pass/fail)
- e. Pricing. Provide a total present value of initial and on-going costs to acquire, install and maintain the software application solution (30 points possible)
1. Indicate your prices and/or cost structure, as well as your expectations concerning reimbursement for travel, per diem expenses, and/or any other incidental expenses.
 2. If additional work is required beyond the scope of this contract, how

would those services be billed? This may include additional presentations, tasks added after the contract, or follow-up assistance as requested. Indicate your prices and/or cost structure, as well as your expectations, concerning reimbursement of this additional work.

The City reserves the right to interview a firm or multiple firms as it sees fit. There is no guarantee that a contract award will be made pursuant to this RFP. This RFP may be modified or amended at any time and for any reason, in the discretion of the City.

END RFP.