

**Eastern Maine Development Corporation
&
Tri-County Workforce Investment Board**

Request For Proposals

for

Learning Management System Software
eLearning Lab

Date of Issue: July 23, 2010

I. Introduction

Eastern Maine Development Corporation (EMDC) on behalf of the Tri County Workforce Investment Board (TCWIB) is soliciting proposals from qualified vendors to deliver integrated technology solutions that can efficiently manage, track and report on a WEB based Learning Management System that will be utilized by those falling under the requirements established for the Workforce Investment Act's (WIA) job seeker programs.

EMDC is the direct and integrated service contractor for the TCWIB, and provides services and programs in Penobscot, Piscataquis, and Hancock counties in Maine. NOTE: ARRA funds in this RFP are defined as including US Department of Labor (DOL) to state DOL formula grants for WIA programs.

EMDC in collaboration with the TCWIB will select a qualified vendor who demonstrates that its product and services are the most compatible with the WIA region's workforce development business needs, whose technology solutions best comply with federal and state reporting, and whose services are reliable, efficient, sustainable, easily implemented, supported by dependable technical support, and which demonstrate a reasonable return on EMDC's investment.

Interested and qualified organizations that have experience and expertise in delivering technology based learning solutions to manage, track and report utilization on these solutions are invited to submit a proposal in accordance with the instructions indicated in this RFP.

Proposals will be scored on the following criteria:

Responsive to EMDC's Business Needs	25 Points
Experience and Qualifications	25 Points
Product Features	25 Points
Costs	25 Points

II. Background

A. Overview

EMDC serves as the direct and integrated service contractor for federal, state and local workforce development grant programs in LWIB's region. EMDC offers a wide array of programs and services for job seekers and businesses through its contractual arrangement with Tri-County Workforce Investment Board (LWIB) the Local Area II Workforce Investment Board / One Stop Operator for the WIA Local Area II region (comprised of Penobscot, Piscataquis, and Hancock counties).

Workforce development services for youth, adults, and dislocated workers include a full range of employment, reemployment, training, educational services, skills remediation, internships, non-traditional work and training opportunities, support services, and peer mentoring services.

Job seekers are those individuals who are looking to enter the labor market for the first time, upgrade their skills, re-enter the labor market after a period of unemployment, and/or facing a career shift.

Business services are provided to the tri county region businesses that seek qualified individuals to effectively perform necessary job functions. Services offered include recruiting and prescreening job candidates, incumbent worker training, customized and targeted industry training initiatives, layoff aversion activities, and rapid response (downsizing assistance).

B. Network Description

The EMDC Workforce network includes five workforce sites. The sites serve the Maine counties of Penobscot, Piscataquis, and Hancock.

Workstations use Citrix and the PCs run Windows XP or Vista. Core network services (including the Citrix servers) are located at EMDC's data center in Bangor.

Site connectivity is via the Internet. Internet service is provided by various vendors. Dover has a 3meg (download) x768K (upload); Ellsworth 5 meg (download) x 640K (upload); Career Center 3meg (download) x768K (upload); Bangor 3meg (download) x3meg (upload); Millinocket, State T1.

III. Proposal Components

A. EMDC's WIA Business Needs

Proposals must address the following criteria in same order as below to be considered:

1. Proposed systems and integrated solutions must be web-based;
2. Vendor products/services support functional / regulatory changes rapidly, efficiently and cost effectively, meeting EMDC's changing WIA business needs;
3. Product utilizes features compatible with electronic communications and printing options;
4. Solutions provide user-friendly functionality for staff, job seekers and employer customers; and,
5. Features included support universal access for a diverse population (i.e., individuals with disabilities, limited computer skills, non-native English speakers, etc.)

B. Qualifications and Experience

1. Organizational Background

Please provide a description of your organization, including the following:

- a. Overview of your organization, including how long you have been in business;
- b. How long you have been delivering the requested products and services;
- c. Overview of learning management systems;
- d. Overview of financial management systems, stability and integrity (include company's DUNS Number for purpose of financial reference check); and,
- e. Organizational chart, including your technical support staff-to-client ratio;
- f. Overview of experience working with WIA systems and clientele.

2. Organizational Experience

- a. Provide examples of similar projects that your company has implemented;
- b. Describe your company's experience implementing required change orders, due to regulatory or program policy directives. Include a description of your deployment process and how it affects the customer;
- c. Provide the qualifications of the company's management team and project staff as they relate to this project, including how your company ensures quality customer service and technical support;
- d. Provide examples of how your product / services address the need to be customer-friendly to the end-user and provide examples; and,
- e. Provide a list of all installations of a similar scope and size that are still active; EMDC will select a minimum of three current clients to contact for references.

3. Deployment Plan

- a. Describe your proposed deployment plan, including a flow chart and timeframe describing a full product/service deployment and implementation schedule involving staff
- b. Describe how the deployment provides hands-on training pertaining to all system components at the staff, technical and administrator levels, including on-line and/or hard copy user manuals, support materials, etc.

C. Product Features

1. Product Features Requested

- System options are available anytime and anywhere, and allow learners to access training and

- education when they need it.
- System provides a means to achieve computer literacy, or the knowledge and ability to use computers and technology efficiently; offers advanced training and skills building courses.
- System flexibility adapts to different learning styles by allowing learners to advance at their own pace and to repeat material for reinforcement.
- System is readily scalable to both large and small groups.
- System holds providers and learners accountable for results by measuring learning content, skill advancement, and satisfaction, while potentially creating a portable on-line portfolio of learned content.
- A tracking System should support real-time tracking/polling and reporting of distinct users and customer services / activities for individuals accessing services.
- Vendor ensures quality of training content;
- System measures participant attendance without classroom time;
- System establishes time-in-training or hours-in-training requirements;
- System supporting digital literacy and access to technology for all trainees; and
- System offerings are accessible to individuals with disabilities.

2. Product Features Responsiveness

For each feature listed in Section III.C above, please provide the following information:

- a. Provide product specifications and how it aligns with EMDC's business needs; and,
- b. Describe how the product and its features are fully integrated ensuring ease of use.

D. Costs

The bidder may itemize each area below in any way it sees fit, but must include these totals:

1. Software, answer a., b., and c. below:

- a. Total cost of software / licensing;
- b. Annual maintenance / support cost; and,
- c. When does maintenance / support cost begin?

2. If the bidder provides a hosted solution, answer d. & e. below:

- d. Annual use/maintenance / support cost; and,
- e. When does use/maintenance / support cost begin?

3. For total project:

- f. Implementation cost (including setup, training, travel, etc.);
- g. What is the per hour cost of custom work; and,
- h. If the vendor charges for maintaining compliance with Federal regulations, what has been the average cost per year in the last five years?

IV. Application Instructions

A. Application Submission

1. Eligible Applicants: Eligible companies must not be on any Debarment or Suspension list(s) and must be in good standing with the Federal Internal Revenue Service and the state(s) in which business transactions take place.

2. Questions: Questions about the RFP must be emailed to jrussell@EMDC.org by 4:00 p.m EDT on August 2, 2010. All questions and answers will be posted to TCWIB's website at <http://www.tricountywib.org/arra>. No EMDC direct staff, consultant(s) or Board member(s) should be contacted for assistance or advice during this solicitation period. Such communication will constitute grounds for eliminating a submitted proposal from further consideration.

3. Submission Deadline: Proposals must be received by EMDC no later than 4:00 PM EDT on August 20, 2010. One (1) original and five (5) hard copies and an electronic copy on a CD must be submitted. The original must contain all original signature pages and forms. Incomplete proposals, i.e. proposals submitted without required information, forms and / or signatures, will not be considered complete and will not be reviewed for possible funding. Faxed or emailed proposals are unacceptable. Proposals should not be submitted in binders or with plastic covers, etc.; simply clip the pages together.

Proposals should be submitted to:

ATTENTION: Joanna Russell
Tri-County Workforce Investment Board
c/o EMDC
40 Harlow Street
Bangor, Maine 04401

All proposals and accompanying attachments received by the deadline become the property of EMDC. The submission of a proposal, even though best and final, does not commit EMDC to award a contract or pay any costs associated with preparation of a proposal. EMDC reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in entirety this solicitation if it is in its best interest. EMDC may require the successful bidder to participate in negotiations and submit proposal revisions, as needed.

4. Demonstration Requirement: The proposal must include a commitment to be available for one business day (8:00 a.m. to 5:00 p.m. EDT) to demonstrate its product and services, as outlined in the RFP, to EMDC representatives. The demonstration shall occur in Bangor, Maine on a date to be determined between September 1st and September 4th 2010.

B. Application Format

Proposals must be:

- Double spaced;
- Typed on 8 ½" x 11" single-sided paper;
- One inch (1") margins;
- Size twelve font;
- Sequentially numbered pages;
- Up to fifteen (15) pages; and,

Required attachments (A., B. and C. – see end of RFP) and products samples not included in this count; access to working samples of product may also be provided via the web or CD-ROM. If a sample or test product is not available, please explain why.

Proposals are not to be submitted with:

Cover letters (submit the cover sheet – Attachment A. -- provided)
Binders, plastic covers, etc. (simply clip pages)

V. Proposal Evaluation

A. Evaluation Process

1. Evaluation Committee

EMDC will create an Evaluation Committee, comprised of 5 members, including EMDC management, and the TCWIB Review Committee and technical support staff and/or consultants to review and score the proposals received. The Committee members will review the bids independently and use the criteria outlined below to assess the proposals. Review sheets will be provided and members are to use the sheets to make any written comments. No scores will be assigned in the independent review.

The Committee members will bring their independent reviews to the Committee joint evaluation meeting. Proposals will be discussed and rated by the full team. The highest ranking proposal vendor will be invited to present a demonstration. If the demonstration supports the proposal and EMDC's business needs, that proposal will be selected for contracting.

2. Appeal Committee

A final award by the service provider may be appealed to the Executive Committee of the TCWIB. The award decision must be filed by a bidder or proposer, and only for one or more of the following reasons, which reasons shall be detailed in writing to EMDC and other parties at the time of its filing with EMDC: that the award violates the law; that the award represents an irregularity creating a fundamental unfairness; that the award is arbitrary or capricious.

The appellant shall certify to EMDC that it has served written notice of the filing of the appeal upon the service provider, and upon every other person who has submitted a written bid or proposal for the contract, including the date and manner of service upon each. The Appeal, and each notice thereof shall state how the award decision violates the law; represents an irregularity creating a fundamental unfairness; or is arbitrary or capricious.

B. Evaluation Criteria

1. EMDC's Business Needs (25 points)

Proposals must address the following criteria in same order as below to be considered:

- a. Proposed systems and integrated solutions must be web-based;
- b. Vendor products/services support functional / regulatory changes rapidly, efficiently and cost effectively, meeting EMDC's changing WIA business needs;
- c. Product utilizes features compatible with electronic communications and printing options;
- d. Solutions provide user-friendly functionality for staff, job seekers and employer customers; and,
- e. Features included support universal access for a diverse population (i.e., individuals with disabilities, limited computer skills, non-native English speakers, etc.)

2. Qualifications and Experience (25 points)

a. Organizational Background (5 points)

Please provide a description of your organization, including the following:

- i. Overview of your organization, including how long you have been in business;
- ii. How long you have been delivering the requested products and services;

- iii. Overview of learning management systems;
- iv. Overview of financial management systems, stability and integrity (include company's DUNS Number for purpose of financial reference check); and,
- v. Organizational chart, including your technical support staff-to-client ratio.

b. Organizational Experience (10 points)

- i. Provide examples of similar projects that your company has implemented;
- ii. Describe your company's experience implementing required change orders due regulatory or program policy directives. Include a description of your deployment process and how it affects the customer;
- iii. Provide the qualifications of the company's management team and project staff as they relate to this project, including how your company ensures quality customer service and technical support;
- iv. Provide examples of how your product / services address the need to be customer-friendly to the end-user and provide examples; and,
- v. Provide a list of all installations of a similar scope and size that are still active; EMDC will select a minimum of three current clients to contact for references.
- vi. Provide a list of contracts with WIA systems operators, LWIBs and WIA service providers.

c. Deployment Plan (10 points)

- i. Describe your proposed deployment plan, include a flow chart and timeframe describing a full product/service deployment and implementation schedule involving EMDC staff
- ii. Describe how the deployment provides hands-on training pertaining to all system components at the staff, technical and administrator levels, including on-line and/or hard copy user manuals, support materials, etc.

3. Product Features (25 points)

Product Features Responsiveness

For each of the four features listed in Section III.C, please provide the following information:

- a. Provide product specifications and how it aligns with EMDC's business needs ; and,
- b. Describe how the product and its features are fully integrated ensuring ease of use.

4. Costs (25 points)

The bidder may itemize each area below in any way it sees fit, but must include these totals:

1. Software, answer a., b., and c. below:

- a. Total cost of software / licensing;
- b. Annual maintenance / support cost; and
- c. When does maintenance / support cost begin?

2. If the bidder provides a hosted solution, answer d. & e. below:

- d. Annual use/maintenance / support cost; and,
- e. When does use/maintenance / support cost begin?

3. For total project:

- f. Implementation cost (including data conversion, setup, training, travel, etc.);
- g. What is the per hour cost of custom work; and,
- h. If the vendor charges for maintaining compliance with Federal regulations, what has been the average cost per year in the last five years?

VI. General RFP Information

1. Incremental payments for the service / design described in this RFP will be paid upon pre-negotiated benchmarks. Final payment will be paid upon final system acceptance by staff.
2. Payment is contingent upon the satisfactory achievement of the standards and goals of the contract as determined by EMDC in accordance with negotiated benchmarks to establish acceptance of the final product.
3. The information submitted in response to this solicitation is not legally binding; however, any financial agreements, which are based on the proposals and subsequent negotiations, become legally binding after both parties have signed them. All resulting agreements – financial and non-financial – will provide mutual termination clauses between the two agencies.
4. EMDC reserves the right, at its discretion, to extend any resulting financial and non-financial agreements for an additional two years (with actual funding amounts based on performance and ability of state and federal funds) and continued project needs.
5. The submissions selected become part of the financial and/or non-financial agreements between EMDC and selected organization, and as such become public record. If the submission contains any confidential information it should be removed from the body of the response and placed in an Appendix.
6. This announcement and its attachments are an RFP and are invitations for prospective individuals/firms/community organizations to respond. Although this solicitation is in RFP format and follows RFP conventions, EMDC expressly intends that the procurement of service providers is a professional service and is not bound solely by the lowest price, where costs apply.
7. Contract awards will be based upon several factors, including but not limited to cost, compatibility of proposed services to stated software needs, and qualifications to provide such services.
8. Proposers must be Affirmative Action/Equal Employment Opportunity employers. Service providers will be required to meet EEO requirements as applicable.
9. Any entity selected to do business with EMDC must file insurance documentation with EMDC. Refer to Exhibit B for insurance requirements.

VII. Required Attachments

Attachment A. Cover Sheet

Attachment B. Proof of Insurance

Attachment C. Systems Checklist

Attachment A.

**EMDC & Tri-County Workforce Investment Board
Request For Proposals
Learning Management System
eLearning Lab
COVER SHEET**

Legal Name of Organization: _____

Software Name: _____

Contact Person/Title: _____

Mailing Address: _____

Telephone: _____ Fax: _____

Email: _____ Federal Tax ID #: _____

DUNS# _____

Legal Status of Organization (Please Check One):

Public Agency/Government Faith-Based Organization

Private-for-Profit Corporation Educational Institution

Non-Profit Corporation Other: _____

Number of years organization has been in operation: _____

Indicate State and year organization was incorporated: _____

Does the organization have a Board of Directors or Business Advisory Group?

If yes, how often do they meet and what is their role? _____

Acknowledgment:

In compliance with the request for proposals, and subject to the conditions thereof, the undersigned offers to furnish the proposed services and certified that s/he has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the organization named above.

Print Name of Authorized Representative / Title Date

Signature of Authorized Representative Date

Attachment B.

EMDC & Tri-County Workforce Investment Board Request For Proposals Learning Management System *eLearning Lab* PROOF OF INSURANCE

EMDC requires submission of a Certificate of Insurance naming EMDC as a Certificate Holder.

Contractor agrees to defend, indemnify, and hold harmless EMDC against claims, damages, bodily injury or property damage arising out of the contractor's work to the extent caused by the acts or omissions of the contractor and the contractor's agents or employees.

Insurance Requirements:

- Certificate of Insurance provided on ACORD Form 25-S or equivalent, evidencing the following coverage:
 - written with insurers licensed to do business in the State of Maine and with a minimum rating of A VII with A.M. Best with a minimum of 30 days' written notice to EMDC in the event of cancellation or non-renewal.
 - General Liability:
 - \$2,000,000 General Aggregate Limit
 - \$2,000,000 Products/Completed Operations Limit
 - \$1,000,000 Personal/Advertising Injury Limit
 - \$1,000,000 Each Occurrence
 - \$50,000 Fire Damage Liability
 - \$5,000 Medical Payments
- EMDC must be named as an Additional Insured as respects General Liability, including Products/Completed Operations
- Professional Liability/Errors and Omissions Liability:
 - \$1,000,000 Each Claim
 - \$2,000,000 Aggregate
 - If coverage is written on a claims-made basis, the retroactive date must be evidenced on the Certificate of Insurance.
- Automobile Liability:
\$1,000,000 Combined Single Limit for Bodily Injury & Property Damage Liability
(including owned, hired and nonowned autos)
- Workers' Compensation: Statutory Coverage for State of Maine
- Employers' Liability Limits of \$500,000 Each Accident/\$500,000 Policy Limit –
Disease/\$500,000 Each Employee – Disease
Waiver of Subrogation in Favor of EMDC

Attachment C.

**EMDC & Tri-County Workforce Investment Board
Request For Proposals
Learning Management System
eLearning Lab
SYSTEM CHECKLIST**

Please indicate if your system meets the following technical specifications:

Technical Aspects	Yes	No	Comments
Web-based design (Only a web browser is needed as a client)			
Secure connection (data encrypted in transmission)			
Industry-standard database architecture			
Group and user-based security (e.g., restriction by role, site, screen, etc. and edit/delete restrictions by role)			
Local printing at any user site			
User-customizable reporting			

In addition, all proposal submissions may be subjected to some or all of the following certification

deployment tests:

- Operating platform test: Ensures proper functioning across all combinations of relevant hardware and software components.
- Individual use cases test: Ensures proper functioning of the unitary features of the application.
- Combined use case interactions test: Ensures proper functioning of the unitary features in concert with one another.
- End-to-end user acceptance test: Ensures the satisfaction of end-user expectations.
- Accessibility test: Ensures compliance with the Maine IT accessibility policy.
- External interfaces test: Ensures proper functioning with all companion applications.
- Security test: Ensures against unauthorized access.
- Performance test: Ensures responsiveness against projected average and peak processing loads.
- Limited rollout test: Ensures the viability of the final rollout.
- Backup and recovery tests: Ensures disaster recovery and planned rollback.
- Regression test: Applies exclusively to upgrades of existing applications. Ensures that a new version does not compromise existing functionality.