



ALABAMA DEPARTMENT OF HUMAN RESOURCES REQUEST FOR INFORMATION

PROCUREMENT INFORMATION	
RFI Number: 2012-100-10	RFI Title: <i>Web-Based Training Curriculum Conversion and Services</i>
Proposal Due Date and Time: <i>Thursday, December 27, 2012 12:00 p.m., Central Time</i>	Number of Pages: 8
Procurement Officer: Starr Stewart, Director Phone: (334) 353-4744 E-mail Address: starr.stewart@dhr.alabama.gov Website: http://www.dhr.alabama.gov	Issue Date: <i>Thursday, November 29, 2012</i>
	Issuing Division: <i>Family Services</i>

INSTRUCTIONS TO VENDORS	
Submit Proposal to: Starr Stewart, Director Office of Procurement Alabama Department of Human Resources Gordon Persons Building, Room 2153 50 Ripley Street Montgomery, AL 36130-4000	Label Envelope/Package: RFI Title/Number: <i>Web-Based Training Curriculum Conversion and Services /2012-100-10</i> Proposal Due Date: <i>Thursday, December 27, 2012</i>
	Special Instructions:

VENDOR INFORMATION	
(Fill in the information fields below and return this form with RFI response)	
Vendor Name/Address:	Authorized Vendor Signatory:
	(Please print name and sign in ink)
Vendor Phone Number: ()	Vendor FAX Number: ()
	Vendor E-mail Address:
Trade Secret Declarations: (<u>reference section/page(s) of trade secret declarations</u>)	

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SCHEDULE OF EVENTS

*The following RFI Schedule of Events represents the Department's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events shall be between 9:00 a.m. and 12:00 p.m., Central Time. The Department reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Department's website at www.dhr.alabama.gov as detailed in Section 1.5.3 of this RFI. **Vendors should refer to the website periodically for changes to the RFI.***

EVENT	DATE
RFI Issue Date	November 29, 2012
Deadline for Receipt of Written Questions	December 06, 2012
Deadline for Posting of Written Responses to Questions	December 13, 2012
Proposal Due Date	December 27, 2012

SECTION 1: PROJECT OVERVIEW AND INSTRUCTIONS

1.0 PROJECT OVERVIEW

The ALABAMA DEPARTMENT OF HUMAN RESOURCES, (hereinafter referred to as “the Department”) seeks information from vendors regarding web-based approaches, methodologies and costs for converting existing training curriculums and creating new curriculums that offer interactive training and that will allow for testing, scoring and tracking of employees’ training. Due to limited bandwidth and server capabilities, training modules must be uploaded onto a server within the Department and accessed at local levels. A more complete description of the services sought for this project is provided in *Section 3, Scope of Project*. Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein.

1.1 POINT OF CONTACT

From the date this Request for Information (RFI) is issued until the vendor selection is announced, all communication must be directed to the procurement officer in charge of this solicitation. **Vendors must not communicate with any Department staff or officials regarding this procurement with the exception of the procurement officer.** Any unauthorized contact will disqualify the vendor from further consideration. Contact information for the point of contact is as follows:

Starr Stewart, Director
Office of Procurement
Alabama Department of Human Resources
Gordon Persons Building, Room 2153
50 Ripley Street
Montgomery, AL 36130-4000
Telephone Number: (334) 353-4744
E-mail Address: starr.stewart@dhr.alabama.gov

1.2 REQUIRED REVIEW

1.2.1 VENDOR’S QUESTIONS

Vendors with questions or requiring clarification regarding any section of this RFI must reference the RFI by title and number and submit written questions via e-mail or courier to the procurement officer referenced above by 3:00 p.m. (CST) **Thursday, December 06, 2012**. Each question must reference the section, page, and item in question. Vendors must submit all questions posed in a single email message to the procurement officer. Questions received after the deadline will not be considered.

1.2.2 DEPARTMENT’S RESPONSES

The Department will provide an official written answer by **Thursday, December 13, 2012** to all questions received by the deadline on **December 06, 2012**. The Department’s response will either provide clarification of the applicable issue or be in the form of a correction to this RFI. Vendor questions and the Department’s responses, as well as any formal written addendum will be posted on the Department’s website at www.dhr.alabama.gov by the close of business on the date listed.

1.2.3 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must adhere to the format requirements and must be received by the deadline for receipt of proposals as specified in the Schedule of Events and Section 1.3.1 *Required Copies and Deadline for Receipt of Proposals*.

1.3 SUBMITTING A PROPOSAL

1.3.1 REQUIRED COPIES AND DEADLINE FOR RECEIPT OF PROPOSALS

Vendors must submit **five (5)** copies and **one (1)** electronic (PDF preferred) copy on CD or DVD clearly labeled with the Vendor's name and the RFI title and number to:

**Starr Stewart, Director
Office of Procurement
Alabama Department of Human Resources
Gordon Persons Building, Room 2153
50 Ripley Street
Montgomery, AL 36130-4000**

Proposals must subscribe to the section/subsection headings and numbering format as specified in *Section 4 Proposal Format and Instructions*. Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the *Web-based Training Curriculum Conversion and Services* RFI# 2012-100-10. ***Proposals must be received at the receptionist's desk of the Office of Procurement by 12:00 p.m., local time, Thursday, December 27, 2012.*** Faxed and electronically submitted responses to requests for proposals are NOT accepted.

SECTION 2: LEARNING MANAGEMENT SYSTEM

2.0 THE CURRENT LEARNING MANAGEMENT SYSTEM

The current **learning management system** (LMS) is web-based and capable of delivering, tracking and managing training. The LMS manages training records and allow distribution of courses over the internet and includes features that allow online collaboration. The current system features automated record-keeping, allows registration by employees for classroom and online courses, offers user notification, requires manager approval, and offers waiting list management. In addition, the system includes provisions for a help desk, LMS upgrades, nightly backups, semi-monthly updates from the state database via (typically) text file, and emergency restoration.

The database maintains information for 4,100 – 4,500 active merit system employees and limits on-line access to training modules to those identified. The data for each employee created using a unique key with pertinent identifying information (i.e., name, county/unit, personnel class, program effort code, job code, organization code, division code, and employment status). This data comes directly from the State database through an interface between this system and the state's mainframe. The database easily handles transfers, promotions and departures of people.

Employee transcripts are viewable at the county and home office locations. Future employee options should be expandable to include contract employees. Reports display summary data by employee groups as well as individual employee data. The LMS provides a (monitored) forum, chat or auto-email feature between the instructor and all trainees. The LMS allows individual hard copy course materials to print out at the trainee's computer if needed.

The current database utilizes Microsoft SQL Server 2005 and SQL Server 2008. DHR furnishes all required Microsoft software licenses. The LMS integrates with the Windows Server 2003R2 Active Directory domain currently used by DHR for security and authentication. All servers use Microsoft Windows Server 2003R2 and are capable of running on Server 2008. Any proposed solution must integrate transparently with the current DHR infrastructure. Detailed network bandwidth requirements must be furnished for all proposals.

SECTION 3: SCOPE OF PROJECT

3.0 CURRICULUM WRITING TOOL

All proposed approaches must take into consideration all of the information provided in this section. DHR has approximately twelve course authors who will work with a vendor to convert and develop training materials. The proposed tool must be SCORM compliant and must allow the Department to assign any chosen number of writers access at a fixed price.

The tool should provide easy-to-learn methods to create modules, classes and courses for the knowledge base (memory and understanding). The basic tool features must enable course writers to create meaningful trainee interaction with course content. The tool should allow addition of scenarios and case studies. Additionally, the tool needs to readily incorporate graphics, charts, pictures, voice over, PowerPoint, video clips, web links, etc. when they would be beneficial to variety and acceptable to the bandwidth limits.

The following advanced tool features would be a plus: branching, branching based on skill and response to questions, access to enrichment features, etc. The tool must enable quiz or test options: short answer, T/F, matching, multiple choice. It should provide immediate feedback if desired. In addition to allowing a variety of test questions, the tool should also automatically provide cumulative test item analysis data.

SECTION 4: PROPOSAL FORMAT AND INSTRUCTIONS

4.1 PROPOSAL FORMAT

Proposals must not exceed **fifty (50) pages**, including attachments and must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12, black print. Proposals must be printed/copied onto one side of standard (8½ x 11) white typing/copier paper. *Paragraphs must be double-spaced.* Include labeled tabs that correspond with the bolded sections and subsections to which the information pertains. ***Do not use adhesive tabs (on pages of the proposal), tabs with paper inserts, sheet protectors, rings or prong fasteners.*** Vendors should avoid the use of elaborate presentations and binding materials beyond that which is sufficient to present complete and effective proposals. **Proposals that do not adhere to the specified format may be deemed non-responsive.**

4.1.1 COVER SHEET

The first page of each proposal must be the completed **Cover Sheet** (RFI cover sheet) with an original ink signature of the person(s) legally authorized to bind the vendor to the proposal. The cover sheet must also include the name of the contact person and contact information of the person authorized to act on behalf of the vendor (do not number this page).

4.1.2 TABLE OF CONTENTS

The Cover Sheet should be followed by the **“Table of Contents”**, which should list all sections, subsections and page numbers. Numbering of the proposal pages should begin with page 1 of the Table of Contents. Page numbers should be placed in the right corner of the bottom margin.

4.1.3 VENDOR QUALIFYING INFORMATION

Vendors must specify how long they have been in business providing these or services similar as required in this RFI and under what company name. List all names it has used when conducting business. Explain your expertise or history in the provision of services required in this RFI. Provide an organizational profile including: number of employees, and form of business (e.g. individual, sole proprietor, corporation, non-profit corporation, limited liability company.).

4.1.4 SERVICE DELIVERY APPROACH

Provide a detailed description of the work plan and the methods to be used that will demonstrate to the Department what your company intends to do. Include the timeframes necessary to accomplish the work, and how the work will be accomplished.

4.1.5 COST PROPOSAL

Provide a detailed budget for all proposed services.