

LMS RFP ATTACHMENT #1: TECHNICAL REQUIREMENTS

Please submit a detailed response to each numbered/lettered requirement below which details how each is addressed or enabled in your solution. While we reserve the right to ask clarifying questions, the response must contain sufficient detail for an evaluation of the proposal solely on what was submitted. Incomplete or inadequate responses will have a negative impact on the evaluation of the proposal.

Please state if each numbered/lettered requirement is **FULLY IMPLEMENTED, NOT PROVIDED, OR ALTERNATIVE PROVIDED.**

For **ALTERNATIVE PROVIDED** items, please describe in sufficient detail to enable the item to be evaluated appropriately in the context of your overall proposal.

LICENSING/ AUDIENCE

1. The company has experience working with large learner audiences (over 15,000).
2. The company has experience working with behavioral health and/or physical health agencies with relevant training, compliance, tracking and reporting needs. Experience with Medicaid training compliance is a plus.
3. The company has experience working with learner audiences that require enterprise administration, permissions and access.

SYSTEM

4. ENTRPRISE ADMINISTRATION & PERMISSIONS
 - a. The system must have multiple levels of administrator permissions. This would include but not be limited to:
 - i. Traditional Administrator role with global permissions in the system
 - ii. Location/group specific admins that are able to view, manage, and report on learners within a specific location/provider agency but not access learners outside their location/group.
 - iii. Instructor Administrator permissions that respond to an enterprise model (i.e. if Instructor has global permissions, they can assign and track courses for all learners; if instructor is specific to a location/provider they can only assign and track courses for learners within that location/provider).
 - iv. System must be able to create custom admin with specialized permissions/rights (i.e. Reset password Admin, Reporting Admin)
 - b. The system allows for both hierarchical and matrixed organization of learners. Admins for each group will only be able to view information about learners who are assigned within that Admin's hierarchy and/or matrixed groups. Compliance documents that are submitted for one agency are not visible to admins at another agency.
5. SYSTEM INTEGRATION
 - a. System will be able to receive multiple data files through SFTP process.

- b. Learners will be able to link from BHTEN website to course page after prompt to log in.
- c. System can integrate with e-commerce tool. Preferably BrainTree or PayPal. E-commerce functionality will include:
 - i. Course by course purchase.
 - ii. System allows for pricing variability. The system sets the course cost based on the learner's role and/or group membership. Prices vary by course. Set up of pricing variability can be set/up and changed by LMS admin.
 - iii. Option for Multiple/bulk purchase.
 - iv. Purchase process should be linked and tracked with registration process
 - v. See Courses Section, Waiting List. 4.b (p. 5)
- d. System allows guest learners (100-300) to self-generate/request an account for special events/courses. Workflow for this functionality will require admin approval and limit access/enrollment based on role.

6. SECURE AND RELIABLE SYSTEM

- a. A secure and reliable system exists for the protection and integrity of our data and user privacy. Provide a security white paper or similar documentation with at least the following information:
 - i. Data Protection
 - 1. The system should have both hardware and software redundancies built into its environment. The system should implement multiple layers to secure data security and user privacy, including Single Sign On (SSO) and Secure Sockets Layer (SSL).
 - 2. The system should utilize appropriate APIs and protocols for safe integration between different systems/software, such as connection between site and e-commerce tool.
 - 3. Protection from theft.
 - ii. Physical Security
 - 1. The system should have a disaster recovery plan to protect data from equipment failure and environmental or man-made disaster. This would include a backup and recovery procedures, mirrored servers, etc.
 - iii. Security Policies
 - 1. Describe your security procedures including the frequency of review and update.
 - 2. Describe the control of user access, data and transmission.
 - 3. Describe the granularity of security features within the LMS, including permissions, groups, and roles.

7. STORAGE

- a. The system will provide at least one terabyte of storage for content and learner data.

LEARNER INFORMATION

1. LEARNER ORGANIZATION/ GROUP STRUCTURE

- a. The system allows for both hierarchical and matrixed organization of learners. Multiple roles/group assignment for a single learner is a common use case scenario.
- b. The system must allow Administrators to change automated group assignment. This may be achieved by setting group assignment rules or utilizing a cross tabs table.
- c. System must allow Learner records to be merged resolving issues of learner duplication in the system.

2. LEARNER DATA

- a. The system will allow a single user account to be associated with multiple learner roles and records, preferably in a relational database.
- b. The system allows for exporting of data in a common CSV format for analysis and reporting.
- c. Inactive learner records are stored permanently and accessible to system and agency level administrator.

3. RELEASE OF INFORMATION

- a. System will require learner to consent to release of information upon login to grant access to information for: employer agencies, DBHIDS and BHTEN.

4. MULTIPLE JOB ROLES/ SUPERVISORS/ AGENCIES

- a. Role based access to information that protects learner privacy based on a matrixed group structure model.
- b. Since a learner can work at more than one agency, the system must recognize that the learner will have more than one supervisor. Each learner/supervisor relationship is private and other supervisors cannot access information relevant to that relationship (i.e. notifications and reports).
- c. System provides admins an interface (i.e. crosswalk table) to create rules that assign learners to groups/roles. Admins must have the ability to modify and manage these rules to respond to changing system needs.

5. DATA FIELDS

- a. The system allows new fields to be created, tracked and used for reporting beyond the traditional identifying fields.

COURSES

1. COURSE ASSIGNMENT & TRACKING

- a. The system allows for registration, tracking and delivery of ILT, SCORM and blended courses.
- b. The system allows required courses to be assigned and tracked based on the following factors:
 - i. Due within 30/60/90/180 days of the employee hire/promotion/transfer date and annually thereafter.
 - ii. Due on a specific date (i.e. April 15th) and annually thereafter.
 - iii. Tracking of course elective hours annually (i.e. All staff are required to take 10 hours of electives annually. Topics are not specified; just training hours must be tracked).
- c. Some ILT, SCORM and blended courses will be available as electives.
- d. Course assignment and availability will be based on role based group membership.
- e. Integration with Web Conferencing tool (i.e. GoToMeeting) is preferred, not required.
- f. System will allow for linking and tracking of external SCORM Content within the system (i.e. SCORM content purchased from external vendors).

2. CEU – LEARNER LICENSING

- a. The system has the ability to track and report multiple types of CEUs based on the following specifications:
 - i. BHTEN offers 5 types of CEUs (SW, IACET, PCB, APA & CPRP) that have varying values of Continuing Education Credits corresponding to classroom/training hours (i.e. Clinical Assessment course may provide 5.5 Social Work CEUs, but the same course will only provide 0.55 IACET CEUs).
 - ii. Learner should be able to select the type of CEU that they will receive when registering for CEUs. System should provide the Certificate corresponding to the selected CEU type.
 - iii. Learners should be able to request to receive more than one type of CEU
 - iv. System should track Credits earned. Reporting should allow learner based reporting as well as CEU specific reporting. Reporting by CEU and by course. See Additional Functionalities, 3. Reporting & Notifications (p. 6).
 - v. Not all courses provide all types of CEUs. When a course is set up, the Course Manager will need to identify which, if any, types of CEUs can be obtained with this course.
 - vi. CEUs will be associated with both ILT and SCORM courses.

3. COURSE EVALUATION

- a. System is able to require, track and report on completion of course evaluation. Course completion and availability of certificate can be withheld if learner does not complete evaluation.
- b. Ability to submit course evaluations anonymously is preferred, but not required.

4. WAITING LIST

- a. If a course is full, the course waiting list should become enabled. If a slot becomes available, the system should automatically notify first learner on the waiting list that they can register.
- b. In the case of a course with cost associated, the workflow should allow learner to sign up for the waiting list without payment. If a slot becomes available, learner should be prompted to pay in order to enroll in the course within an allotted time-period. Failure to pay within the time-period forfeits learner's spot in the course to the next learner on the list. While this process should be automated, admin and/or instructor can bypass system automation and register a learner.

5. HISTORICAL UPLOADS

- a. Ability to load historical data (i.e. past training history for learners), preferably with excel spreadsheets. This permission should be available for a specified Provider/ Location Administrators.

SUPPORT

1. TECHNICAL SUPPORT AVAILABILITY & RESPONSE TIME

- a. Please provide a description of the type, availability and response time of technical support. Specify any limitations.

2. IMPLEMENTATION SUPPORTS

- a. Implementation supports will need to include Requirements, Set up, Configuration, Data Migration, Integration, Portal Customization, Learner Role Setup, Customization of Self Registration, e-Commerce set up and Technical Assistance. Please describe the scope, length, services included in the implementation supports. Specify any limitations (i.e. supports limited by specific time-period).
- b. State any additional charges that could be incurred during the implementation phase.

3. TRAINING

- a. Training is provided for multiple levels of administrators. Please specify the format (i.e. ILT, E-Learning, Webinar) and length of training. Asynchronous e-learning with audio is preferred.
- b. Robust help site is available to support administrators.

ADDITIONAL FUNCTIONALITIES

1. DOCUMENT/ TASK ASSIGNMENT & TRACKING

- a. System provides the ability to:
 - i. Assign a learner to upload documents (i.e. Child Abuse Clearance, Resume, Valid License) by a specific deadline.
 - ii. Once a document has been uploaded by learner, an authorized user is notified that the document is available for verification.
 - iii. Task is marked complete once authorized user verifies document.
 - iv. Task renewal may be set based on the expiration date of the document (i.e. license expiration date) or based on a fixed time-period (i.e. 2 years from initial submission).
 - v. Notifications are tied to each step of the system including assignment, due dates and overdue notifications Ability to do reporting on groups with the same required document.
 - vi. If a learner works at one or more agency, they will need to have documents authorized and tracked but only viewable to each respective agency.

2. DISCUSSION FORUMS AND DOCUMENT SHARING

- a. System can host discussion forums associated with groups and associated with courses.
- b. System provides the ability to share documents with groups and with courses.

3. REPORTING NOTIFICATIONS

- a. Reporting system is able to:
 - i. Provide standardized reports by learner, profile fields, agency, course and CEU.
 - ii. Be flexible and provide administrators the ability to develop custom reports as needed.
- b. System is able to send notifications to learners, supervisors and administrators regarding.
 - i. Course assignments/enrollments, due dates, and overdue items.
 - ii. Licensure & document submission, expiration date and overdue items.

4. EMAIL COMMUNICATION

- a. The system should have the ability to send email notifications that are automated based on course access, assignment and due dates. Notifications should be able to be sent to both learner and corresponding supervisor(s).
- b. The system should allow multiple levels of administrators to send emails to groups of learners from the system.

5. Cloud-Based

- a. The system must be software-as-a-service (SaaS); i.e. cloud-based.
- b. Hosting of the system will be the responsibility of the vendor and shall be included in the cost proposal.