

LMS Request for Proposals



SafeCare BC Health and Safety Association ("SafeCare BC") is seeking proposals for a Learning Management System that we can use to offer our programs online to increase our accessibility to workers in the continuing care sector.

ASSOCIATION & CONTACT

NAME	SafeCare BC
DESCRIPTION	SafeCare BC is a non-profit health and safety association for the Continuing Care sector in British Columbia. Our mandate is to reduce injuries among BC Continuing Care workers by providing training, resources, and tools.
ADDRESS	1424-4710 Kingsway, Metrotower 1, Burnaby, BC, V5H 4M2
WEBSITE	www.safecarebc.ca
INDUSTRY	Health and Safety
CONTACT NAME	Katie Schultz
CONTACT EMAIL	katie@safecarebc.ca
CONTACT PHONE	604-630-5572 ext. 248

BUSINESS NEEDS

GOALS & OUTCOMES	We require a Learning Management System that will allow us to offer training in an online context, schedule our current face-to-face and webinar courses, track learner engagement, manage payments, and generate revenue. A comprehensive list of specific features can be found in the accompanying Proposal Template.
INTEGRATIONS	We currently use the PixelEra Inc. Association Management System (Member 365) to manage our members. Payments are processed via Bambora.
DATA TO BE MIGRATED	We do not currently offer any courses online, so there is no data to migrate. For the face-to-face courses that we currently offer, we intend to re-develop online content for them from the ground up.

PROPOSAL

REQUIREMENTS	Submit a proposal package as outlined in the Instructions & To Do List of the accompanying Proposal Template. Only complete proposals will be considered.
TERMS & CONDITIONS	<p>This RFP is only an invitation for proposal and no contractual obligation on behalf of SafeCare BC shall arise from this process unless a formal contract is signed between SafeCare BC and the successful applicant. This RFP does not commit SafeCare BC to pay any cost incurred in the preparation or submission of any proposal or to procure or contract for any services.</p> <p>SafeCare BC reserves the right to accept or reject any proposals, to revise the RFP, to request one or more re-submissions or clarification from applicants, or to cancel the process in part or whole. No applicant is obligated to respond or to continue to respond to the RFP after submission and/or the closing date.</p>
QUESTIONS	Please phone or email Katie Schultz with the contact information provided above.

TIMELINE

PROPOSAL DUE DATE	April 12, 2019 at 5pm PST
TARGET EVALUATION PERIOD	April 15 – May 6, 2019
TARGET DECISION ANNOUNCEMENT	May 10, 2019
TARGET "GO LIVE" DATE	June 3, 2019

Note: Do not let this extensive list of features discourage you from submitting a proposal.

Feature	Client Request	Client Comments	Vendor Response	Vendor Comments	Fees in \$CAD (if applicable)
Does your product offer...?			Use dropdown menu to respond "Yes", "No", or "On Roadmap"	Please provide comments or an explanation if necessary.	
Learning Environment					
Search functionality allowing learners to find specific courses, materials based on keywords, title, delivery format, and other tagged identifiers	Must Have				
Course catalog	Must Have				
Learners can view entire catalog and select own courses	Must Have				
Courses can be tagged and sorted by category	Nice to Have				
Courses have standard attributes regardless of delivery mechanism including: Title, Description, Length/Duration, Prerequisites (if applicable)	Must Have	We would like the system to track our face-to-face, blended, and online courses in a similar and intuitive way.			
Repeatable creation of events based off a standard course template (e.g. number of days, min/max seats, title, description)	Must Have				
Course enrolment and cancellation can be done by the learner	Must Have				
Learners can review their learning history/completed work	Must Have				
Learner home dashboard is organized, informative, and easy to understand	Must Have				
Learner drag and drop functionality (usually seen with widgets/blocks) on home dashboard	Nice to Have				
Learner progress bar or similar	Must Have				
Learners can be assigned materials, videos, etc.	Must Have				
Learners can download course materials, etc.	Must Have				
Announcements/News	Must Have				
Widgets	Nice to Have				
An easy-to-use interface	Must Have	Many of our learners will be ESL, so a simple interface is important.			
Customizable learner dashboard	Nice to Have				
Certificates					
Certificate Templates	Must Have				
Ability to edit Certificate(s)	Must Have				
Ability to upload your own Certificate(s)	Must Have				
Ability to e-mail certificates to learners	Must Have				
Assessment/Survey					
Built in assessment/survey tool	Must Have				
Question types (M/C, T/F)	Must Have				
Matching	Nice to Have				
Multiple Answers	Must Have				
Essay	Must Have				
Quiz can be audio/video/image based	Must Have				
Questions can be randomized	Nice to Have				
Quiz bank	Nice to Have				
Can leave comments/responses when learner answers correctly or incorrectly	Must Have				
Limit the number of times assessment can be launched	Nice to Have				
Ability to weight and grade individual questions within an assessment	Nice to Have				
Timed Questions/Assessments	Nice to Have				
Polls	Nice to Have				
Survey	Nice to Have				
Automate surveying of students with customizable course surveys delivered by email	Nice to Have				
Generate and manage course evaluations upon completion of all types of learning (e.g., instructor led, online, virtual), including automatically sending a course evaluation form to participant a set number of days after course	Nice to Have				
Mobile					
LMS comes with native app for mobile devices	Must Have				
Online/offline synchronization	Must Have	Many of our learners are rural and/or do not always have access to WIFI.			
Can view and take assessments/surveys within native app	Must Have				
Can view and take courses within native app	Must Have				
Available in iTunes Store (iOS)	Must Have				
Available in Google Play (Android)	Must Have				
Can be viewed on any mobile device via browser	Must Have				
Mobile responsive	Must Have				
Course Upload Types					
Upload 3rd party authoring tool (ex: Articulate Storyline, Captivate, etc.)	Must Have	Must have, but only if the built-in course authoring system does not meet our needs.			
Accepts videos as a standalone	Must Have	Many workers cannot accessing video hosting sites while at work (YouTube etc.) so course videos must be hosted in the LMS			
Course Standards					
SCORM	Nice to Have				
SCORM 1.2	Nice to Have				
SCORM 2004	Nice to Have				
xAPI	Nice to Have				
Built into LMS					
Built-in authoring tool	Must Have	Preferred over using an external system like Storyline or Captivate.			
Authoring tool templates	Nice to Have				
Built-in authoring tool that can output to HTML5	Must Have				
Content/course ownership	Must Have	Does ownership/license of all content developed in the LMS remain with SafeCare			
Comes with web conferencing tool or "virtual classroom"	Must Have	If not built-in, then with an integration.			
Integration					
Member 365 Association Management System	Nice to Have				
SurveyMonkey	Nice to Have				
Deep Learning					
Recommends courses based on previous courses in-progress/completed	Nice to Have				
Recommends content/documents/videos/etc. based on in progress/completed courses or content	Nice to Have				
Ability to include other items to enhance recommendation of courses/content	Nice to Have				
Curation					
Learner can share content, including video, audio, etc. with a single learner, multiple learners, shared groups or in an area or section designated for curation	Nice to Have				
Learners can leave comments, make suggestions, rank/rate (if available) any content (regardless of format or delivery)	Nice to Have				
Learners can use their mobile device and/or a digital camera or digital camcorder to upload their own video, photos into the LMS	Nice to Have				
Administrator can accept or decline various curation capabilities	Nice to Have				
Coaching/Mentoring/Social					

Learner can post questions on any topic in a social area or environment or designated area on within profiles or social wall or some other section	Nice to Have				
Other learners can respond to the questions (for any topic)	Nice to Have				
Learners can add media, content or other deliverables to their responses	Nice to Have				
Learner can share responses to question or questions with other learner or learners or groups, etc.	Must Have				
Other learners can rank/rate the response	Nice to Have				
Administrator can use vetting and/or moderate questions and comments from learners and/or respondents	Must Have				
Create Profile includes options such as job title, org/dept., contact info	Must Have				
Comes with Profanity/Inappropriate language filter (used by administrator) to remove or extract words, phrases in any comments, topics, etc.	Nice to Have				
Lists most popular/highest rated courses/content	Nice to Have				
Learners rank/rate content	Nice to Have				
Learner comments (comment on content, etc.)	Nice to Have				
Create communities tied to a specific course	Must Have				
Create communities tied to groups	Nice to Have				
Learners can upload their own videos	Nice to Have				
Learners can upload their own files (inc. pdf, doc., audio)	Nice to Have				
Forum/Discussion board	Must Have				
Discussions can be moderated	Must Have				
Chat room	Nice to Have				
Notifications					
Upon registration of courses, events (webinars/seminars, etc.)	Must Have				
Automatic and customizable email notifications	Must Have				
Learners are alerted when their certificates are expiring/due for renewal	Must Have				
Auto reminders via e-mail	Nice to Have				
Ability to send (SMS) - text messaging	Nice to Have				
Can send emails within system	Nice to Have				
Can store e-mail templates	Nice to Have				
Mail merge	Nice to Have				
Event Management					
Calendar	Must Have				
Calendar viewable on learner home page	Nice to Have				
Waitlist	Must Have				
Waitlist: Learner drop out, next learner is auto registered and notified via e-mail	Nice to Have				
When learners register for an event it appears via iCal in Outlook, Gmail and other Internet e-mail platforms	Nice to Have				
Learners can see scheduled seminars/webinars, etc. on calendar	Must Have				
Learners can click on calendar event and register directly	Nice to Have				
E-Commerce					
Allow self-registration/account creation by external clients (non-learners e.g. partners, customers etc.)	Must Have				
Administrator can manually create a registration/account	Must Have				
Learners can purchase courses	Must Have				
Learners can purchase events (webinars/seminars)	Must Have				
Learners can purchase subscription packages	Nice to Have				
Managers can purchase courses or promo codes for their employees	Must Have				
Accepts PayPal	Nice to Have				
Accepts Visa/MasterCard	Must Have				
Integration with Bambora	Must Have				
SSL Certificate	Must Have				
Ability to manage refunds	Must Have				
Generate invoices	Must Have				
Report: Track sales	Must Have				
Analytics					
Quiz interactions (questions right/wrong, attempts, etc.)	Must Have				
User demographics (organization, role/job title, etc.)	Must Have				
Logins and enrolments	Must Have				
Discussion participation	Nice to Have				
Includes how many times video was watched, who viewed it, length of time for each view and total length of time	Nice to Have				
Administrator					
Allow administrators to create, modify and cancel a course	Must Have				
Allow administrators to view all class offerings of a course	Must Have				
Learning plan can be assigned by job role, region, department	Nice to Have				
Allow administrator to load learner history via batch import (excel template)	Nice to Have				
Allow administrators to track attendance status (e.g., no show, cancelled, attended) of all types of training (e.g. instructor led, online, virtual)	Must Have				
Course enrolment and cancellation permissions (cut-off dates, etc.) can be set by admin	Must Have				
Can define course/event capacity (minimum and maximum seats)	Must Have				
Capture multiple user attributes (e.g. Organization, department, Manager, Job role, etc.)	Must Have				
Create user groups through defined attributes (e.g. organization, departments, country, etc.)	Must Have				
Provide multiple levels of administrative access and privileges	Must Have				
Allow administrators to create and assign system roles	Must Have				
Administrator dashboard	Must Have				
Batch upload of learners	Nice to Have				
Customizable dashboard	Nice to Have				
Manager Area					
Manager can see their team in a manager dashboard or view	Must Have				
Manager can assign training to team and/or individuals	Must Have				
Manager can view user/learner profiles	Must Have				
Instructor Area					
Allow instructor access to course enrollment information	Must Have				
Instructor can push survey/assessment during active class	Nice to Have				
Allow instructors ability to print rosters, send emails to participants and update course attendance post class	Nice to Have				
Classroom Mgt - for ILT					
Print out sign-in sheets	Nice to Have				
Automatically perform conflict checking for resources (e.g. instructors, rooms)	Nice to Have				
Capture resources (e.g., instructors, rooms, materials) for both classroom-based and online courses	Must Have				
Reports					
Custom fields are reportable (if applicable)	Must Have				
Learner can view a report or set of reports (defined by administrator)	Must Have				
Event (face-to-face/webinar) attendance is reportable (to attendees, managers, and admin)	Must Have				

Ability to schedule and email reports	Nice to Have				
Ability to report on question level data from surveys and assessments/tests	Nice to Have				
Ability to add filters to view reports on screen	Must Have				
Export data as .tab delimited - .xls, html, csv, pdf	Must Have				
Look and Feel					
Custom domain	Nice to Have				
Skinned - choose your own colors	Must Have				
Add your own logo	Must Have				
Change labels, tabs	Nice to Have				
HTML editor	Nice to Have				
CSS editor	Nice to Have				
General					
Assign Continuing Professional Development units to courses, materials, etc.	Must Have				
Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities	Must Have				
Single Sign On	Must Have	We would like our learners to be able to access Member 365, the SafeCare BC app, and the LMS with the same information.			
Forgot password (auto e-mail sent to learner to create new password)	Must Have				
Offers pre-made courses that can be used/customized for resale. If so, what commission/fees do you charge?	Nice to Have				
LMS offers a course marketplace, where learners can select and purchase 3rd party courses directly. If so, what commission/fees do you charge?	Nice to Have				
Learning Record Store (LRS)	Nice to Have				
LMS includes plug-ins (API store)	Nice to Have				
Accepts 3rd party APIs (provided by client)	Nice to Have				
Languages					
English	Must Have				
Please specify other languages available (if applicable)	n/a				