

October 23, 2018

INVITATION FOR PROPOSALS

PROPOSAL DEADLINE: NOVEMBER 9, 2018 5:00 P.M. EDT

Purpose of this Invitation for Proposals

Maine State Housing Authority (MaineHousing) is issuing this Request for Information (RFI) to gather information for the purpose of selecting a service provider for a Learning Management System (LMS). Prospective software and system vendors (Providers) are strongly encouraged to respond to this RFI.

Background and Scope

In the broader context of hiring, retaining and promoting leaders, MaineHousing is investing in an overall professional development strategy for the agency. MaineHousing has implemented a strategic planning process calling for more accessible, structured and focused training. A learning and development initiative has been created to assess the training needs of MaineHousing's internal staff, external partners and stakeholders, and leadership capacity. As part of the learning assessment, a need to provide an online learning environment was identified. MaineHousing is currently using an LMS through an outside consultant for our Homeless Initiatives Department. The department offers 12 e-learning courses for staff and external partners.

MaineHousing's learning strategy will utilize the selected LMS for training needs in the following areas: staff development, training of external partners, leadership development, software training, safety, and compliance training. Our initial projections include 250 active monthly users (internal and external). The first-year budget for all related costs for implementation, support, training, and 250 active user per months is \$10,000.00.

MaineHousing is the State of Maine's housing finance agency, an independent state agency that combines public and private housing finance to benefit Maine's low and moderate-income people. MaineHousing brings millions in new private and federal housing funds to invest in Maine for the creation of, and to help Mainers obtain, quality, affordable housing and services suitable to their housing needs. MaineHousing employs 170 staff in 14 departments. Staff positions are primarily in professional services and include asset management, compliance, finance, human resources, information technology, legal, property development, research, and policy analysis.

Objectives/Intended Results

- Create additional learning & development opportunities and improve accessibility by providing instructor-led, online and blended courses via the LMS platform;
- Provide additional courses and programs to our external partners;
- Leverage current technology to improve processes and efficiency of training administration; and
- Track individual employee performance and development.

Proposal Guidelines

MaineHousing intends to select one qualified LMS provider, subject to the terms and conditions of this Invitation. The RFI response/proposal should provide an overview of the Provider's LMS core features and system solutions based on MaineHousing's needs, including but not limited to the following areas:

- A. LMS product summary
 - a. Features overview.
 - b. System platform.
 - c. Additional system modules (Course authoring, Human Resources, Mobile application).
- B. Cost Structure and Fee Tiers
 - a. First-year projections of 250 active monthly users.
 - b. Additional fee tiers for growth potential.
- C. Implementation process
 - a. Detailed timeline from purchase to the full launch of LMS.
- D. Service and training
 - a. Provide information on initial and ongoing training including fee structure and options.
- E. Technical support
 - a. Information on initial and ongoing support including fee structure and options.
- F. LMS core features (see Appendix)
 - a. Describe how the Provider's LMS will meet MaineHousing's current requirements and potential for growth.
- G. Three references of LMS implementation at organizations similar to MaineHousing or other public services and state government agencies.

Selection Criteria

RFIs will be reviewed using the following criteria:

1. The Provider meets the requirements stated in this RFI Invitation.
2. The Provider's ability to meet MaineHousing's first year LMS budget.
3. The Provider's ability to meet the requirements of MaineHousing's current LMS needs and growth potential.
4. The Provider's implementation support and services provided, i.e., integration services, staff support and training.
5. The Provider's timeline for the implementation of required services.
6. Demonstrated expertise and prior successful experience in providing the types of services described in this Invitation.

RFI Timeline

Event	Start Date
RFI Issued	October 23, 2018
RFI Response Deadline	November 9, 2018
Selection for LMS Live Demonstration	November 16, 2018
LMS Live Demonstration	December 3 – 7, 2018
Final Selection and Notification	December 13, 2018
LMS Implementation	January 7, 2019

Clarification

To fully comprehend the information contained within a Provider's response to this RFI, the reviewing group may seek further clarification on that response. This clarification may be requested in the form of a brief verbal communication by telephone, electronic communication, or a presentation to the reviewing committee.

RFI Response Presentations and Demonstrations

Some Providers may be invited to present a live demonstration to the reviewing committee. The purpose of this presentation will be to seek clarification of information contained within the RFI proposal. Presentations will demonstrate a working solution of the Provider's LMS in relation to the guidelines outlined in this RFI and based on the functionality of the specifications listed in the LMS Feature Requirements (Appendix).

Deadlines for Questions and Proposals

All questions concerning this Invitation for Proposals must be directed in writing to Christopher Massaro, Learning and Development Coordinator at cmassaro@mainehousing.org no later than November 9, 2018.

All proposals must be received by MaineHousing no later than 5:00 p.m. on November 9, 2018. Proposals must be submitted under the signature of a principal of your firm and must be received by us (i) by email addressed to cmassaro@mainehousing.org with the following in the subject line "RESPONSE TO INVITATION FOR LEARNING MANAGEMENT SYSTEM PROPOSALS", or (ii) by United States mail or commercial delivery service, addressed to the attention of: Christopher Massaro, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330, with RESPONSE TO INVITATION FOR LEARNING MANAGEMENT SYSTEM PROPOSALS", marked on the envelope.

Additional Terms and Conditions

This Invitation for Proposals is subject to the following additional terms and conditions:

- MaineHousing expressly reserves the right to modify or withdraw this Invitation at any time, whether before or after any proposals have been submitted or received.
- MaineHousing reserves the right to reject and not consider any or all proposals that do not meet the requirements of this Invitation, including but not limited to incomplete responses and/or responses offering alternate or non-requested services.
- MaineHousing reserves the right to reject any or all proposals and not to award a contract pursuant to this Invitation, or to terminate the Invitation process at any time, if deemed to be in its best interest.
- MaineHousing reserves the right to negotiate price or other factors included in any proposal submitted to MaineHousing. If MaineHousing is unable to negotiate a mutually satisfactory contract with a successful respondent under this Invitation, MaineHousing may, in its sole discretion, negotiate with another respondent or cancel this Invitation and not award a contract to any respondent.
- In the event a respondent selected does not enter into the required contract to provide the services described in this Invitation, MaineHousing reserves the right to reject the respondent and to offer a contract to another respondent. The contract will contain standard terms of MaineHousing's professional services contract.

- Each respondent agrees to bear all costs and expenses of its response and there will be no reimbursement for any costs and expenses relating to the preparation of responses submitted or for any costs or expenses incurred during any negotiations.
- Prior to any award of a contract to the successful respondent(s), MaineHousing reserves the right to contact references.

Maine State Housing Authority (“MaineHousing”) does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.

Appendix

LMS Feature Requirements

Please indicate the availability and cost structure (include or fee-based) of the following LMS system features:

Administrative

- Online training- SCORM 1.2- & 2004-compliant courses
- Classroom-based training (Instructor-led)
- Webinars
- Certificates of completion
- Course evaluation (Survey/Quiz)
- Course prerequisites
- Course retake restrictions
- Course access levels- Required vs. Elective
- Course description- WYSIWYG HTML editor
- Course image
- Course due date
- Assigning courses to course catalogs, groups, or series based on predefined user roles or identification codes
- Registration code administration for user enrollment
- Open user enrollment
- User import-Spreadsheet/Excel upload
- Single sign-on
- Creation or modification of user information or user profiles
- A hierarchy for the training structure based on organizations, departments, user roles and location
- Ability to mark a user complete for a course
- Email notifications
- Real-time reporting dashboard
- Course reports –Course completions, course enrollments, etc.
- Classroom enrollment reports –Course completions, course enrollments, etc.
- User reports- Active users, certification completion, compliance completion, user login activity, user transcripts
- Course survey reports- Course satisfaction
- Report export & download
- Learner transcripts
- Ability to upload external training records
- Report integration-Google Analytics
- Automated report delivery
- E-commerce capabilities

Learner Interface

- Ability to self-register
- Ability to change password
- Intuitive navigation
- Intuitive search
- Engaging & visually appealing interface
- Responsive design - Mobile learning delivery
- View & print certificates of completion
- Easy enrollment for Classroom-based training and webinars
- Course commenting
- Discussion board
- Course rating
- Edit profile information
- What options are available for structuring our catalog?
- How are courses delivered? Is there mobile capability?
- Is there access to training without Internet or in areas of restricted bandwidth?
- Will we be able to assign training based on job code or location?
- Are compliance/noncompliance reports configured in a way that meets our organization's requirements?
- Can we filter data in all reports?
- Are reports configurable? Can the system handle ad hoc requests?
- Does the system allow for external database access?
- What level of report security is available?
- Will the LMS integrate with internal systems?

Support & Training

- Email support
- Phone support
- Support representative
- System training included-Live, online, documentation
- Help desk

System/Other

- Custom branding (White labeling)
- Open API
- HRIS integration
- Data migration
- Course authoring tool
- Assessment builder
- Live Chat
- Cloud-based system
- Offline course player