

## **REQUEST FOR PROPOSAL**

### **Learning Management System**

RFP Posted: April 7, 2017  
Final Date for Questions: April 21, 2017 2:00 p.m.  
Questions Posted: April 28, 2017 2:00 p.m.  
Proposal Due Date: May 5, 2017 2:00 p.m.

The South Dakota Science and Technology Authority (SDSTA) is seeking proposals for a Learning Management System for Sanford Underground Research Facility (SURF). Documents included in this Request for Proposal include:

- A. Request for Proposal (RFP)
- B. Draft contract (2017-12)
- C. Requirement Checklist

### **1.0 Background**

The South Dakota Science and Technology Authority (SDSTA) is a quasi-governmental agency established by the State of South Dakota to operate and manage the Sanford Underground Research Facility (SURF) in Lead, South Dakota. This facility has been developed to support a variety of scientific experiments, including physics, biology, geology, and others. SURF advances our understanding of the universe by providing laboratory space deep underground, where sensitive physics experiments can be shielded from cosmic radiation. Researchers at Sanford Lab explore some of the most challenging questions facing 21st century physics, such as the origin of matter, the nature of dark matter and the properties of neutrinos.

SDSTA is planning to implement a learning management system to improve the way training is developed, delivered, and managed. Because training is central to many things we do, we are looking for a learning management system that is robust, scalable, and capable of integrating with other systems, databases and websites.

### **2.0 Scope**

#### **Objective:**

A main objective is to increase online learning, from course development through registration and delivery. We also want to improve training compliance to ensure that all facility users have met all their training requirements.

#### **Audience:**

Our learners fall into the following four categories - employees, facility users (non-employees who work on science experiments), contractors and visitors. All learners are required to complete a general safety course. Employees have a training matrix based on job role and are typically required to complete from two to twenty-five additional courses per year. Users complete the basic safety course, plus additional courses as required by the experiment they support. Visitors and contractors

may only be required to complete the basic safety course, or in some cases, no training is required for a brief visit.

#### Courses:

Most training courses at the lab today are instructor led. Other types of training courses include on-the-job training with a supervisor signoff and read-and-sign training for procedures. We offer limited electronic courses by making presentations available to learners who then submit a quiz when finished.

#### Implementation Support:

We will require support during implementation, including in-person instructional design support for up to 3 courses, including the general safety course.

#### Key Data:

Employees:	150
Visitors / year:	up to 2000
Contractors / year:	up to 1500
Facility Users / year:	up to 200
Training courses offered:	250
Training events / year:	up to 7,000

#### Functional Requirements:

- Course content designed, created and managed in the system
- System home pages and course content customizable to align with branding and style guidelines
- Supports on line and instructor-led courses
- Support use of multiple formats (PPT, video, animations) in course content
- Training matrix defined by job role
- Training matrix and status (complete, overdue) viewed online by learner and manager
- Course catalog online – courses and dates
- Online registration, including non-employees
- Online completion of courses, including non-employees
- Management of courses with no content – waivers, certificate of training completed off site, citizenship verification
- Standard reports for learners, managers, and administrators – completed courses, overdue courses, course usage
- Notifications – registration, reminder, completion confirmation
- Course quizzes and evaluations managed in the system

#### Technical Requirements / Specifications:

- Cloud hosted, accessible both internal and external to the workplace network
- Supports Chrome, Internet Explorer and Safari browsers – list browsers supported and required plug-ins or extensions
- Able to integrate with other systems and custom databases (open architecture, SDK)
- Able to integrate with Drupal websites
- Supports LDAP connectivity

### **3.0 Selection Criteria**

The SDSTA will review all submitted proposals for adherence to this request's requirements and capabilities to identify the proposal providing the best value based on the following criteria:

1. Experience with similar projects
2. Qualifications of project personnel
3. Project understanding and responsiveness
4. ESH Program and Injury Experiences
5. Rates and fees

### **4.0 Selection Process**

1. SDSTA will form a selection panel that will review the responses received to this RFP.
2. SDSTA will make a selection based on the submittals or, at their discretion, may ask a short list of offerors to interview or provide a demo prior to finalizing the selection.
3. Offerors will be notified of the selection decision by email within three weeks of the receipt of proposals.
4. Selection decisions are final. There will be no process for appeal or re-evaluation.
5. SDSTA retains the right to request scope adjustments and substitutions of individual team members and engineering disciplines during negotiations.

### **5.0 Proposal Contents**

Brevity is encouraged in the responses to this RFP. Proposals must contain the following:

#### **5.1 Cover Letter**

Include contact information, including an email address, for the team's designated contact person who can receive and distribute RFP information on behalf of the team.

#### **5.2 Firm Qualifications**

Provide firm descriptions and evidence of qualifications to address the scope described in this document. Provide three to five examples of projects performed that demonstrate the qualifications and competence for each of the disciplines/requested areas of expertise. Provide client references.

#### **5.3 Individual Qualifications**

Provide resumes for all key project staff for each discipline. Biographies should include: Experience with similar relevant projects. Education and registrations.

#### **5.4 Functional and Technical Requirements**

Include the completed requirement checklist provided by SDSTA.

#### **5.5 Project Understanding and Approach**

Provide a brief description of your understanding and approach to the project.

## **5.6 Support Overview**

Describe vendor support during and after implementation, including response times.

## **5.7 Quality Assurance**

Provide a copy of your quality control and assurance programs. Describe your testing and support plan.

## **5.8 Exceptions**

Describe any exceptions to General Provisions and Terms and Conditions. Disclose any existing relationships and previous work with Sanford Lab.

## **5.9 Rates and Fees**

Provide a firm fixed price for completion of all deliverables. List hourly billing rates for participating staff. The cost proposal must include all design, production, testing and software necessary for the development of the site. Refer to key data in Section 2.

Break out costs based on the scope of the project, including itemized one-time set up costs, implementation costs, seat licenses and ongoing fees, and integration costs. If the execution of work to be performed requires the hiring of subcontractors, you must clearly state this in your proposal. The proposal need not include hosting costs; a development server environment will be provided for the project.

## **6.0 Submission Requirements**

Proposers should submit an electronic copy (.pdf format) of the proposal no later than 2:00 p.m. May 5, 2017, to: [mbaumann@sanfordlab.org](mailto:mbaumann@sanfordlab.org).

Questions must be submitted in writing by email no later than 2:00 p.m. MDT April 21, 2017, to [mbaumann@sanfordlab.org](mailto:mbaumann@sanfordlab.org). Answers will be emailed to all prospective proposers and posted to the sanfordlab.org website no later than April 28, 2017.

The proposal period may be extended at the discretion of SDSTA based on the quantity and/or complexity of questions. Any notices of extension of time to respond will be distributed to all prospective proposers by SDSTA.

All communications regarding this procurement between RFP release and contract award shall be directed by email to [mbaumann@sanfordlab.org](mailto:mbaumann@sanfordlab.org). Communications with other SDSTA staff regarding this procurement in advance of the contract award are not allowed.