



Solicitation

1. **Solicitation#:** 20002214 RFI

2. **Solicitation Issue Date:** August 23, 2019

3. **Brief Description of Requirement:**

Oklahoma Department of Human Services-Developmental Disabilities is requesting information regarding the development of an on-line training system. This is a re-announcement of RFI 20002214. Previous responses do not need to be resubmitted.

4. **Response Due Date:** September 30th, 2019

Time: 3pm CDT

5. **Return Sealed Bid To:**

Oklahoma Department of Human Services
Attn: Edward Cloud
2400 N. Lincoln Blvd
Oklahoma City, OK 73105

Or By Email To:
edward.cloud@okdhs.org

6. **Contracting Officer:**

Name: Edward Cloud

Phone: 405-521-4315

Email: edward.cloud@okdhs.org

REQUEST FOR INFORMATION

The Oklahoma Department of Human Services- Developmental Disabilities is seeking information from qualified business entities that have the capacity and experience to develop, manage, and maintain a standardized on-line training system. The training system is intended to provide a standardized method for the educational and professional development of community provider agency direct support staff and supervisory staff and Dept. of Human Services Developmental Disabilities (DDS) case management staff. The on-line training system will provide the availability of a better trained, more stable workforce which will thereby support a federal commitment to assure the health and safety of individuals with developmental disabilities residing in the community. In addition to the above, the training would be made available to other people who provide support to the individuals served including family members, teachers and employers.

DDS oversees a statewide system of services and supports for nearly 9000 individuals with intellectual and developmental disabilities who live and work in their communities. In addition, there are approximately 5,600 individuals on a wait list for services.

DHS Developmental Disabilities On-line Training System

The online learning management system will be used to complete the mandatory training required for staff of contract service providers as well as by state case management staff. The online learning management system should include a secure web-based platform which:

Enables providers to assign and track the progress of each staff person as they take courses. Courses should include pre/post testing to measure learner knowledge;

Is user friendly and intuitive allowing learners with few computer skills to successfully access training with little instruction;

Integrates with human resource information systems to allow for download of learner information (preferred);

Has the capacity to track hire dates, online learning, classroom learning, and certification dates enabling DDS to run reports and check progress;

Provides already-developed training lessons or courses that reflect best practice and current curriculum in the field of intellectual/developmental disabilities; (Please include a list of all courses provided, summary of content, and length of the training should be included as part of this proposal.)

Provides specific course content in preventing abuse/neglect/exploitation of individuals with developmental disabilities, communicating with individuals with developmental disabilities; use of person centered planning principles and positive behavior supports, along with other best practice topics on supporting individuals with intellectual/developmental disabilities;

Supports the customization/development of training content unique to the needs of DDS, including the ability to host webinars and/or other DDS content that needs to be accessed by system users for mandated or optional training;

Has the capacity to link to videos, websites and other online content, as a supplement to the existing training;

While not required but definitely preferred, courses available in Spanish;

Courses must be accessible by people with disabilities, such as availability of closed captioning on videos and both visual and auditory methods of learning;

Provides a reporting feature that allows system administrators to view and print summary and detail training reports which include at a minimum – completed training by learner, agency and/or program area; overdue assignments; and amount of time spent on lessons/courses;

Provides at a minimum the following technical support:

Telephone support and support desk accessible via email for the administrators of the system

Toll-free telephone assistance as well as a support desk accessible via email must be provided for ongoing customer service support to LMS administrators;

Single point of contact to provide technical support and service to designated administrators;

Has the capacity to transfer individual learner records between participating provider agencies or to be shared by participating agencies; (Learning transcripts must be easy to review and print.)

Shall be accessible on mobile devices such as a phone or tablet and functional twenty-four hours (24) a day seven (7) days a week, subject to limited temporary service interruption for scheduled maintenance that shall be conducted at off-peak hours or for emergency maintenance for which written notice is sent to DDS with respect to any scheduled down-time for the services and will use commercially reasonable efforts to notify DDS with respect to any non-scheduled down-times for the services. Continuous service is expected, with an average of at least 98% up-time during each year;

Provides easy to use templates/platforms for creating training content and/or supports common applications used to create content such as Windows Media Player, Adobe PDF Reader, Flash Player and browsers such as Chrome, Firefox and Edge;

Supports the latest international standards for eLearning such as SCORM and AICC conformance and Section 508 compliance;

RFI Response Instructions

The State is asking all interested parties to submit a response containing the following information:

A brief description of past experience providing similar services/products;

An opinion, based on past experience, whether the State has identified all the major components necessary to offer this service as part of a statewide contract; (If not, please provide information on other necessary components.)

A list of potential problems/risks that the State may encounter, and any ideas or suggestions about how such problems/risks should be addressed in a solicitation;

An estimation how each process should be accomplished, including specific methodology, hardware, connectivity, security, etc., and the estimated time frame in which each process would be accomplished.

Responses to this RFI will be accepted through **3pm CDT Monday, September 30th 2019.**

Special Information Regarding an RFI

This is a Request for Information (RFI) only. This RFI is being issued solely for information and planning purposes; it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit the State of Oklahoma or the Oklahoma Department of Human Services(DHS) to contract for any supply or service whatsoever. Further, the State of Oklahoma and DHS are not at this time seeking proposals and will not accept unsolicited proposals. The State of Oklahoma is unable to fund any non-budgeted liability.

Responders are advised that the State of Oklahoma and DHS will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the responder's expense. If a solicitation is released, it will be released by the Office of Management and Enterprise Services/IS Procurement, as required by state law, on their website:

<http://www.ok.gov/cio/Procurement/Solicitations/>. It is the responsibility of potential vendors to monitor the Office of Management and Enterprise Services/IS Procurement website for additional information, should OMES proceed with an RFP.