# GENERAL REQUIREMENTS

## 1.1 PROJECT OVERVIEW

This procurement will result in a contract with a vendor of a Learning Management System (LMS) whose proposed solution(s) and services meet the requirements specified in this RFP. The expectation is that the vendor will deliver a learning management system platform that can deliver service to 911 telecommunicators throughout the State of Alabama or any geographical area therein. The learning management system should allow the Alabama 911 Board staff the ability to monitor ongoing training and verify user compliance with training and continuing education requirements as established by the Board.

## 1.2 VENDOR QUALIFICATIONS

The vendor shall provide a narrative that illustrates the vendor’s understanding of the State’s requirements and project schedule.

The vendor shall provide a narrative that illustrates how the vendor will complete the scope of services, accomplish the required objectives, and meet the State’s project schedule.

The vendor shall provide a narrative that illustrates how the vendor will manage the project, ensure completion of the scope of services, and accomplish the required objectives with the State’s project schedule.

# TECHNICAL REQUIREMENTS

## 2.1 ALABAMA 911 BACKGROUND

There are currently just under 125 primary PSAPs in Alabama that coordinate with 85 Emergency Communications Districts (ECD). Each of Alabama’s 67 Counties has an ECD, and there are eighteen (18) Municipal ECDs. Included in this count are PSAPs operated on a handful of military bases and at least one tribal organization. Throughout these agencies, there was self-reported to be 2,300 telecommunicators.

## 2.2 SYSTEM CAPACITY AND ACCESS REQUIREMENTS

### 2.2.1 LMS CAPACITY

The Learning Management System must be capable of meeting today’s needs as well as allow for future expansion of additional users to meet the anticipated growth of users and their education needs. The LMS must have the ability to support an initial enrollment of 800 users with the ability to expand up to 2,500 users.

The vendor shall describe in detail how the Learning Management System supports a flexible and scalable configuration that will accommodate the addition or subtraction of users and meet any expected increases over time.

The vendor shall describe any limits to the number of users that can access the LMS at any one time.

The vendor shall describe any limits to the number of users that can access a given course within the system at any one time.

The vendor shall describe any limits to the number of courses that can be offered or accessed per month/quarter/year.

### 2.2.2 LMS REQUIREMENTS

The vendor shall describe in detail any hardware/software requirements to access the system.

The vendor shall describe in detail any specific operating systems or web browsers that are required to support access or use of the LMS.

The vendor shall describe what is required of the administrators and the end-users to install the program initially.

The vendor shall describe any licensing requirements, if any, for administrators or end-users.

### 2.2.3 LMS BANDWIDTH REQUIREMENTS

The vendor shall describe in detail the bandwidth requirements for access and optimal use of the LMS.

### 2.2.4 LMS SECURITY

The vendor shall describe the methods used to ensure the authorized participant is the person completing the course content.

The vendor shall describe the security features that are in place and how the system is protected.

The vendor shall describe how passwords are used to maintain the security of the system.

The vendor shall describe in detail the security policies and procedures followed to ensure that all software and content is secure enough to release to users.

### 2.2.5 MULTI-MEDIA ACCESSIBILITY

The vendor shall describe all options and devices on which users can access the LMS.

The vendor shall describe the availability to access the system from multiple locations and/or devices.

## 2.3 SYSTEM MAINTENANCE, UPDATES, AND IMPROVEMENTS

The vendor shall describe what maintenance schedule is in place for updates, upgrades, changes, or system improvements.

The vendor shall describe any downtime that can be expected during system updates, upgrades, changes, or improvements.

The vendor shall describe the process for informing administrators and end-users of needed updates, upgrades, and improvements and the expected downtime.

The vendor shall describe the frequency of any updates, upgrades, enhancements, or system improvements, and the average downtime that have been rolled out over the previous 5 years.

The vendor shall describe any enhancements or upgrades that would result in additional costs above the annual contract.

The vendor shall describe how their company receives input from administrators and end-users on recommendations for enhancements or improvements.

## 2.4 TECHNICAL SUPPORT AND VENDOR TRAINING

The vendor shall describe in detail the technical support that will be offered to administrators and end-users during implementation and enrollment.

The vendor shall describe in detail the technical support that will be offered to administrators and end-users while using the system.

The vendor shall describe how technical support is logged and reported to administrators and end-users.

The vendor shall describe how technical support is reached, and when technical support is available.

The vendor shall describe the support and training that is available for program administrators and the time requirements to complete the administrative training.

## 2.5 SYSTEM FEATURES AND CAPABILITIES

#### 2.5.1 VENDOR

The vendor shall describe its experience providing 911 training as well as training to government entities, whether State or local.

The vendor shall describe any courses or training that is currently offered for 911, emergency communications, public safety telecommunicators, or emergency medical dispatching.

The vendor shall provide an online or in-person demonstration of the products in a live environment, at the request of the Board.

The vendor shall describe the number of current product deployments, including any at a State level, and the number of single users on the current largest deployment.

#### 2.5.2 system access and use

The vendor shall describe the method of enrolling new users.

The vendor shall describe the method of assigning an individual username and password to each user.

The vendor shall describe the online registration system and process to enroll new users.

The vendor shall describe the method of migrating user data from historical records housed by the Board.

The vendor shall describe the steps administrators and end-users must complete to access the system and successfully use it.

The vendor shall describe the transferability of user information and access, should a user change agencies.

#### 2.5.3 SYSTEM FEATURES

The system must allow users to log in manually with a username and password combination.

The vendor shall describe the ability to create and manage user group configurations, including assigning group administrators.

The vendor shall describe in detail the ability to deliver two varying types of courses: interactive, including content that may be televised or will be streaming live, and content that consists of written material only.

The vendor shall describe the delivery of live/virtual classroom content and the platform that is used for delivery. If a third-party platform party is used, the vendor shall explain what the access requirements are for that.

The vendor shall describe the capabilities to include videos, animations, sound bites, and other multimedia elements into courses.

The vendor shall describe how closed captioning for courses is accomplished.

The vendor shall describe how links are used within course content to refer users to other content and how administrators add links.

The vendor shall describe what discussion or chat capabilities are there for users to interact with one another during each archived or static course.

The vendor shall describe what discussion or chat capabilities are there for users to interact with one another during each live course.

The vendor shall describe how users ask questions while in a live environment.

The vendor shall describe how users ask questions of instructors or subject matter experts during archived or static courses.

The vendor shall describe how live courses are captured and archived and how long each live course is available after the original release/streaming date.

The vendor shall describe how the user accesses supplemental materials for courses. The vendor shall describe the ability of users to download, email, or print any supplemental materials provided.

The vendor shall describe the process to modify courses that are already developed.

The vendor shall describe the process that is used to create custom courses.

The vendor shall describe the average development period for new course content as well as the average modification period for existing courses.

The vendor shall describe the process that is used for users who would need to start/stop courses at different intervals and how each users’ progress is saved. The vendor shall describe how this process works and would be navigated by the end-user.

The vendor shall describe the process that ensures the same user that paused their course is the same user that completed it.

The vendor shall describe the length of time the saved course would be available before it must be re-started from the beginning.

The vendor shall describe the notification system, to include: notification options, uncompleted courses, inactive thresholds, expiring certifications, and new course releases.

#### 2.5.3.1 TESTING AND EVALUATIONS

The vendor shall describe the online course evaluation system.

The vendor shall describe how tests and examinations are evaluated and scored.

The vendor shall describe the process for users gaining access to certification examinations.

The vendor shall describe the ability to provide stand-alone testing without being a course content subscriber.

The vendor shall describe the ability of the program administrator to predefine scoring criteria and pass/fail thresholds.

The vendor shall describe how feedback evaluation tools are created, disseminated, and collected for courses. The vendor shall describe who has access to the feedback and how feedback is used in the development of future courses.

#### 2.5.3.2 RECORDKEEPING AND REPORTING

The vendor shall describe its recordkeeping system and its basic functions, to include: how records are kept, how long records are kept, accessibility to retrieve records, and storage and time limitations.

The vendor shall describe how the system reports course completions and scores to the user and administrators.

The vendor shall describe the features available to print, email, and/or save completion documentation or certificates.

The vendor shall describe how successful course completions are reflected in the user’s profile.

The vendor shall describe the access control functionality, including administrative levels, tracking, and monitoring capabilities.

The vendor shall describe access configuration, to include: State-level access to all records, ECD-level access for respective records, and PSAP/Agency level access for respective records.

The vendor shall describe how individuals are able to access their records and how access to records is accomplished.

The vendor shall describe the ability of users to download external certificates or track external education for continuing education requirements.

The vendor shall describe the features available to track and monitor user activity.

The vendor shall describe the report generation function, including standardized reports, and how ad hoc reports are developed.