



August 8, 2019

Dear Vendors:

Reference: RFQ No. FY19-18610

Subject: Learning Management System (LMS) Software

AAMVA is hereby requesting quotes on the following products or services below.

Please make sure your pricing includes all cost for the software or software as a service (SaaS), yearly support cost, implementation, setup fees, travel cost, tax etc.

Scope of Work:

The LMS will function as an AAMVA-controlled application, meaning that only AAMVA personnel would have the ability to install, maintain, and update courseware. All Bidders must provide at least three (3) references where they have successfully implemented LMS SaaS within the last 3 years.

All LMS SaaS proposals must provide fairly consistent basic functionalities, to include:

BASELINE FEATURES

General

- Software-as-a-Service implementation
- Web-based, compatible with popular browsers including IE, Edge, Firefox, Chrome
- HTML5 and Flash compatible
- SCORM 1.2, SCORM 2004, AICC compliant
- “Sub-instance” or “enterprise” architecture
- Comprehensive HELP resources, including introductory instructions and live chat
- HELP line (availability and response time requirements to be defined in Service Level Agreement)
- Provide ability to customize themes, colors, logos, welcome messages, etc.
- Ecommerce capabilities

Content

- Support most popular eLearning software such as Articulate, Captivate, etc.

- Automated installation of imported SCORM packages and any embedded quizzes (including enforcement of pass/fail thresholds)
- Include a native content creator that includes easy importing of text, images, video, audio, documents, slide presentations, screen recordings, etc. in commonly-used formats
- Augment courses with downloadable resources
- Provide native quiz creation tool with pass/fail threshold enforcement
- Simple activation/deactivation of courses
- Ability to create downloadable completion certificates
- Use of voluntary or required forums, whiteboards, feedback must be options for all courses

Course Cataloging

- Must have the ability to present/hold multiple course catalogs/training paths to students depending on their common demographics/email domain
- Automated and manual deadline assignment
- Enforce pre-requisite, required, and elective course rules
- Centralized training calendar

Registration, Enrollment, and Administration

- Students must be able to self-register using email addresses as username. Only entries from a pre-approved list of domains will be allowed to register
- Registration process must use an email confirmation sent to the registration email address used
- Upon registration, the email domain will determine training groups, paths, and required course assignments
- Self-enrollment (for select courses) that does not require codes or other authorizations
- Ability to automatically re-assign courses for varying timeframes
- Notifications must be sent to external registration email addresses. These notifications include (but are not limited to):
 - Registration and assignment confirmations
 - Approaching deadlines (frequency set by administrator) for required courses
 - New posts to forums, feedback
- Provide a user and authorization structure that will allow for anticipated role responsibilities
 - AAMVA LMS Administrator
 - AAMVA program manager
 - AAMVA course instructor
 - LMS stakeholder

- Pre-determined courseware creation, activation, management authorities
- Pre-determined reporting access limits

DETAILED FEATURES

The basic functionalities listed above must exist in order to provide the more detailed features listed below.

Functionality/Features	Required	Optional	Not Required
General			
Software-as-a-Service (SaaS) model	X		
Web-based, popular browser compatibility	X		
HTML5 and Flash compatible	X		
SCORM 1.2, 2004, AICC compliant	X		
Customizable themes, colors, logos, welcomes, etc	X		
Comprehensive HELP resources	X		
Acceptable redundancy and backup practices	X		
Guaranteed uptime +99.9%	X		
Access			
Registration/enrollment restricted to pre-approved email domains	X		
Secure authentication process	X		
2-step registration requiring email confirmation	X		
Automated password retrieval using 2-step email confirmation	X		
Platform			
Support for LMS sub-instances at the "enterprise", business unit, student, course or other defined levels ("Enterprise" architecture)	X		
Allow/revoke authority for sub- instances to load courseware	X		
Easily distribute courseware and all attributes from host to all sub-instances (batch and individually)	X		
Sub-instances can activate/deactivate and assign users to enterprise-furnished courseware	X		
Level of netForum integration		X	
Demonstrated API capabilities	X		
Ability to import/export to other LMSs	X		
Intuitive administrator interface	X		
Intuitive student interface	X		
Integration with virtual meeting/classroom tools	X		
User Management			
Self-registration and self-enrollment capabilities (no codes req'd)	X		
Automated assignment of learning activities (single or bundle), training paths, user groups, available courses based on email domain (self-registration)	X		
Clear and robust ability to assign stakeholder authorities and reporting access across all levels of LMS structure	X		
Ability for administrator to toggle between role types	X		
Ability for administrator to reset completion statuses	X		
Create and manage user groups	X		
Ability to update/adjust/create learning paths	X		
Create, change and view users and their information/profiles	X		
Create custom fields in user profiles	X		

Advanced search and reporting using custom fields		X
Ability to create and manage user groups	X	
Ability to create and manage training/career paths	X	
User can belong to multiple user groups/training paths	X	
Email domain can determine multiple groups/training paths	X	
Ability to create (or batch upload) new users	X	
Set/change user status (i.e. active/inactive/deleted)	X	
Define student to supervisor relationship	X	
Content Management		
Ability to enforce or waive a prerequisite	X	
Support for online training, instructor-led training, and informational learning objects	X	
Ability to integrate courses from any source given they follow AICC or SCORM standards	X	
Manage course properties (CEUs, duration, test required, etc.)	X	
Can disable a course without removing it from the LMS	X	
Ability to manage deadlines and expirations	X	
Manage completions manually	X	
Delayed assignment capabilities	X	
Access online resources	X	
Set auto-reminder emails for students / instructors / managers / administrators	X	
Require courses to be completed in a defined order	X	
Ability to manage certificate distributions including multi download	X	
Auto-reassignment capability	X	
Optional whiteboard		X
Optional feedback - ability to make feedback required		X
Optional forum		X
Survey creation tool	X	
Native course content creator that can import content of popular formats including test, image, audio, video, slides	X	
Native quiz creator with pass/fail enforcement	X	
Ability to copy courses across LMS instances	X	
Ability to require passing scores to complete the course	X	
Student notes feature (per course)	X	
Downloadable resources	X	
Robust and agile course/training path cataloging	X	
Cataloging		
General business rules for how users will access the catalog and enroll in courses	X	
Course catalog content dependent upon email domain	X	
Multiple catalogs can be used or stored simultaneously	X	
Searchable course catalog	X	
Add external courses to the main catalog	X	
Allow hyperlinks in catalog course descriptions	X	
Reporting		
Real-time reporting and exporting (minimum .xls and .csv) of industry standard reports	X	
Limit sub-instance stakeholders to sub-instance reporting	X	
Robust report filtering capabilities	X	
Dashboard reporting, summaries, and analytics all stakeholders	X	
LMS administrator access to sub-instance reporting	X	

Review / print a transcript (student accessible)	X
Communication	
Automated reminder and confirmation notices via email	X
Automated email notification of whiteboard, feedback, forum activity with opt-in/out feature (if features implemented)	X
Automated email to administrator of failed manual registration/assignment attempts	X
Automated email notification of updated course material	X
Ability to turn on or off notification events	X
Ability to send emails to batch and/or selected users	X
E-Commerce	
Integrated e-commerce capability	X
Ability to bundle courses and offer as a single training package	X
Discount features	X
Promotional code features	X

Pricing Instructions:

Please provide pricing for up to 100 users and tiered pricing above and beyond that of user licenses and any implementation cost. Also provide optional training cost for administrators.

Period of Performance:

Contract Award to September 30, 2020 with options to extend the contract term up to five years.

Past Performance and References:

Please provide examples of past performance along with three (3) professional references.

Evaluation Process:

AAMVA will convene an evaluation panel comprising members chosen for their relevant expertise and experience. Quotes will be evaluated in accordance with the scoring outlined below.

- Proposed solution and services provided (30%)
- Technical Solution and easy of use (25%)
- Past performance examples and references (10%)
- Pricing (35%)

RFQ Timeline:

Issue RFQ	August 8, 2019
Questions Due	August 15, 2019
Proposal Due	September 3, 2019
Evaluate Proposal	September 4 to Sept 6, 2019
Software Demo's	ASAP
Announce "Apparent Successful Contractor"	ASAP
Issue Purchase Order/Sign Contract	ASAP

Instructions and Contact information:

Please submit your quote in **adobe pdf format** as soon as possible but **NLT September 3, 2019 5pm EST.**

Late submissions will not be accepted.

Please include the signed **Exhibits A and B** below in your submission.

Terms of the quote shall remain valid for a period of sixty (60) calendar days from the date of submission.

All quotes shall be submitted to procurement@aamva.org and should request a receipt confirmation.

Procurement contacts:

Wesley Day | Sr. Manager Procurement | Phone: 703-908-5877 | Email: wrday@aamva.org

Siedah Ross | Procurement Specialist | Phone: 703-908-2861 | Email: sross@aamva.org

Thank you for your interest.

Sincerely,

A handwritten signature in black ink, appearing to read "Wesley Day". The signature is written in a cursive, flowing style.

Wesley Day

Sr. Manager, Procurement

EXHIBIT A CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which this Exhibit A is attached, understanding that the truthfulness of the facts affirmed herein and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 90 days following the due date for receipt of proposals, and it may be accepted by AAMVA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of AAMVA whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official capacity. Any exceptions to these assurances are described in full detail on a separate page and attached to this document.
5. I/we understand that AAMVA will not reimburse any costs incurred in the preparation of this proposal. All proposals become the property of AAMVA and I/we claim no proprietary right to the ideas, writings, items, or samples presented in the proposal, unless so stated in the proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the consultant and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other consultant or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the consultant to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature of Offeror

Printed Name, Title and Date

EXHIBIT B- CERTIFICATION OF DEBARMENT

The prospective vendor certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any department or agency of the Commonwealth of Virginia or any of the jurisdictions comprising the membership of the American Association of Motor Vehicle Administrators (AAMVA);
3. Have not within a three year period preceding this date been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
4. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated above of this certification; and
5. Have not within a three-year period preceding this date had one or more public transactions (Federal, State or local) terminated for cause or default.

Vendor understands that a false statement on this certification may be grounds for rejection of any submitted proposal or quotation or termination of any award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both if federal funds are being used to support the procurement.

Printed Name of Vendor

Printed Name and Title of Authorized Representative

Signature of Authorized Representative