



STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

REQUEST FOR INFORMATION
FOR
ELECTRONIC LEARNING MANAGEMENT SYSTEM

RFI # 33901-21200
AUGUST 1, 2024

1. STATEMENT OF PURPOSE:

The State of Tennessee, Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) issues this Request for Information ("RFI") for the purpose of reviewing options available for an electronic learning management system (LMS). We appreciate your input and participation in this process.

2. BACKGROUND:

The TDMHSAS operates four (4) Regional Mental Health Institutes (RMHI) that provide inpatient psychiatric care and treatment. These facilities staff a total of one thousand six hundred and sixty-one (1,661) employees and are located in Chattanooga, Nashville, Bolivar, and Memphis. All RMHIs are accredited by The Joint Commission. Due to training requirement related to accreditation, licensing, and health and safety rules, regulations, and policies, TDMHSAS needs a solution that will assist with the administration, documentation, tracking, reporting, and delivery of educational courses, training program, and learning and development.

The TDMHSAS is seeking information from vendors as to what learning management systems and options are available. In particular, the TDMHSAS is interested in learning more about LMS that offer video conferencing functionality, certification and compliance management, interactive training opportunities, testing and reporting, integration, and content authoring capability.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI via email to:

Mary Lee, Director of Procurement Contracts/Senior Associate Counsel
Tennessee Department of Mental Health and Substance Abuse Services
Mary.Lee@tn.gov
(615) 587-1557

3.2. Please feel free to contact the Tennessee Department of Mental Health Services with any questions regarding this RFI. The main point of contact will be:

Mary Lee, Director of Procurement Contracts/Senior Associate Counsel
Tennessee Department of Mental Health and Substance Abuse Services
Mary.Lee@tn.gov
(615) 587-1557

3.3. Please reference RFI # 33901-21200 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		August 1, 2024
2.	RFI Response Deadline	4:00 P.M.	September 13, 2024

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Provide brief description of experience providing similar scope of services/products:
4.	Provide a brief description of the essential features included in the learning management system

(i.e., customization, content libraries, personalized learning modules, etc.).
5. Describe how the LMS caters to different learner preferences.
6. Explain the process for creating and distributing content in the LMS.
7. Describe security measures for the system.
8. Describe any automations included in the LMS (i.e., automatic enrollment, notifications, reporting, and assessments).
9. Describe user support and technical assistance provided with the LMS.
10. List any partners or web-based applications that the LMS can integrate with (i.e., UKG, Edison, Netsmart/MyAvatar, Train Track).

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per license, per admin, hosting fees, etc.):
2. Describe the typical price range for similar services or goods.
3. Describe any one-time costs or implementation fees.
4. Describe any integration fees.
5. Describe any ongoing user support and technical assistance fees.

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: