STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION

REQUEST FOR INFORMATION
FOR
CONTENT MANAGEMENT/PROFICIENCY TRAINING & TRACKING SOFTWARE

RFI # 40100-51133
November 27, 2023

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Transportation issues this Request for Information ("RFI") for the purpose of identifying and understanding market and enterprise licensing solutions available for content management and proficiency training and tracking software. We appreciate your input and participation in this process.

2. BACKGROUND:

The Department of Transportation (TDOT) is looking for a tool to track and manage training content and applicable field hours and proficiency demonstrations completed for multiple divisions, under the Bureau of Engineering including Alternative Delivery, Construction, Geodetics, Materials and Test, Operations,Production Support, Project Development, Professional Services, , ROW, Traffic Design, Traffic Operations, Structures, and Utilities as well as external partners.

The tool should:
- Provide training platforms and means of testing individuals inside the platform
- Provide trackability of hours and training attained in the field
- Provide scorecards/checklists for proficiency demonstrations completed, and
- Have the ability to notify and schedule personnel regarding required classes, recertifications, and completed and outstanding training

*Information is being sought for both Content Management and Proficiency Training and Tracking. Respondents may answer for either or both. It is not required to respond to both sections.

3. **COMMUNICATIONS:**

    3.1.   Please submit your response to this RFI to:
        Lauren Shirey, TPM2
        Department of Transportation
        505 Deaderick St.
        Nashville, TN 37243
        931-272-4354
        TDOT.RFP@tn.gov

    3.2. Please feel free to contact the Tennessee Department of Transportation with any questions regarding this RFI. The main point of contact will be:
        Lauren Shirey
        Department of Transportation
        505 Deaderick St.
        Nashville, TN 372143
        931-272-4354
        TDOT.RFP@tn.gov

    3.3. Please reference RFI # 40100-51133 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		11/27/2023
2.	Questions and Comments Submitted to TDOT		01/05/2024
3.	TDOT Response to Questions and Comments		01/19/2024
4.	RFI Response Deadline	2:00 PM	02/07/2024
5.	State Schedules Demos and Presentations		02/28/2024
6.	Demonstrations via Microsoft Teams scheduled by TDOT	8:30 AM – 3:30 PM	03/13/2024 and 03/14/2024

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 <u>not</u> 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 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 <u>not</u> 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.

*Information is being sought for both Content Management and Proficiency and Training. Respondents may answer for either or both. It is not required to respond to both sections:

Section 1 – Content Management

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TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Please provide a brief description of experience providing similar scope of services/product.
4. Please describe the functionality available for Individual Tracking of data relating to training, renewals, certifications, personal information
5. Please describe the functionality available for Compliance Tracking of data relating to training, renewals, certifications, personal information
5. Please describe how notifications are sent to both the individual and the administrator for renewals, recertifications, expiring certifications, etc.
6. Please describe how compliance is tracked.
7. Please describe how personal information is accessed by an individual and what information is tracked in your system
8. Please describe the reporting function of your solution as it relates to: a. ability to view and print certifications.   b. scoring data
9. Please discuss the availability of your solution to both internal and external customers or learners.
10. Please describe how trainer or proctor data is tracked. Does functionality exist to monitor classes/assessments/trainings to ensure consistency across the state? Is there a function to monitor compliance?
11. Please describe the data base of training available with your solution.
12.   Have you implemented this type of product for any other government entity or quasi-governmental entity at the state or local level?: a.   Name of State/Region:

b. Years of service provided to the client:

c. Contact person in each State/Region who is familiar with the product:

13. Please describe the licensing options available (i.e., Individual licenses? Incremental number of licenses? If incremental, define the number of users in each increment?);

a. Is an enterprise license model available? If so, please describe the features of this option:

b. Is an unlimited license model available? If so, please describe the features of this option:

c. Is there a packaged license model available with a combination of SCORM File and manual hardcopy training accompanied with videos? If so, please describe the features of this option:

14. Describe your products capability to include any of the following training formats:

• Video presentations able to be accessed online through a learning management system (TDOT currently uses Adobe Learning Manager, previously Captivate Prime)

• Trainer and learner guides with lesson plans, checklists, PowerPoint slides, and the ability to print any quantity, any time

• Learner Exam Tests – online and/or printable

• Learner Evaluation forms for demonstrations and guides on how to use them

• Online self-paced, self-study options through a learning management system

• Ability to customize training material to equipment and tool brands used by TDOT, as well as systems/software used by TDOT transportation personnel

• Integration to Microsoft 0365 tools

15. Please describe the admin training, customer service and maintenance included with the software license:

16. Please describe any other types of software your solution is capable of integrating with. Please describe any experience you have integrating with PeopleSoft specifically.

17. Please describe how your solution supports live streaming of video and audio from a variety of sources

18. What are the hardware/equipment and internet/data speeds required to support your solution?

19. Please describe how your organization provides IT support and maintenance for the solution. Does your solution require assistance from TDOT IT?   If so, please describe

20. Please describe your product's solution for Active Directory integration to allow SSO of if the product requires a separate platform specific account and password to be created and managed

21. Please describe your solution's ability for aggregation or integration of training videos from other platforms.

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.:

2. Describe the typical price range for similar services or goods

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

Section 2 – Proficiency Training and Tracking

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TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4. Does your system allow for the tracking of work/field hours completed outside of courses housed inside of the training & tracking software? Describe the process.
5. Does your system allow for the tracking of demonstrated skills outside of an exam in the training and tracking software, such as in the form of a demonstration form or checklist? Describe the method.
6. Does your system allow for the grouping of courses, field work, and on-the-job-training into consolidated Modules?
7. Describe any additional abilities of or workarounds within your system to capture offline learning, practical application, field hours and/or competency demonstrations.
8. What Content Management Software systems does your software presently integrate into your product

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.:

2. Describe the typical price range for similar services or goods

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