

Request for Information
RFI

Public Health Foundation

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Confidentiality

All information included in this RFI is confidential and only for the recipient's knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party.

Introduction and purpose of the RFI

Public Health Foundation (PHF) is requesting that interested organizations provide information that will assist in the development of a request for proposal (RFP) to create an electronic learning network targeted specifically for the public health workforce both nationally and internationally. With this RFI, we request information regarding your company and your products/services. The same information will be gathered from different companies and will be used to evaluate what suppliers we will follow up the sourcing process with a Request for Proposal (RFP).

Scope

The Public Health Foundation (PHF) is requesting that interested organizations provide information that will assist PHF as it develops a request for proposal to create and move existing data and host and maintain a learning management system (LMS), TRAIN. This LMS will be able to fulfill the needs and functions of the public health workforce, and those responsible for managing the LMS in their respective jurisdictions. Specific information is requested according to the form below.

Abbreviation and Terminology

Public Health Foundation (PHF)
Learning Management System (LMS)
Centers for Disease Control and Prevention (CDC)
Medical Reserve Corps (MRC)
Health Resources and Services Administration (HRSA)

RFI Procedure

How to deliver the responses

To answer this RFI please fill in the table below.

Contact person listed below is available for assistance in case that is needed.

The answers to this RFI will be evaluated by staff from PHF, TRAIN Administrators, and other peers.

Participation in this RFI is not required to respond to the RFP. Neither your company nor PHF has any obligation under this request for information.

Contacts

Send the completed RFI in PDF format by email to:

Lois Banks

TRAIN Director

lbanks@phf.org

For questions regarding this RFI, you are welcome to contact:

Ilya Plotkin

TRAIN Assistant Director

iplotkin@phf.org

Timeframe

09/09/2013 – Last date for questions

09/16/2013 – Last date for submission of answer

Background Description of What is Requested

Background of Public Health Foundation

The Public Health Foundation (PHF) is a national, non-profit 501(c)3 organization with a focus on improving public health infrastructure and the performance of public health agencies and systems. For more than 40 years, PHF has been on the forefront of initiatives designed to strengthen and improve the infrastructure and performance of systems that protect and promote the public's health.

TRAIN, PHF's learning management network, has been essential in developing a skilled and competent public health workforce while curtailing travel and training expenses since 2003. TRAIN's centralized, searchable database is the nation's most comprehensive catalog of distance learning for public health professionals, containing over 29,000 course listings from over 3,500 training providers. Through TRAIN, the more than 700,000 registered learners have access to courses from nationally recognized course providers offered in the form of web-based learning, on-site learning, and satellite broadcasts for little to no cost.

Background of the context in which the product or service will be used

PHF is requesting information on building/re-building TRAIN (<https://www.train.org>), the nation's premier learning management system that allows professionals and volunteers who protect the public's health to search and register for more than 29,000 courses available online or onsite, and track participation through individual learning transcripts. Incepted in 2003, TRAIN is currently comprised of a total of 28 affiliates (agencies and organizations who each have purchased a customized TRAIN portal) – 25 states (health departments) and 3 national organizations (Centers for Disease Control and Prevention (CDC), Medical Reserve Corps (MRC), and Health Services and Resources Administration (HRSA)). TRAIN is a robust nationwide system with over 700,000 registered users and over 3,500 course providers. Among its benefits to the field of public health, TRAIN provides a uniform architecture to enable data sharing among states, federal agencies, and academic institutions; aggregate reporting; one place for all professionals who protect the public's health to search for, register, and track participation in learning offered locally, nationally, and internationally; and a consistent way of assigning and training plans with identified courses built on the Core Competencies for Public Health Professionals, Medical Reserve Corps (MRC) Competencies, and/or the Public Health Preparedness and Response Core Competencies and Public Health Preparedness Capabilities.

Statement of Need

TRAIN, now ten years old, has limitations and does not meet all of the current needs of the learner, administrator, or course provider community. The systemic problems recognized need to be addressed through the development of an entirely new TRAIN system versus incremental enhancements. Currently, there are a total of forty-nine business processes identified in TRAIN. These and potentially other business processes will be needed in the new system. A list of these business processes can be found below:

Current TRAIN Business Processes

I. User Processes

- 1) Create a TRAIN learner account
 - Select/remove groups
- 2) Maintain and update learner account
- 3) Set user attributes
- 4) Set-up a course provider feature

- 5)Set-up a conference presenter feature
- 6)Search and register for a course on TRAIN
- 7)View and manage course registration
- 8)View and manage learner training plan
- 9)View/manage/update learner transcripts and certificates
- 10)Complete course
- 11)Access and post to discussion boards
- 12)Complete pre/post course assessment
- 13)Complete course evaluation

II. Course Provider Processes

- 1)Set-up course
- 2)Activate/deactivate a course
- 3)Set-up a blended learning series
- 4)View and manage course roster
- 5)Email course registrants
- 6)Manage registrant waitlist
- 7)Verify learner attendance
- 8)Batch registration
- 9)Create course assessments
- 10)Create course evaluations
- 11)Manage course assessment question bank
- 12)Manage evaluations
- 13)Create a TRAIN conference
- 14)Manage a TRAIN conference

III. Administrator Processes

- 1)Add and edit announcements
- 2)Add and edit discussion topics
- 3)Add and manage resource categories
- 4)Add and edit spotlight link
- 5)Create and send email to TRAIN users
- 6)Create and edit learning content management system category/item
- 7)Add and manage calendar events
- 8)Create user accounts/manage batch upload of user accounts

- 9)Manage batch registration
- 10)Assign and manage administrator role
- 11)Identify and merge duplicate user accounts
- 12)Approve a learner for course registration
- 13)Manage course providers for approved courses
- 14)Manage course availability
- 15)Create/generate reports
- 16)Create and manage user assessments
- 17)Create and manage course evaluations
- 18)Create, add, and edit training plans
- 19)Assign training plan to user groups
- 20)Create, modify, or delete course certificates
- 21)Create or edit surveys

Requirements

In response to this RFI, please include the following information:

- Description of available distance learning training capabilities (ie. Mobile device) and services to include but not limited to those listed above in the *Current TRAIN Business Processes*.
- Capabilities and learning system features with a focus on distance learning environments and social media.
- Explanation of how the capabilities and learning system are robust, engaging, provide an environment for flexibility, and cater to a range of learning styles and learning formats.
- Project management services.
- Describe the full range of services provided by your organization ranging from time and materials to the complete development of a distance learning system.
- Identify the time needed for each of the service packages described.
- Your company's willingness to allow PHF to own the learning system outright upon completion.

Qualifications

In addition to the requirements listed immediately above, please fill in the form below in order for us to know more of your qualifications for building this LMS. Please feel free to utilize additional space.

Form to fill in as answer to the RFI

Question	Answer
Company name	
Company address	
Company web page	
Main products/services	
Main market/customers	
Ownership structure with ownership status in percentage	
Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations	
Number of years in the LMS market	
Company location(s)	
Environmental management system(s)	
Quality management system(s)	
Describe your business continuity management	
Employees (for each below)	
Production	
Research & development	
Marketing and sales	
Quality department	
Financial information	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact person responsible for answering this RFI	
Telephone	
Email	

Capacity conditions today	
Anticipated capacity conditions within 12 months	
Describe ability to meet the business processes outlined in this RFI	
Conditions that are listed in the RFI and cannot be met	
Description of products or services that are already delivered to customers today and could be comparable to what is requested in this RFI	
Describe the history and years of service with learning management information systems	
Describe approach to system development	
Provide highlights of system functionality that distinguishes them from the competition	
Describe your approach to customer engagement	
Reference customers using comparable products or services (including contact information)	
Reference customers using your products or services today, although they are not comparable with what is requested in this RFI (including contact information)	
Locations available for delivery, if not worldwide.	
Availability of spare parts and support worldwide	
Estimated Cost to Build this LMS	\$

Additional comments that will clarify your responses and/or your ability to provide the services above and/or additional services:

Thank you for your responses!