Attachment A

RFP 4091
ITS Project No. 43303

Technical Requirements
DMH Learning Management System

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A. How to Respond

1. Beginning with Section B, Item 8 of this attachment, label and respond to each outline point within each section as described below.

2. The Vendor must respond with "ACKNOWLEDGED," "WILL COMPLY" or "AGREED" to each point in each section of this attachment. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.

3. "ACKNOWLEDGED" should be used when no vendor response or vendor compliance is required. "ACKNOWLEDGED" simply means the vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency's current operating environment is described or where general information is being given about the project.

4. "WILL COMPLY" or "AGREED" are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor's proposed solution must comply with a specific item or must perform a certain task.

5. If the Vendor cannot respond with "ACKNOWLEDGED," "WILL COMPLY," or "AGREED," then the Vendor must respond with "EXCEPTION." (See Section V of RFP 4091, for additional instructions regarding Vendor exceptions.)

6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.

7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Background and Overview

8. The Mississippi Department of Mental Health, hereafter DMH, is responsible for developing and implementing licensure and certification programs for categories of professionals who are active in programs which are operated, funded, and/or certified by the Mississippi Department of Mental Health DMH. The network of programs fitting this description is collectively known as Mississippi's State mental health system.

9. DMH requires the services of a Learning Management System (LMS) to manage the coursework necessary for credentialing providers in the State mental health system. For purposes of DMH professional credentialing, the State mental health system is defined as programs which are certified, funded, and/or operated/administered by the Mississippi Department of Mental Health (and also as outlined and defined in Section 41-4-7 of the Mississippi Code of 1972, Annotated).

10. DMH offers five professional credentialing programs through the Division of Professional Licensure and Certification (PLACE):

    a. DMH Mental Health Therapist Program;
    b. DMH Intellectual and Developmental Disabilities Therapist Program;

c. DMH Community Support Specialist Program;

d. DMH Licensed Administrator Program; and

e. DMH Addictions Therapist Program.

11. Prospective Vendors can access additional information about DMH PLACE at the following website: http://www.dmh.ms.gov/providers/professional-licensure-and-certification-place/

C. Current LMS

12. DMH presently has 1,469 active subscribers who access the current LMS from multiple locations across the State of Mississippi.

13. Certifications and licenses earned by Learners are issued by DMH through the Division of Professional Licensure and Certification (PLACE). From May of 2017 to May of 2018, DMH/PLACE issued 671 certifications and licenses that were credentialed through the current LMS.

D. Scope

14. DMH is seeking a vendor-hosted, web-accessible, full-featured LMS to administer course development, authoring, testing, and credentialing of DMH State mental health professionals.

15. DMH is seeking a solution that has been proven effective at managing credentialing programs of similar size and scope.

16. DHM is seeking a solution that incorporates best practices and evidence based curricula.

17. DMH is seeking a solution that will satisfy the credentialing requirements presently administered by the current LMS. These requirements are more fully described in this RFP No. 4091.

18. DMH is seeking a solution that will replicate the existing library of required courses being administered by DMH through the current LMS.

19. DMH is seeking a vendor who can implement, host, support, and maintain the LMS, as well as provide documentation and training to system administrators and users.

20. DMH is seeking a vendor capable of designing, authoring, and deploying required LMS course material.

21. In the event of a transition from one LMS to another, DMH is seeking a solution that will accept the migration of current enrolled learner data, including but not limited to learner profile information, learner course registration history, learner course results, learner progress toward relative credentialing, and all other current and historical information relative to learners.

22. In the event of a transition from one LMS to another, DMH is seeking a vendor who is able and willing to work with DMH to minimize disruption to learner credentialing. DMH desires minimal to no downtime for any such transition.

E. Vendor Qualifications

23. **Mandatory:** Vendor must be in the business of providing e-learning courses designed to educate and certify mental health, social services, or healthcare professionals involved in continuing education and professional development. At least two of the vendor's references submitted in Section IX must substantiate this experience.

24. Vendor must be capable of administering e-learning programs similar in size and scope to the program required by the State of Mississippi Department of Mental Health.

25. In anticipation of future use, preference will be given to vendors who are presently providing LMS curricula for a wide range of social services and health care professionals.

26. Vendor must describe its organization with sufficient information to substantiate proven expertise in the products and services being sought by this RFP.

    a. Vendor must state the number of years Vendor has been providing the types products and services being sought by this RFP.

    b. Vendor must state how many years Vendor has provided LMS hosted services.

27. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).

28. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.

F. Vendor Implementation Team

29. Vendor must demonstrate that all team members have the necessary experience to design, implement, host, and maintain web-accessible, LMS e-learning solutions of similar size and scope.

30. Identify the primary, key staff members who will be responsible for executing the various aspects of the project, including but not limited to project management, development, implementation, testing, and training.

    a. Describe team member roles, functional responsibilities and experience with projects similar in size and scope to the services required by this procurement.

    b. For each team member assigned to the design and implementation of this project, provide a resume or a list of qualifications that shows readiness for this project. Indicate years of experience and length of employment with your company.

31. Vendor must ensure that each team member assigned to this project has the ability to communicate clearly in the English language, both verbally and in writing.

G. Project Schedule and Implementation

32. Assuming successful contract negotiations, DMH intends to implement the proposed solution no later than January 31, 2019. DMH user acceptance testing and DMH staff training must be completed in order to go-live by January 31, 2019.

33. Present the details of your implementation plan, which must include, but not be limited to the following:

    a. The plan must incorporate all tasks to be accomplished;

    b. The plan must address all project deliverables including implementation, acceptance testing, schedule for actual testing, and go-live date;

    c. The plan must include resource estimates for both the Agency and Vendor timelines; and

    d. The pan must state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.

    e. Vendor must agree to work with the DMH project manager to ensure effective project management during all project phases, including the need to minimize disruption to learners actively pursuing credentials.

34. Identify any potential risks, roadblocks, and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy to mitigate these risks.

H. General Requirements

35. Vendor must agree that LMS authored/provided course material will meet all Federal, State, and DMH requirements known at the time of this procurement.

    a. Vendor must agree to rapidly update all LMS authored/provided course material in response to changes in Federal, State, and DMH requirements.

36. The proposed solution must be scalable to accept growth in the number of learners and/or sites.

37. The proposed solution must provide a library of evidence-based courses and electives that are relevant to current trends in providing professional services relating to behavior, mental health, and intellectual and developmental disabilities.

38. DMH presently relies upon a library of required courses that are specific to the credentialing needs of State mental health professionals. Awarded Vendor must agree to replicate this library of required curricula within an agreed upon, aggressive time frame after go-live of the proposed solution.

    a. The proposed solution must, at a minimum, provide the following courses that are essential to credentialing State mental health professionals. Each course must meet all Federal, State, and DMH requirements known at the time of implementation. DMH will work with the awarded vendor to prioritize and schedule the courses for implementation.

       1. Effectively Using Evidence-Based Practices;

       2. Community Inclusion;

       3. Intentional Peer Support – A Different Kind of Relationship;

4. Comorbid Mental and Physical Conditions: Preparing for New Treatment Expectations;

5. Introduction to Trauma-Informed Care;

6. Motivational Interviewing;

7. Incorporating Recovery Principles and Practices into Mental Health Treatment;

8. Crisis Management;

9. Positive Behavior Support for Children;

10. Substance Use in the Family;

11. Biopsychosocial Model of Addiction;

12. Confidentiality of Substance Use Treatment Information;

13. Integrated Treatment for Co-Occurring Disorders Part 1 – EBP;

14. Integrated Treatment for Co-Occurring Disorders Part 2 – EBP;

15. Overview of Psychopharmacology;

16. Understanding Dual Diagnosis: Intellectual Disability and Mental Health;

17. Crisis Intervention for Individuals with Developmental Disabilities;

18. Supporting Quality of Life for a Person with Developmental Disabilities;

19. Individual Behavior Change: Part 1 – Understanding Behavior;

20. Human Growth and Development Across the Lifespan;

21. Psychopharmacology Controversies in Intellectual & Developmental Disabilities;

22. Person Centered Planning for Individuals with Developmental Disabilities;

23. Strategies for Socialization and Integration for People with Autism Spectrum Disorder;

24. People with Disabilities: Building Relationships and Community Membership;

25. Employment Support Focused Learning;

26. Intellectual Disability Part 1: Understanding the Construct and Its Assessment;

27. Intellectual Disability Part 2: Assessing Intellectual Functioning and Adaptive Behavior;

28. Intellectual Disability Part 3: Diagnosing Intellectual Disability and Planning for Supports;

29. Choice Making for People with Intellectual and Developmental Disabilities;

30. Ways to Support People with Autism Spectrum Disorder;

31. A Culture-Centered Approach to Recovery;

32. Evidence Based Practices in Treating Substance Use Disorders;

33. HIV Basics;

34. Medication – Assisted Treatment for Opioid Addiction

35. Adolescent Suicide (required elective for those currently working with adolescent population);

36. Working with Individuals in Early Recovery;
37. Substance Abuse and Violence Against Women;
38. Chronic Pain and Prescription Drug Use: Intertwined Epidemics;
39. Case Management Basics;
40. Cultural Diversity;
41. Documenting the Treatment Planning Process;
42. Overview of Assertive Community Treatment – Evidence Based Practices;
43. Safety In The Field;
44. Bullying Prevention and Intervention;
45. Therapeutic Boundaries;
46. Understanding Recovery;
47. Coordinating Primary Care Needs of Clients for Paraprofessionals;
48. Overview of Major Disorders in Children;
49. Overview of Serious Mental Illness for Paraprofessionals;
50. Suicide Prevention;
51. Stress Management for Behavioral Health Professionals;
52. Overview of the Principles of Positive Behavior Support for Direct Support Professionals;
53. Recovery of Persons with Severe and Persistent Mental Illness;
54. Wrong to Strong: Using Positive Psychotherapy.

   b. Vendor must estimate the time frame necessary to replicate the course library described above.

39. The proposed solution must provide tools that assist administrators and users in locating courses by topic and/or by linking users to topically related courses. For located or linked courses, the solution must provide a descriptive overview of the course offering.

40. The proposed solution must offer an integrated course authoring tool that will allow DMH to create custom courses, import course content, incorporate live events, and create online courses that include testing, surveys, and custom certificates.

41. The proposed solution must be SCORM compliant in all ways relevant to course authorship, development, delivery, evaluation, tracking, archiving, and reporting, etc.

42. Vendor must agree that DMH data will remain within the continental United States borders. At no time will the transmission or storage of any DMH data be permitted to any resource outside of the United States.

I. Access

43. The proposed solution must be compatible with the current version and two preceding versions of common browsers including Chrome, Internet Explorer, Microsoft Edge, Firefox, and Safari.

44. The proposed solution must be compatible with Microsoft tablet, Android tablet, IOS and related devices for the current and two immediately preceding versions.

J. System Administration Capabilities

45. The proposed solution must provide configurable administrator tools that provide authorized users the ability to drill down from the highest levels to the lowest levels of the solution hierarchy to query, manipulate, track, and report on system, site, and user activities.

46. The proposed solution must provide the DMH System Administrator with the following minimum functionality:

   a. Enroll/delete learners, edit profiles, and reset passwords;
   b. Review courses and exam questions/answers;
   c. Edit and create new courses/videos and upload;
   d. Add and delete users with running totals calculated;
   e. Track learner frequency of use;
   f. Print reports of courses viewed, course content, and learner transcripts;
   g. Access to modules/courses;
   h. Access to user list, hierarchy and licenses/certificates; and
   i. Configure site administrator permissions and access levels.

47. Site Administrators work under the direction of the DMH System Administrator at physical locations across the State of Mississippi. The proposed solution must provide Site Administrators with the following minimum functionality:

   a. Enroll learners and view profile;
   b. Add and delete users;
   c. Access to modules/courses; and
   d. Access to learner list, licenses and certificates.

48. The proposed solution must offer dashboard tools that track, analyze and display key performance indicators such as the number of active users vs. allocated users.

K. Learner Capabilities

49. The proposed system must provide the following minimum capabilities to learners:

   a. Browse, select, and enroll in courses;
   b. View learning summary;
   c. View assigned and elective modules;
   d. View/print transcript of completed modules; and
   e. Access technical support and how-to modules;

50. Within the course completion guidelines, Learners must be able to start and stop courses at will and pick up where they left off.

L. Reporting

51. Vendor must provide a list of inherent, system defined reports. If it is not evident from the title of a report, give a brief description of its purpose. This list should include reports common to LMS systems similar in size and scope to the services sought by this procurement.

52. As it relates to course enrollments, the proposed solution must provide the following minimum reporting functionality to the DMH System Administrator and Site Administrators:

   a. Course completion history;
   b. Course enrollments;
   c. Course status;
   d. Current enrollment status;
   e. Employee training summary;
   f. Exception report;
   g. Learner status; and
   h. Training hours.

53. As it relates to training plans, the proposed solution must provide the following minimum reporting functionality to the DMH System Administrator and Site Administrators:

   a. Current training plan compliance;
   b. Training plan completion history; and
   c. Learner Profile.

54. As it relates to course analysis, the proposed solution must provide the following minimum reporting functionality to the DMH System Administrator and Site Administrators:

   a. Course evaluation survey analysis;
   b. Domain issues;
   c. Exam scores;
   d. Item analysis; and
   e. Training effectiveness.

55. As it relates to live events, the proposed solution must provide the following minimum reporting functionality to the DMH System Administrator and Site Administrators:

   a. Attendance status;
   b. Event attendance;
   c. Event schedule; and
   d. Instructor event status.

56. DMH System Administrator and Site Administrator training plan reports must include, but not be limited to:

   a. Current training plan compliance;
   b. Training plan completion history; and
   c. Learner profile.

57. As it relates to workplace tools, the proposed solution must provide the following minimum reporting functionality to the DMH System Administrator and Site Administrators:

a. Course completions;

b. Skills checklist analytics; and

c. Skills checklist assignment detail.

58. The proposed solution must provide the following additional reporting functionality to the DMH System Administrator and Site Administrators;

   a. Bulk certificate printing;

   b. Export of licenses and certificates to common excel or .csv formats; and

   c. User demographics.

59. The proposed solution must allow authorized system administrators to create custom, user defined reports.

60. The proposed solution must allow reports to be saved, accessed and produced/ printed at any time.

61. The proposed solution must allow authorized DMH system administrators to schedule reports to automatically generate and distribute at future times.

62. The proposed solution must export reports in common formats, including but not limited to Word, Excel, CSV, .pdf, MHTML, and XML.

M. Tracking and Notifications

63. The proposed solution must track the learner's progress throughout the certification process, so that at any time, a learner and/or DMH overseer can determine the progress of a particular learner in any particular course.

64. The proposed solution must be capable of tracking the complete history of a learner's coursework and certifications so that at any time a learner and/or DMH overseer can know the entire scope of completed courses.

65. In keeping track of a learner's progress, proposed solution must be capable of:

   a. Sending email notifications of pending course milestones;

   b. Sending email notifications of upcoming training for which a participant has registered;

   c. Sending email notifications of live class events for which a participant has registered; and

   d. Sending email notifications of upcoming courses for which a participant has been wait-listed and accepted.

N. Course Content and Production

66. Vendor must be capable of authoring and deploying course material to meet the certification and professional development needs of mental health professionals as required by DMH.

67. Vendor must acknowledge that DMH requires the ability to rapidly introduce new course content and/or update existing course content in response to changing regulatory conditions at both the state and national level.

   a. Vendor must agree to work with DMH to accommodate the rapid deployment of new course material.

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    b. Vendor must agree to work with DMH to accommodate the rapid update and deployment of existing course material.

O. Data Migration

68. Vendor must describe the requirements for importing data from another LMS into the proposed solution. Be specific about acceptable file formats and describe any known limitations.

69. Vendor must describe previous experience in managing the transition *from* another LMS of similar size and scope *to* the proposed solution. Be specific about your methodology, any impediments you encountered, and any curative measures you used. Recommend your strategy for avoiding known implementation issues.

    a. Regarding the transition from one LMS to another, Vendor must describe previous experience in obtaining and consuming archived database information, especially as it relates to learner course completion history, pass/fail results, participation results, etc.

70. If migration costs are not included in the base quote for the proposed solution, vendor must present such costs as separate line items in the Section VIII Cost Submission Summary.

P. Ownership of Data

71. The proposed solution must allow authorized users to modify vendor owned LMS course content as necessary to meet DMH requirements.

    a. Vendor must agree that DMH owns the modified content.

72. The proposed solution must allow authorized users to create content that will be hosted by the Vendor.

    a. Vendor must agree that DMH owns the created content.

73. The proposed system must be capable of archiving all learner historical and demographical database information, as well as DMH customized course material and database content, in a non-proprietary format that is capable of being exported upon demand.

Q. Product Updates

74. Vendor must describe its release management methodology and processes for updating your software for all types of releases, including, but not limited to:

    a. Security Updates;

    b. System Maintenance;

    c. System Enhancements; and

    d. Education and Training.

75. Enhancements and updates must be included with annual maintenance fees. Vendor must include the related cost in Section VIII, Cost Information Submission.

R. Software Administration and Security

76. The proposed solution must accommodate controlled access to features and functions by configurable, role-based permissions as defined by DMH.

77. The proposed solution must adhere to all relevant security protocols and privacy standards, and Vendor must agree to implement all relevant security updates.

S. Training, Documentation and Technical Support

78. Vendor must provide training and documentation for system operations and use.

79. Vendor must describe its method of providing training for DMH administrators, site administrators, and learners.

    a. DMH prefers personal training for DMH system administrators.

80. The proposed solution must provide thorough online tutorial documentation for new users or infrequent users.

81. Vendor must provide training documentation and keep it updated as appropriate. Web-accessible format is acceptable to DMH.

82. The proposed solution must offer a variety of *always accessible* support functions for administrators and learners, including but not limited to:

    a. Web-based learner support portal;
    b. Web-based *ask a question* portal;
    c. Web-based *How to Manual*; and
    d. Webinars.

83. Vendor must agree to provide technical support for at least 100 hours for 12 months at no additional cost to the DMH.

84. Vendor's Cost Submission Summary (Section VIII of this RFP) must specify costs to provide the proposed support on an annual basis for up to five (5) years.

T. Maintenance

85. Vendor must commit to maintaining active support for all solution components.

86. Vendor must commit to maintaining support for the latest mobile and non-mobile operating systems and web browsers, with ongoing support as updates are released.

87. For critical issues, DMH must have direct access by phone and email to a vendor service representative during regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time.

88. For critical service issues, DMH requires Vendor's response within one hour of intake and trouble resolution within four hours of intake by Vendor.

89. For non-critical service issues, DMH requires Vendor's response within four hours of intake and resolution within 24 hours of intake by Vendor.

90. Vendor must describe how trouble and support issues are reported.

91. Vendor must describe its trouble resolution process.

92. Vendor must detail its process for receiving, recording, tracking and resolving software issues identified by the users of the software.

93. Vendor must detail its service levels and trouble escalation procedures.

94. Upon implementation, Vendor must provide complete documentation of all support processes and keep it updated at all times. Web-accessible format is acceptable to DMH.

95. Vendor must provide advance notice on all scheduled maintenance activities.

    a. Vendor must describe its policies and procedures for notifying users of scheduled maintenance, unscheduled maintenance, emergency maintenance, downtime, system errors, or degraded performance.

96. The proposed solution must maintain the production environment at a 99% availability rate, including scheduled maintenance. All maintenance and updates must be completed in a test environment prior to go-live.

97. Vendor's Cost Information Submission, Section VIII of this RFP, must specify costs to provide the proposed support on an annual basis, for up to five years.

U. Warranty

98. The warranty period is a one-year period during which the Vendor must warrant, at no cost to DMH, all work performed as stated in RFP No. 4091, Vendor's proposal, and any subsequent Statement(s) of Work. The warranty period must include the necessary vendor support to correct any deficiencies found and to provide any other consultation as needed.

99. For any phased implementations or processes, the warranty period for each phase or process will begin only when Vendor has fully implemented the phase or process and DMH has accepted the phase or process as functioning properly and in coordination with any previously implemented phase(s) or process(es).

100. The Vendor must agree to warrant all proposed application software to be free of errors for a minimum period of one year after acceptance.

    a. During this period, the Vendor must agree to correct, at his own expense, any discovered errors. If the system fails during warranty period due to a defect, the Vendor will offer a workaround solution within 24 hours and a full fix within five business days.

101. The Vendor must state and describe the full warranty offered during the warranty period on all proposed software and services and indicate if it is longer than the minimum one year period required by this RFP.

102. This warranty must cover all components for which services were provided, including all programs, forms, screens, reports, subroutines, utilities, file structures, documentation, interfaces, conversions, configurations, or other items provided by the Vendor.

103. The Vendor must agree that all corrections made during the warranty period are integral to work associated with this project, and will therefore be made at no additional charge.

V. Additional Requirements

104. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.

105. All such additional requirements must be itemized and costed in the Vendor's Cost Information Submission, Section VIII of this RFP.

106. If any components necessary for the successful operation of the proposed solution are omitted from the Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost. This includes, but is not limited to all components necessary for vendor hosting, secure web portals, web application servers, web services, mobile and non-mobile access, mobile and hybrid applications, database/servers, networking, technologies, and support and maintenance of the proposed solution.