

# Request for Proposal

## Enterprise Learning Management System World Learning/SIT

### Request for Proposal (RFP): Learning Management System (LMS)

**Submission Deadline: November 15, 2024**

**Introduction** We are seeking proposals from qualified vendors to provide a comprehensive Learning Management System (LMS) that meets our organization's diverse training and development needs. The LMS should be equipped with robust features to support course creation, user management, seamless integration, and advanced analytics, while offering a user-friendly experience for learners and administrators alike.

### Key Requirements

#### 1. Core Features

- **Course Creation & Management:** Ability to create and organize courses, modules, and lessons with pre-built templates, supporting various content formats (text, video, quizzes).
- **Learning Paths & Competency Mapping:** Customizable learning paths and objectives, mapping courses to skills and certifications.
- **Assessment & Certification:** Built-in quizzes, exams, automated scoring, and issuance of certificates in multiple languages.

#### 2. User Management

- **Role-Based Access:** Different access levels for administrators, instructors, and learners.
- **User Enrollment & Grouping:** Options for manual, self-enrollment, and bulk enrollment; group users by department or location.

#### 3. User Experience

- **Intuitive Interface & Mobile Access:** User-friendly design optimized for mobile devices.
- **Social Learning Tools:** Discussion forums, peer reviews, and collaborative projects.
- **Multi-Lingual & Offline Capabilities:** Support for multiple languages and offline course access.

#### 4. Content & Course Management

- **Content Integration:** Compatibility with external libraries and various content formats (SCORM, xAPI, video, etc.).
- **Custom Branding:** White labeling for company branding.

#### 5. Reporting & Analytics

- **Progress Tracking:** Real-time course completion and compliance tracking.

- **Advanced Analytics:** Customizable dashboards and reports for skills tracking and impact analysis.
- 6. **Integration Capabilities**
  - **HRIS and Communication Tools:** Integration with HRIS (e.g., ADP), Microsoft Teams, Webex, and Single Sign-On (SSO) solutions.
- 7. **Customization & Flexibility**
  - **Roles & Workflows:** Customizable roles and approval workflows.
  - **Global Support:** Localization features, including time zone management.
- 8. **Compliance & Security**
  - **Data Privacy:** Compliance with GDPR, CCPA, and similar laws.
  - **Access Control:** Role-based access with secure login and audit trails.
- 9. **Support & Maintenance**
  - **24/7 Support:** Multi-language support available via phone, email, or chat.
  - **Updates & Maintenance:** Regular updates with new features and fixes.
- 10. **Scalability & Hosting**
  - **Infrastructure:** Support for growing content and user base with cloud-based or on-premise options.
- 11. **Cost & Licensing**
  - **Pricing:** Flexible pricing models, including SaaS, per-user, or unlimited plans, and trial/demo options.
- 12. **Compliance with Industry Standards**
  - **Standards & Accessibility:** Support for SCORM, xAPI, ADA, and WCAG compliance.
- 13. **Additional Features**
  - **Onboarding Module:** Centralized hub for onboarding-related training.
  - **Feedback Mechanisms:** Post-training surveys for continuous improvement.

**Proposal Requirements** Interested vendors must submit:

- Detailed descriptions of how their solution meets the outlined requirements.
- Case studies or examples of similar LMS implementations.
- A cost proposal with licensing options and pricing details.
- Support and maintenance plans.
- Information on compliance with industry standards.
- Any additional features that could enhance the user experience or administration.

**Submission Details** Please submit your proposals no later than **November 15, 2024**, to [HR@worldlearning.org](mailto:HR@worldlearning.org) Proposals received after the deadline will not be considered.

**Evaluation Criteria** Proposals will be evaluated based on:

- Functionality and feature set
- User experience and flexibility
- Cost-effectiveness
- Integration capabilities
- Support and maintenance plans
- Vendor experience and reliability

**Contact Information** For any questions regarding this RFP, please contact [HR@worldlearning.org](mailto:HR@worldlearning.org)

We look forward to your proposal.