**Administration for Children and Families (ACF)**

OCIO Training Center

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# Introduction

## Market Research Overview

The Administration for Children and Families’(ACF’s) strategic objective to *enhance technological support of the ACF and its partners* is a key element of the agency’s Strategic Plan *to upgrade its capacity to make a difference for families and communities*. To succeed, the ACF established a CIO to transform ACF IT enterprise technology and services. The CIO’s strategic organization / operational plan to rapidly transform IT capabilities and transition the organization to its envisioned To-Be Functional Model includes contracting services as noted in Table 1.

Table . Functions with Corresponding Acquisition Priorities and Target Capability Ratings

| Function | Priority Ranking\* | Capability Ratings\*\* | |
| --- | --- | --- | --- |
| FROM As-Is | TO To-Be |
| Infrastructure & Operations | 1A | 0/1 | 2 |
| Cybersecurity & Privacy | 1B | 1 | 4 |
| IT Acquisition Strategy & Management | 2A | 0 | 4 |
| Quality Assurance | 2B | 0 | 3 |
| Enterprise Architecture | 2C | 0 | 3 |
| Portfolio, Program, & Project Management | 2D | 0/1 | 3 |
| OCIO Strategy & Governance | 2E | 0/1 | 3/4 |
| Application Development | 3 | 0 | 2/3 |
| IT Training, Coordination & Communication | 4 | 0 | 2 |

\*Priority numbering corresponds to four priority groupings defined.

\*\* Capability Ratings: 0=No capability (experience, knowledge, expertise), 1=Entry-level capability, 2=Basic capability, 3=Intermediate capability, 4=Advanced capability

## OCIO To-Be Functional Model

A primary goal of the Administration for Children and Families’ (ACF) is to *Upgrade the Capacity of the ACF to Make a Difference for Families and Communities.* Additionally, ACF seeks to enhance technological support of ACF and its partners. Fundamental to the success of this strategic objective is:

* Effective technology management
* Strategic oversight of IT investments
* Integration of technology across the agency to optimize return on institutional investment
* Planning for technological infrastructure.

Achieving such goals includes:

* Establishing technological and management solutions that support optimal ACF business processes, resulting in improved employee productivity, morale, and improved quality of service to grantees
* Prioritizing limited IT resources; and,
* Better aligning technology investment decisions with agency requirements and strategic goals.

## Statement of Need

To fulfill Cybersecurity and Privacy (CSP) training requirements, additional Learning Management System (LMS) capabilities are required. New requirements include system access for non-PIV users such as Grantees, Federal Employees, and Contractors who must complete security training without (or prior to obtaining) PIV credentials.

In order to properly manage and comply with mandated training requirements, it is imperative that we offer all mandated training in one location utilizing cloud based FedRAMP Certified infrastructure.

Additionally, to support compliance with Federal Information Security Management Act (FISMA) and other mandated training, the LMS must provide robust and on-demand reporting on scoring, completion rates, and other metrics necessary to track and report progress.

The scope of this effort covers OCIO CSP and is not intended to replace the existing HHS LMS system.

Note that On-Premise and private cloud-based open source solutions were considered, but not included in the final comparison due to lack of personnel and associated cost of implementation and ongoing maintenance.

## Purpose of Market Research

The purpose of this Market Research Report (MRR) is to:

* Satisfy the Federal Acquisition Regulation (FAR) market research requirement
* Identify contractors capable of performing services in single or multiple functional areas
* Identify the socio-economic status of capable contractors
* Comply with the Federal Information Technology Acquisition Reform Act (FITARA) of 2014 by identifying existing contract vehicles available to the ACF as well as information such as their cost of use and processing timelines; and,
* Assist ACF in formulating their strategy to acquire services supporting ACF OCIO.

The OCIO’s To-Be organization encompasses several functions. This report analyzes the current IT marketplace in the following OCIO functional areas:

* IT Acquisition Strategy and Management
* Enterprise Architecture
* Quality Assurance
* Portfolio, Program and Project Management
* OCIO Strategy and Governance

# Market Research Approach and Findings

The following sections describe the approach to, findings, and results of the market research conducted for the requirements as detailed in section 1.2.

## Market Research Team

This Market Research was conducted by ACF OCIO PSP Team.

## Summary of Sources

In accordance with FAR Part 10, which defines market research as the “means of collecting and analyzing information about capabilities within the market to satisfy agency needs”, the market research activity leveraged the following sources of information:

* Internet Research
* Google
* Vendor Product Marketing Websites
* Vendor Whitepapers and other publicly available material
* Video “demos” produced by the vendor
* eLearning and LMS Industry / Trade Websites
* Carahsoft IT Solutions and FedRAMP Approved Listings
* Online Reviews

### Internet Research

Ten LMS products were identified for initial research. The list was pared down to five based on the requirement for a FedRAMP Certified solution:

Table 2. Identified Vendors

| ID | Vendor/Product Name | FedRAMP Certified? |
| --- | --- | --- |
| 1 | Adobe Captivate Prime | **YES** |
| 2 | PlatCore by ServiceNow | **YES** |
| 3 | Cornerstone OnDemand - Learn (Saba) | **YES** |
| 4 | Blackboard Learn | **YES** |
| 5 | SAP SuccessFactors LMS | **YES** |
| 6 | Talent | No |
| 7 | SumTotal | No |
| 8 | Moodle | No |
| 9 | Absorb | No |
| 10 | Docebo | No |

The list was further reduced with both Cornerstone OnDemand and SAP SuccessFactors being removed due to the following:

* Outsized Scope
* Both LMS offerings appeared more suitable for organizations already invested in the vendor's larger Enterprise Resource Planning (ERP), core workflow, or Human Capital Management (HCM) Talent Management.
* Some online user reviews from users with eLearning background complained of complicated User Interface (UI).
* Limited/no availability of Section 508 Product Accessibility Template (VPAT) reporting
* Both vendors referenced their commitment to Accessibility and referenced Section 508 compliance.
* However, a lack of available published VPAT reporting made these claims difficult to fully evaluate.

### Final Candidates

Three products were evaluated in further detail and matched against Requirements

* Adobe Captivate Prime
* PlatCore by ServiceNow
* Blackboard Learn

### Flexible Licensing Model Considerations

Adobe Captivate Prime advertises a Monthly Active User Pricing model which is marketed as more suitable for organizations with a transitory, “floating audience.” Licenses or “slots” are reserved and can be filled by different users, usually priced within a calendar month.

ServiceNow (PlatCore) and Blackboard do not readily advertise per-user pricing or licensing options, therefore specific Limited information was found on some 3rd party industry Websites, but inconsistent and not confirmable by the vendor’s official sources.

ServiceNow (PlatCore) and Blackboard do not readily advertise per-user pricing or other licensing options, which limits availability of pricing information online. While some information could be found on 3rd party Websites, information was inconsistent or appeared outdated and could not be confirmed via vendor’s official Internet sources.

### Requirements Comparison

|  |  |  |  |
| --- | --- | --- | --- |
| Function | Capability Ratings\* | | |
| Adobe | PlatCore | Blackboard |
| Core LMS Functions | 2 | 2 | 2 |
| FedRAMP | 2 | 2 | 2 |
| Non-PIV Access | 2 | 2 | 2 |
| Real-time Reporting | 2 | 2 | 2 |
| 508 / Accessibility | 2 | 1 | 2 |
| eLearning Format Support and Content Conversion | 2 | 1 | 1 |
| Blended Learning | 2 | 2 | 2 |
| Certification/Compliance Mgmt. | 2 | 2 | 1 |
| Notifications | 2 | 2 | 2 |
| Authentication/SSO | 2 | 2 | 1 |
| Repository for Learning Materials | 2 | 1 | 1 |
| Customer Support | 2 | 1 | 1 |
| Floating License Model | 2 | 1 | 1 |
| API Support | 2 | 2 | 2 |
| \*Capability Ratings: 0=No Capability, 1=Some Capability, 2=Full Capability | | | |

# Conclusion

Based on feature-specific research, all three LMS systems generally supported core LMS requirements. Adobe and PlatCore were more suitable, with Blackboard somewhat less favorable due to limited authentication options and Learning Records Store (LRS) functionality.

With regard to Section 508 and Accessibility, PlatCore’s Voluntary Product Accessibility Template (VPAT) conformance report is less complete compared with Adobe and Blackboard’s published report. Adobe’s VPAT report was highly detailed and therefore used as a baseline to compare the other two products.

Adobe’s offering seems the most feature rich, receiving high marks for user interface, LMS migration wizard, streamlined playback, and a dedicated support rep for enterprise customers based on 3rd party Website user reviews.

While not mapped to a specific requirement, Adobe’s streamlined playback experience could reduce manual effort in converting content, and a better User Experience may offer benefits in higher and more timely completion rates among users.

###### Acronyms

|  |  |
| --- | --- |
| ACF | Administration for Children and Families |
| CIO | Chief Information Officer |
| CIO SP3 | Chief Information Officer – Solutions and Partners 3 |
| FAR | Federal Acquisition Regulation |
| FITARA | Federal Information Technology Acquisition Reform Act |
| FY | Fiscal Year |
| GSA | General Services Administration |
| GWAC | Government-Wide Acquisition Contracts |
| HHS | Health and Human Services |
| IDIQ | Indefinite Delivery Indefinite Quantity |
| IT | Information Technology |
| MOBIS | Mission Oriented Business Integrated Services |
| MRR | Market Research Report |
| MSA | Multiple Award Schedule |
| NIH | National Institute of Health |
| NITAAC | National Institutes of Health Information Technology Acquisition and Assessment Center |
| OASIS | One Acquisition Solution for Integrated Services |
| OCIO | Office of the Chief Information Officer |
| PSC | Program Support Center |
| PWS | Performance Work Statement |
| RFI | Request for Information |
| SBA | Small Business Administration |
| SSN | Sources Sought Notice |
| SPARC | Strategic Partners Acquisition Readiness Contract |
| STARS | Streamlined Technology Application Resources for Services |