SCI TRAINING

Request for Proposal

RFP for LMS Platform Design and Development

This document is an outline of the requirements SCI Training have in relation to a new LMS platform system, responses should include as much detail as required based upon the sections outlined in this document. Costings should be accurately broken down as necessary and included with your response.

Introduction

SCI Training are looking for a company or team of software developers to aid in the development of our new testing and assessment LMS platform.

In this document we have outlined an overview of the essential functionality of the proposed LMS platform so that recipients of this tender will be able to grasp the foundations of our concept, and be able to provide us with further information, suggestions and a costing for the work to be completed.

The LMS platform will be used internally by SCI Training staff, and by a number of our clients, scalability and functionality should be complimented by a strong interface design. The look and feel of the platform is as integral to the project as the functionality the platform will provide.

Scope

Our ideal provider will be able to assist in the design and creation of a completely new platform, which SCI will retain all ownership rights for going forward, with the provider/developers handing over all source code, and a documentation pack including guides to assist SCI in how to access/use/maintain the assessment platform going forward.

There is a strong possibility that an on-going relationship with the provider will continue in a maintenance, improvement and additional development role – although this is subject to further discussion following the creation and hand over of the platform to SCI.

SCI understands the market well, and are aware of a number of open source platforms which could be utilised as the foundation to our new system, and are not averse to a provider utilising an existing platform to provide the functionality we require, on the condition that the base platform is clearly mentioned in the tender response, along with its functionality and the providers ability to scale, redevelop the functionality and interface design to meet our expectations.

SCI LMS Platform

Overview

SCI requires a bespoke LMS platform, which will be used by SCI first internally, before offering the system to a forum of other associates for use in their companies.

The hope is that the LMS platform developed could be a single installation, at a single URL through which SCI can manage each of the companies using the platform. SCI will therefore retain master administration controls, but each company using the system will have controls in place which will allow them to administrate their users and assessments internally without the aid of SCI, but within the constraints SCI nominate for each company.

We would like our potential clients to be able to sign up for our service online, add key company information, setup their user hierarchy and select assessments they would like to add to their own company library of assessments on the platform. They will then be able to assign these assessments to users they have setup within their company hierarchy on the platform.

SCI should have the ability to override all client controls for maintenance purposes, including but not limited to, suspending client use of the platform under certain circumstances.

We would like to allow companies using the platform to create and develop their own assessments and add them to their own company library, in a similar way to that which SCI will require to setup their own initial library of assessments, which may be offered to the clients as they sign up.

Reporting is key in the platform at every level, from an individual being able to access a report of assessments completed, to a manager viewing a report of their own staff performance on assessments, to a company overview of assessments completed. This reporting will be key to our clients who use the system and to SCI in understanding in the on-going management of the platform.

Core to the nature of the platform is the ability to take payment online, but without the platform storing or holding any specific account/card details. Payments for setup (if applicable), and payment for each assessment assigned to a user should be taken through the platform.

One concept which appeals to SCI is the ability to assign individual assessments a ‘credits’ value. Our clients could then calculate how many credits are required to assign a specific number of tests to their users, and top-up their account accordingly, and spend the credits required.

SCI are open to suggestions on common or best practice in LMS payment methods and types of implementation which could be beneficial to the platform.

LMS Functionality Checklist

The SCI LMS will share a number of the common features available in typical LMS platforms, including open source platforms readily available, but should have the ability to fully customise these to our requirements going forward.

The list outlined below should not be considered as exhaustive, but should be used as an initial checklist against any platform we would deem acceptable under this tender.

Company Setup/Controls

- Both SCI Admin and Client Admin: Add/Manage/Remove Users
    - Information to be stored
        - Name
        - Company
        - Role
        - Email Address
- Both SCI Admin and Client Admin can define a Client/their own Hierarchy (Must be flexible: See "Hierarchies, Visibility and Types of User")
    - Admin
    - Manager
    - Supervisor
    - Employee

Training Modules and Assessments

- Create/Edit/Manage Training Modules
- Set Cost of the Course in terms of Course Credits on a per employee/group basis
- Add the Training Modules to a library of content which client administrators can buy from in order to assign to their employee hierarchy
- Define Course Content
- Ability to add images to course content
- If possible, include other file types within a course: swf/movie
- Ability to attach files to a course (eg: PDF/.doc/.ppt)
- Create/Edit/Manage Assessments for a Training Module
- Types of assessment:
    - Multiple Choice
    - Short Answer
    - Numerical
    - True/False
    - Matching
    - Essay
- For each assessment the designer should be able to set the following at minimum:
    - Name

  - Introduction (Paragraph on what the assessment will test)
  - Timing (When it becomes available/unavailable, how long student has to complete it, how long between attempts)
  - Display (How many questions to show on a page, how they should be arranged [ie: randomised] and how answers should be arranged [ie: shuffled answers])
  - Attempts (How many times a student can attempt an assessment)
  - Grading

Assigning Courses

- Client Administrator can purchase course credits by debit or credit card
  - Must be secure payment process online
  - Course library should be visible and credit costs for each course on a per employee basis, or group basis
- Select Users to assign the courses to
- Courses immediately assigned to those users selected
- Reduction in course credits as courses are assigned
- View/Manage available credits
- SCI administrator should have the ability to add credits to a client without purchase

Notifications

- Client Administrator notified by email of:
  - Purchases of Course Credits (eReceipt)
  - Courses Purchased
- Manager/Supervisor/Employee notified by email of:
  - Course has been assigned to them
  - They have completed a module/course
  - Confirmation of the completed an assessment (with pass/fail possibly)
    - Certificate should be produced which the student can then print, whilst a copy of this should be stored in their user area (if possible)
  - For Manager/Supervisor:
    - Employee below them in the hierarchy has completed a module or assessment
    - Module to be sat by an employee has become overdue (if timed)

Hierarchies, Visibility and Types of User

SCI work with a number of clients, each of whom has their own hierarchy of management and staff, so the ability to setup flexible levels of visibility within the platform for each client is integral to our goal:

Role/Type of User	Level of Visibility/Access
SCI Training LMS Administrator	Sees all clients on LMS and maximum administrative functionality: - Ability to add new clients - Manage clients including information, setup and hierarchy - Design new assessments - Upload/add training materials - Categorise training and assessments - Manage Assessments available to clients - View/Access all reporting for all levels - Overall Control of LMS and all functionality
Client Administrator (Top Level Access)	For each client an overall Administrator login should be provided enabling: - Setup of users within their section of the LMS system - Ability to add Credits to their section of the LMS by debit/credit card - Purchase training modules and assign them to their employees/staff/users of the LMS - May be able to sit training and assessments themselves if necessary - Access Reporting for all aspects of assessments set/completed and billing/payments taken for assessment credits - User management including add/edit/remove/organise the hierarchy within their company section of the LMS
Client Manager (Middle Level Access)	- Ability to sit training modules and assessments - Ability to view all staff positioned below them in the hierarchy - View outstanding training, results and reporting for all staff they manage
Client Supervisor (Lower Middle Level Access)	- Ability to sit training modules and assessments - Ability to view all staff positioned below and their assessments and results - View outstanding training, assessments and results for staff they manage
Client Employee (Bottom Level)	- View Training modules and sit assessments - View their own results and history

Working in a similar way to open source LMS platforms on the market, individual users will be provided with a URL for the LMS platform and a username/password combination to allow them to visit their own assessment area, where they will be shown a list of learning modules and assessments which they must complete – possibly within a given timescale.

Example of a Hierarchy from SCI Administrator view:

SCI should have the ability to define a new client within the platform, and provide them with an administrator user login.

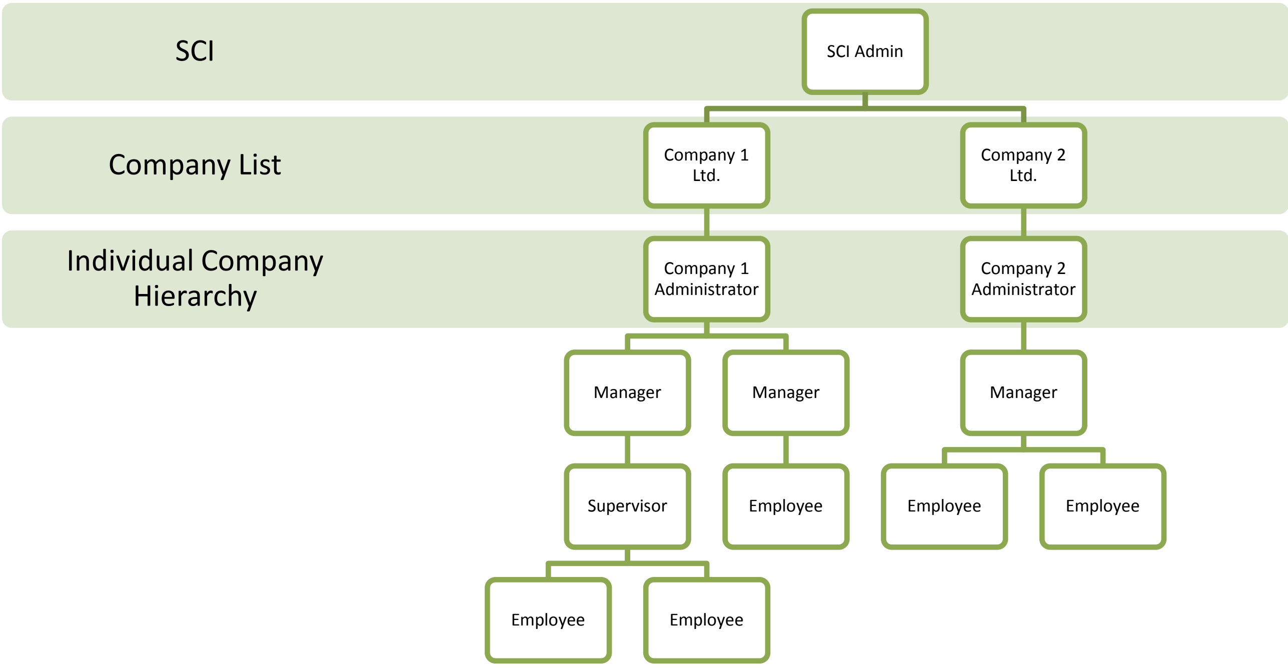
Information to be stored within a new client definition should include:

- Company Name and Address
- Telephone Number
- Contact Name
- Administrator Name (If Different)
- Date Registered

SCI can then provide the client with an administrator user login, who will have the ability to setup/edit their own hierarchy within their area of the LMS, before purchasing training modules from a library/list available to them and assigning them to employees within their hierarchy.

SCI may choose to setup the clients' hierarchy for them instead, under this scenario the client administrator login will have complete control to edit this afterwards, adding new users, and purchasing materials which can then be assigned to employees within the hierarchy.

Hierarchies within the SCI LMS should be flexible enough to allow companies of any size or structure to be implemented, with user visibility restricted to only those positioned below them in the hierarchy, and their own modules, assessments and reporting tools (if applicable).



Interface Design

The design of the SCI LMS platform is as integral to its success as the functionality it provides to both SCI and its clients. We are looking for a partner/provider with a strong graphics/interface background, who is capable of designing/altering the LMS interfaces to provide us with a specific look and feel.

The interface should be designed to be easily used by users of all ages and ability, with a clean, crisp and styled interface – but this should not be mistaken as a wish for the interface to be plain in colour and design. Shading, layout, use of icons and graphics are all examples of what we are looking for to ensure the interface meets expectation.

The design should be consistent throughout the LMS, preferably with little variation in the style and design in every aspect of the platform, whether in administration, training, assessment or payment.

When responding to this tender, SCI would be grateful if the potential provider would attach or provide us with examples of their design skills, or interfaces they have created.

In the development of the system we would like to discuss with the successful tendering party the potential to bespoke user level labels within the platform for each client. ie: Where one company may refer to their employees in this concept as ‘employee’ another may refer to them as ‘trainee’ or ‘student’, while a manager may be referred to as ‘manager’ or ‘line manager’. It would be good to better understand if it is possible to allow our clients/or SCI admin the ability to set their own naming conventions for the different levels in the hierarchy to further bespoke the platform.

Use of an existing Open Source Platform

If the provider chooses to adopt an open source platform as the foundation and set it up to meet our requirements to reduce costs, this is acceptable on the condition that it meets every expectation outlined within this document, and that the interface can be suitably reworked to meet our expectancy of a high quality interface outlined in the section above.

We would also expect providers who utilise existing technology to explain in their reply how this affects our ability to sell access/modules within the platform, and whether any licensing would be necessary/advisable to ensure we do not break any conditions within the GNU (or other applicable) license(s).

Tender Responses and Closing Date

Please submit your response to this tender, with any attachments or detail you feel would be beneficial in your application by 23rd November 2012.