



**STATE OF MARYLAND
ADMINISTRATIVE OFFICE OF THE COURTS
PROCUREMENT, CONTRACT AND GRANT ADMINISTRATION
187 HARRY S. TRUMAN PARKWAY
ANNAPOLIS, MD 21401**

REQUEST FOR INFORMATION (RFI)

FOR

Learning Management System (LMS), Learning Experience Platform (LXP), and/or Learning Content Management System (LCMS)

RFI No. K22-0092-25

KEY INFORMATION SUMMARY SHEET

Request for Information

Learning Management System (LMS), Learning Experience Platform (LXP), and/or Learning Content Management System (LCMS)
RFI No. K22-0092-25

Issue Date: May 31, 2022

Issuing Office: Procurement, Contract and Grant Administration

Procurement Officer: Daniel Mays
Maryland Judiciary, Administrative Office of the Courts
Department of Procurement, Contract and Grant Administration
187 Harry S. Truman Parkway
Annapolis, MD 21401
410-260-1594
Daniel.Mays@mdcourts.gov

Response Submission: Submit via e-mail as an attachment by the bid closing date and time to the Procurement Officer e-mail address indicated on this Key Information Summary Sheet. The RFI name and number shall appear in the subject line of the email as well as the Supplier name. Any email attachment, or cumulative email attachments, at or exceeding 25MB in size will not be accepted by the Judiciary e-mail system. Suppliers are permitted to separate e-mail attachments into multiple, clearly labeled, e-mails.

Deadline for Questions: June 13, 2022 at 4:30 PM EST

Closing Date & Time: June 28, 2022 at 4:30 PM EST

Oral Presentations: July 2022, if required.



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SECTION I. GENERAL INFORMATION

A. SUMMARY STATEMENT

The purpose of this RFI is to learn more about Learning Management Systems (LMS), Learning Experience Platforms (LXP), and/or Learning Content Management Systems (LCMS) that will enable us to build a comprehensive learning ecosystem.

B. ABBREVIATIONS AND DEFINITIONS

For the purpose of this RFI, the following abbreviations or terms have the meanings indicated below:

1. AOC – Administrative Office of the Courts
2. Procurement Officer – The AOC representative responsible for this RFI.
3. Supplier – An entity that submits a response to this RFI.

C. PURPOSE

Any information received in response to this RFI will assist the AOC in composing and validating a scope of work that may be used at a future date for a procurement. The requirements in this RFI do not represent the AOC's final requirements and may or may not be included in a subsequent procurement (e.g., Request for Proposal, Invitation for Bids, etc.). The issuance of this RFI does not constitute a commitment to issue a procurement or award a contract. Furthermore, interested suppliers shall abstain from submitting quotes or bids in response to the RFI.

A submission in response to this RFI does not guarantee that the Supplier will be included in any subsequent procurement. A non-submission in response to this RFI does not preclude the Supplier from inclusion in any future procurement.

D. PROCUREMENT OFFICER

The sole point of contact in the AOC for purposes of this RFI is the Procurement Officer noted on the Key Information Summary Sheet. The AOC may change the Procurement Officer at any time. Only information communicated by the Procurement Officer shall be deemed the official position of the AOC. No other State of Maryland or AOC employee, official, or representative has the authority to change the requirements of this RFI.

E. QUESTIONS

Suppliers shall direct all communication regarding this RFI to the Procurement Officer. Submit questions to the Procurement Officer, by email, no later than the date indicated on the Key Information Summary Sheet. The Procurement Officer, based on the availability of time to research and communicate, shall answer questions at their discretion prior to the closing date and time.

F. CLOSING TIME & DATE

Responses are requested not later than the date and time indicated on the Key Information Summary Sheet. Responses received after the closing date and time listed in the Key Information Summary Sheet may not be considered. Responses may be modified or withdrawn by written notice received by the Procurement Officer before the date and time set forth in the Key Information Summary Sheet for receipt of responses.

G. ORAL PRESENTATIONS

Suppliers may be asked to participate in oral presentations, demonstrations, or discussions. The oral presentations and/or demonstrations may be conducted onsite and/or virtually. Any oral presentation and/or demonstration is informational only and for the purpose of determining feasible solutions and recommendations that could be included in a future procurement. Suppliers shall not include any pricing information in their oral presentations, demonstrations, or discussions.

H. ECONOMY OF PREPARATION

Responses shall be prepared simply and economically providing a straightforward, concise description of the Supplier's ability to meet the requirements of this RFI.



I. PUBLIC ACCESS TO JUDICIAL RECORDS

A Supplier shall specifically identify those portions of its response that it considers confidential, proprietary commercial information, or trade secret, and provide justification why such materials, upon request, shall not be disclosed by the AOC under Title 16, Chapter 900 of the Maryland Rules. The inspection of Judiciary procurement documents shall be governed exclusively by the Judicial Branch Procurement Policy. Procurement documents are presumed to be open to the public for inspection, except as otherwise provided by the Judicial Branch Procurement Policy.

J. INCURRED EXPENSES

The AOC will not be responsible for any costs incurred by a Supplier in preparing and submitting a response, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this RFI.

END OF SECTION I.



SECTION II. BACKGROUND INFORMATION

A. DESCRIPTION OF ISSUING AGENCY

The Administrative Office of the Courts (AOC) is the central support agency for the state judicial branch and provides a broad range of support services to Maryland's courts in operations, information technology, management, legal government relations, financial, administration, and programs.

The Judicial College's mission is to provide relevant, results-oriented, performance-based continuing education opportunities and cutting-edge coursework within the context of adult learning principles for all Judiciary members and employees. Our efforts focus on supporting all professionals in being their best professional selves and reaching their peak potential. Because of our collaborative efforts, the Judiciary's vision and mission are advanced.

B. SUMMARY OF CURRENT SYSTEM

Our current Learning Management System (LMS) is used to primarily store and facilitate Shareable Content Object Reference Model (SCORM) packages that report completion or grade percentages back to the LMS. Course pages are customized with text and graphics to fit each course and documents may be attached for learners to download. Course modules/lessons are created in a grouped manner and duplication may occur if a module/lesson needs to be used in multiple courses. There is not a way to connect stand-alone modules/lesson in a sequenced manner. Our current LMS communicates with our CONNECT/Peoplesoft system for reporting purposes.

C. SUMMARY OF CURRENT ENVIRONMENT

Learners self-register and are enrolled in eLearning courses through our CONNECT system. The entry point for users to our current LMS is different based on learner credentials and email address. The CONNECT/PeopleSoft system and our current LMS do not communicate without customization.

D. VISION FOR FUTURE STATE

To create an ecosystem of learning using connected applications both internal and external to our network and in multiple formats. We would like to see buildable components to create learning tracks that utilize multiple platforms. We would like to track and report all learning efforts using an xAPI-enabled LRS to collect both formal and informal learning data to analyze which methods are proving most effective in educating and engaging our learners. We would also like to have a dashboard for analytics and customizable reporting capabilities. With performance-based training in mind, we want to personalize learning paths that are tailored to a learner's role, activities, as well as previous knowledge and experience to encourage engagement and collaboration. A user-friendly experience for learners with open-source flexibility to customize, scale, and integrate formal and informal workflow training is a key function. Administrators, leadership, and managers should be able to identify learning paths for their teams and track their progress. The Judicial College should also be able to track and manage certifications, host class materials for classes in all learning modalities, including synchronous instructor-led distance learning and face-to-face learning experiences. Push notifications and reminders for learning events, progress, and microlearning pre-class and post-class opportunities should also be built into the system. In the short-term, support should be provided in migrating content and learning the new system. For the long-term, streamlined customer service and support is critical as we grow our ecosystem. It is critical that we can manage learner logins in a system that can handle both SSO and other login types simultaneously and seamlessly. The future system must integrate with our current technologies and share learner information, progress, and grades with our CONNECT/Peoplesoft system. This priority is of paramount importance.

END OF SECTION II.



SECTION III. REQUESTED INFORMATION

A. SUPPLIER INFORMATION

Suppliers shall provide the following information:

1. Address
2. Website
3. Point-of-Contact (POC) information (e.g., name, title, email, phone)
4. Brief history of the Supplier
5. Summary of the Supplier's current offerings (i.e., products and services)
6. Summary of the Supplier's current customer base
7. Any available standard brochure/literature about the Supplier

B. SOLUTION INFORMATION

1. What is your access to customer service IT/Admin personnel and what is the escalation process for service issues?
2. Is there an ability to update course files (SCORM and other types) while a course is in progress and without losing learner data?
3. What types of reports are available?
4. What export options exist for reports and other data?
5. Is there a dashboard for analytics? Is it customizable?
6. Are we able to create learning tracks?
7. Is the platform compatible with xAPI?
8. Are we able to set up a linked ecosystem between the platform and other learning platforms (i.e., LinkedIn Learning, YouTube, etc.)?
9. Will the system communicate effectively with CONNECT (i.e., transfer of learner data)?
10. What types of troubleshooting will system admins be able to do (mask as learners, override grades/completions, etc.)?
11. How are learner logins managed?
12. Will we be able to send customizable email alerts to learners?
13. Will supervisors/managers be able to track employee progress?
14. Is there a way to store class materials for student access and in what formats?

C. SERVICES INFORMATION

1. Summary of the model or structure for pricing (**NOT THE PRICING ITSELF**, but whether pricing is per seat or an unlimited number of seats for the duration of a subscription period or other relevant pricing model).
2. Describe the implementation process including transfer of current course and learner data, down time, and integration with the CONNECT system.
3. Describe the resources for product support.
4. Describe the process for vendor support.
5. Describe the platform's browser and mobile compatibilities
6. Describe the platform's integration potential with other applications.

D. SOLICITATION RECOMMENDATIONS

The AOC requests Suppliers to recommend any metrics, documentation, and/or information the AOC should furnish to Bidders/Offerors in any future solicitation. Suppliers should indicate the significance or criticality of that information to the success of either the procurement itself or the subsequent implementation and operation of the solution. Suppliers shall provide any additional clarifications or recommendations that might be valuable to the AOC in developing and issuing a future procurement.

END OF SECTION III.



SECTION IV. RESPONSE

A. RESPONSE SUBMITTALS

1. Transmittal Letter: The response shall be covered by a transmittal letter, prepared on the Supplier's business stationary, and signed by an authorized individual within the Supplier's organization.
2. Title Page and Table of Contents: The response shall begin with a title page bearing the name and address of the Supplier and the name and number of this RFI. A table of contents for the response shall follow the title page, organized by section, subsection, and page number.
3. Claim of Confidentiality: Any information which is claimed to be confidential and/or proprietary shall be identified by section, subsection (if applicable), and page number, and placed after the Title Page, but before the Table of Contents. An explanation for each claim of confidentiality shall be included. The entire response cannot be given a blanket confidentiality designation.
4. Supplier's Response:
 - a. Supplier shall address each question or request for information in Section III of this RFI. The Supplier's response shall reference the organization and numbering of Section III in the RFI (e.g., "Section III.A.1 Response..."; "Section III.A.2 Response...", etc.).
 - b. The Supplier's response may include additional documentation, comments, observations, or suggestions that may assist the AOC in drafting a future procurement.
5. Pricing Structure:
 - a. Supplier shall include a summary of the model or structure for their pricing (e.g., per user, unlimited, annual fees, as-needed, etc.). The Supplier shall not include any actual pricing (e.g., quotes, bids, price proposals) in their response.

END OF SECTION IV.

