



# **Request for Proposal**

## **Online Training System**

## Request for Proposal

January 5, 2009

To Whom It May Concern:

Community Connections of New York is seeking your proposal to develop an on-line training system. Attached you will find an 8 page Request for Proposal. Please review it carefully and respond to each of the requirements. Sealed Bids must be received by **January 15, 2009 no later than 2:00PM**. Delivery will be 605 Niagara Street, Buffalo, NY 14201 to be considered.

If you have any questions, I can be contacted preferably by email at [dmonroe@comconnectionsny.org](mailto:dmonroe@comconnectionsny.org) or by telephone at (716) 430-3395.

Thank You and I look forward to your proposal,

Sincerely,

David Monroe  
Community Development Specialist

## **1 OVERVIEW AND GENERAL**

**Introduction:** Community Connections of New York, Inc. (CCNY) a Not-For-Profit Corporation has been tasked to provide training to the Family Voices Network of Erie County. CCNY has applied for [IRC 501(c) (3)] status and therefore exempt from State & Local sales taxes as well as Federal Sales Tax.

### **Current Status:**

Community Connections of New York plans to create a hybrid model of on-line and in-person trainings of vendors in the Family Voices Network Erie County system of care. A very important feature of the training is the ability to track the progress of each user and test their knowledge of the content after which each user will receive a certificate of completion. Your companies system should be able to do the following:

- Be a part of the organization's sub-domain
- Have a secure log-in function
- Track the progress of each participant within different training modules
- Provide progress data for all participants to CCNY's admin
- Support a variety of materials (video, audio, powerpoint, pdf, etc.)
- Have participant's take periodic quizzes and tabulate results after completion
- Provide progress data to each participant
- Allow participants to start, restart and stop at any point during the training
- Provide certificate of completion functionality for each training

### **1.00 Quote Due Date**

The deadline for submission of quotes in response to this RFP is **2:00PM January 15th, 2009**

### **1.01 Sealed Bid**

Bidder is to provide two (2) copies of forthcoming proposal in a sealed envelope to be delivered to:

Community Connections of New York  
605 Niagara Street  
Buffalo, NY 14201-1044  
Attn: Purchasing

### **1.02 Requests for Information**

Community Connections of New York RFP (Online Vendor Training)

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All requests for additional information, clarification of item specification, procedure and all other needs for information must be submitted on or before **January 8th, 2009 by 4:00PM**. Said questions & requests may be verbal, faxed and/or e-mail so long as received by stated date.

**David Monroe, Community Development Specialist**

Community Connections of New York

605 Niagara Street

Buffalo, NY 14201

Phone: (716) 430-3395

Fax: (716) 829-1549

e-mail: [dmonroe@comconnectionsny.org](mailto:dmonroe@comconnectionsny.org)

### **1.03 Account Representative**

CCNY requires an account representative and/or contact person to periodic review our account, advise any account features, market updates, trends, new products etc...

### **1.04 False or Misleading Statements**

If, in the opinion of CCNY, a Proposal contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the vendor, Proposal will be rejected. Proposals with excessive mathematical errors may also be disqualified.

### **1.05 Clarification of Quote**

Include vendor contact information available for questions and clarification. CCNY reserves the right to obtain clarification of any item or feature in a vendor's quote or to obtain additional information necessary to properly evaluate the proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of a vendor's quote.

### **1.06 Contract Terms and Conditions**

Please supply a sample contract (if applicable) for evaluation; Including all language, clauses, stipulations and conditions.

### **1.07 Acceptance of Quote Content**

The contents of the quote and all statements made within it will become, at the option of CCNY a contractual obligation if a contract ensues. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

### **1.08 Responsiveness**

## Request for Proposal

Proposals should respond to all requirements and requests for information of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposal. Please have electronic copy available including an Excel Sheet with price information.

### **1.09 Format of Quote**

For ease of finding required information the bidder is to follow precisely the order and section number format of the Request. Other materials not directly related to the stated requirements are to be referenced in the Appendices.

### **1.10 Gifts**

Let it be noted that Gateway Staff are never to accept Gifts, Kickbacks or gratuities, in any form from any Vendor; only Agency credit memos or items that solely benefit the Agency can be accepted.

### **1.11 Evaluation Criteria**

The proposal should provide statements on how the organization will deliver our product based on the criteria below. Please make sure to provide information on ways you would provide this service, or give us a statement on how your organization knows of a better solution.

- **Content Management:**  
CCNY will create training content in a modular format for ease of consumption. The content should be made available to the user in the same way as created. CCNY will create forms that will need to be translated into web pages for users to fill-out and results to be tabulated. The results will be given to the user in real-time. CCNY will create a certificate of completion for training. The users should receive this certificate after they have successfully completed the training. In other words, users will receive a certificate if and only if they have completed every module of the training and received a passing (TBD) grade on each quiz.
  - What ways will CCNY be able to deliver its content to you for viewing by the user?
  - What formats (.mov, .wmv, .pdf, .pptx, .ppt, etc.) will you accept?
  - How will you handle translating forms and tracking their submissions?
  - What will you do to ensure users receive certificates after completion?
  
- **Progress Tracking:**

Each user will have a secure login and password that will allow the user and the administrator to track training progress. CCNY staff will be able to see the progress of every user on all trainings, quizzes and modules within trainings. Users will be able to start and stop their progress with the ability, at a later date, to resume their progress after they have logged in. Users will be quizzed at certain intervals. Once a user has completed a quiz they should receive their results immediately after submission.

- How will you manage the tracking of progress?
  - How will you ensure the security of user information?
  - What will you do to provide CCNY staff with a reporting function?
- Customer Support
    - Describe your customer service experience. Will a live person be readily available? What is the normal wait time?

### **1.12 Expenses for Response**

Potential Vendors are solely responsible for their own expenses, if any, in preparing a response to this Request for Proposal. This would include any costs incurred during functional demonstrations or subsequent negotiations.

### **1.13 References:**

Provide Five (5) customer references of which CCNY will chose Three (3).

## **2 Training System Capabilities**

### **2.00 General Overview & Features**

Define your on-line system features & capabilities including any account management tools.

### **2.01 Granting Approvals**

Can your company assure every trainee has been approved by an authorized Supervisor?

### **2.02 Manageability**

Describe the management of your typical on-line system including Adding/Deleting Users, training calendars to track annual training requirements, and restricting training selections to a predetermined list of approved items.

### **2.03 Security, Reports & Monitoring**

What specific features are available to restrict and monitor user activities? What User reports are available? Can these reports be customized?

### **2.04 Lead Time**

What is your expected time of completion for the training system after receiving approval? What is the turn-around time for changes made by CCNY staff?

## **3 TERMS & CONDITIONS & BILLING**

### **3.00 Terms**

Indicate payment terms including any early pay discounts and/or extended payment options.

### **3.01 Tax Exempt:**

CCNY is waiting for the 501 (C) (3) number and therefore, according to our Attorney, is exempt from State & Local sales taxes as well as Federal Sales Tax [IRC 501 (c) (3)]. Certification will be provided to the successful bid.

### **3.02 Contract**

Will your company require CCNY to sign any contract(s)? If so, what is the minimum length of time you'll accept?

### **3.03 Payment**

List all accepted methods of payment.

### **3.04 Security**

What preventive measures does your company utilize to prevent unauthorized individuals from making changes, signing up for trainings, or accessing private information without Supervisory Approval?

### **3.05 Billing Method**

CCNY requires paper billing. Please disclose any added costs for mailed billing as well as alternative media offered.

### **3.06 On-Line Statement/Project Progress**

Can "interim" statements be view through a web-site log-in?

### **3.07 Donations & Charitable Gifts Policy**

Donations and Charitable gifts Policy. If your company offers charitable donations, please explain qualification criteria and overall policy.

## **4 SUPPORT SERVICES**

### **4.00 Customer Service:**

Describe your customer service experience. Will a live person be readily available? What is the normal wait time?

### **4.01 On-Line Training**

The bidder will provide training, software (if applicable) and ensure the system is functioning properly and is compliance with CCNY's ordering & approval policies. If training is provided, is this on-site per user?