



Sheriff Bob Gualtieri

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"

REQUEST FOR INFORMATION (R.F.I.)

ISSUE DATE: February 9, 2024

RFI DUE DATE: March 11, 2024
RFI DUE TIME: 3:00 pm EST

DELIVERY LOCATION: Purchasing Division
14400 49th Street North, # FPW4
Clearwater, FL 33762

RFI TITLE: Learning Management System (Software)
RFI NUMBER: 24-02
RFI NUMBER MUST BE SHOWN ON THE OUTSIDE OF ENVELOPE

DIRECT ALL INQUIRES TO: Eric Vincent
Purchasing Manager
hvincent1@pcsonet.com

Notice To All Interested Parties: Subject to the conditions, provisions and the enclosed specifications, sealed responses will be received at this office until the stated date and time. This is a Request for Information (RFI) and should not be construed as an intent, commitment or promise to acquire or purchase the proposed solution from a vendor.

The Pinellas County Sheriff's Office (PCSO) is seeking information to assist in determining future Learning Management System (LMS) Software options. This is a request for information only and thereby not a procurement solicitation. The PCSO does not intend to pay compensation for any work that may result from this survey of the market.

If the PCSO elects to move forward and issue a Request For Proposal (RFP) or Invitation For Bid (IFB), we reserve the right to limit solicitations to those proposers who have responded to this RFI.

Response submittals received after the stated date and time, whether presented in person or received by any other delivery method, will not be accepted.

Sincerely,

Eric Vincent

Eric Vincent
Purchasing Manager

SECTION A

GENERAL REQUIREMENTS AND INFORMATION

R.F.I. 24-02

1. SUBMITTAL RETURN DATE

- A. One (1) sealed paper and one (1) electronic file submittal will be received by the Pinellas County Sheriff's Office (PCSO) until 3:00 pm EST, March 11, 2024 at the location displayed below:

Pinellas County Sheriff's Office
Purchasing Division
14400 49th Street North # FPW4
Clearwater, FL 33762

- B. Proposals may be hand delivered or sent VIA UPS OR FEDEX ONLY to the address displayed above. Response submittals will not be considered if submitted after the deadline specified.
- C. Response submittals should be enclosed in packages plainly marked on the outside as:
- i. REQUEST FOR INFORMATION – Learning Management System (Software)
 - ii. R.F.I. #24-02 – Due: 3:00 pm EST, March 11, 2024

2. INTERPRETATIONS/CLARIFICATIONS/ADDENDA

- A. No oral interpretations will be made to any vendors as to the meaning of any item(s) contained in this document. Every request for such an interpretation must be in writing via email only, addressed to Eric Vincent, Purchasing Manager at hvincent1@pcsonet.com. All inquiries must be received no later than 5:00 p.m. EST on February 19, 2024. Significant interpretations or clarifications will be made by an addendum to the R.F.I. document, which will be sent as promptly as is practicable to all vendors to whom the specifications have been issued by the Sheriff's Office and will also be posted on the Purchasing Division's official website at www.pcsoweb.com/administration/purchasing-materials/bid-schedule. All such addenda shall become part of the contract documents. The Purchasing Division will be unable to respond to questions received after the specified time frame.
- B. Vendors should either acknowledge receipt of such Addenda in their submittal or attach the cover page of such Addenda to their submittals.
- C. This RFI and all exhibits will be made available on the PCSO website.

3. PUBLIC RECORDS

All documents, reports, submittals, working papers, or other materials prepared by the vendor pursuant to this RFI shall become the sole and exclusive property of the Pinellas County Sheriff, and the public domain, and shall not be the property of the vendor. Vendors are advised that all information disclosed as part of the R.F.I. process is considered part of the public domain by the laws of the State of Florida. Vendors will not submit pages marked "proprietary" or otherwise restricted.

The PCSO reserves the right to reproduce the submittals for the purpose of evaluation. The vendor shall not copyright, or cause to be copyrighted, any portion of said items submitted to the Sheriff because of this solicitation.

4. RIGHTS OF PINELLAS COUNTY SHERIFF IN R.F.I. PROCESS

- A. The Pinellas County Sheriff's Office reserves the right to cancel the entire Request For Information.
- B. The Pinellas County Sheriff's Office reserves the right to request any necessary clarifications or data without changing the terms of this solicitation.
- C. The Pinellas County Sheriff's Office reserves to itself the right to adopt or use for its benefit, any concept, plan, or idea contained in any solicitation response received.

5. RESPONSE PREPARATION COSTS

- A. Issuance of this R.F.I. does not commit the PCSO, in any way, to pay any costs incurred in the preparation and submission of a response.
- B. The issuance of this R.F.I. does not obligate the PCSO to enter into nor will it result in a contract for any services or equipment.
- C. All costs related to the preparation and submission of a response shall be paid by the respondent.
- D. Respondents will not include any information that might be considered proprietary or confidential.

6. PUBLIC ENTITY CRIMES

Vendors are directed to the Florida Public Entity Crime Act, §287.133, Florida Statutes, and the Sheriff's requirement that vendors comply with it in all respects prior to and during the term of any contract.

7. AMERICANS WITH DISABILITIES (ADA)

The Pinellas County Sheriff's Office complies with the ADA and upon appropriate notification will make reasonable accommodations to permit individuals with disabilities to participate in solicitations issued by this office.

SECTION B
SPECIAL CONDITIONS / SPECIFICATIONS

R.F.I. 24-02

1. INTENT

The Pinellas County Sheriff's Office (PCSO) is requesting information for Learning Management System (Software) options to support comprehensive operations for PCSO Training Division operations. This R.F.I. is being released strictly for the purpose of gaining knowledge of the products and services available on the market for the installation of a Training Management System (Software), related services, options available, typical implementation timelines, and anticipated costs.

No scoring or award is anticipated as a result of this R.F.I. This R.F.I. is meant to solicit information regarding Learning Management Software technology with the capabilities described herein.

Background - The Training Division, commanded by Lieutenant Mark Kolenda, is comprised of the Certified Member Training Unit, which is split into law enforcement certified training and detentions certified training, and the Support Staff Training Unit.

The Pinellas County Sheriff's Office Training Division is responsible for designing and delivering training programs to all PCSO members, certain external agencies and sometimes the public. One method to accomplish this is to partner with outside agencies.

The Training Division is responsible for all training at the PCSO, including backend administration and records keeping, course and curriculum development, class scheduling, facilities and supplies, and training. While the Training Division does not deliver all training, they set the standards and ensure that training and administration are uniform across the agency. The following 2022 statistics are provided to assist vendors in preparing their response:

- Instructors: 360
- Classes: 2,230
- Class Attendance: 60,000
- Training Records: Over 1 million
- Classrooms: 40

2. MINIMUM SPECIFICATIONS

The Pinellas County Sheriff's Office is requesting information regarding Learning Management Systems (LMS) that provide both back end administrative services and front-end trainee services that can support the PCSO Training Division in providing the following capabilities across the agency, partners, and public.

A. Planning Training

- Determine Trainee training requirements based on position, rank, role, time with agency, statutes or legal requirements, directives, certifications, accreditation.

- Determine the training courses or curriculum to deliver based on local, state, and federal requirements, accreditation, job types, security clearances, policies, SOPs, General Orders, member development, regulations, technology, and operational procedures.
- B. Developing Training
- Building training courses and programs to include:
 - **Self-paced** – Trainee can decide when and where to take the training, with the ability to stop and start the training as needed.
 - **Classroom** – Formal training in a physical meeting space with an instructor.
 - **Read-off** – Training that is delivered by supervisors to their members during their regular meetings.
 - **Field** – Training that is delivered by Field Training Officers while in the field with their Trainees.
 - **Online** – Self-paced or classroom training where trainees participate over the internet or local network.
 - Developing lesson plans.
 - Planning for training sites inside and outside the agency.
 - Working with outside training facilities, partner agencies, and the public to determine needs and capabilities.
- C. Organizing Training
- Managing costs associated with training.
 - Managing internal and external training resources, instructors, and facilities.
 - Working with training oversight committees and incorporating their input.
 - Managing training guidelines, principles, objectives, and criteria.
 - Managing training supplies, materials, records, and documentation.
 - Managing Instructors, Trainees, and Administrators.
- D. Scheduling Training
- Coordinating Internal and external classroom training classes.
 - Coordinating Online training.
 - Reservation of internal and external training facilities.
 - Managing waitlisted trainees and facilities.
 - Trainee self-service scheduling of training.
- E. Advertising Training
- Notifying trainees and supervisors of training events, opportunities, classes, and courses.
 - Notifying trainees and supervisors of upcoming training event reminders.
 - Notification of course, class, room, and facility change and conflicts.
 - Notifying trainees of class, certification, or training requirements.
 - Notifying supervisors of their member’s training progress and attendance.
 - Self-service options for trainees to educate themselves on training information.
 - Notification of certification or class expirations.
- F. Reviewing Training
- Workflow and processes for proposing, changing, eliminating, and approving training classes, courses, and materials.
- G. Providing Training
- Processes and tools for conducting training, collecting attendance and feedback, assessments,

managing facilities, and supporting instructors.

H. Tracking Training

- Internal and external trainee and instructor qualifications, certifications, completed training, and training requirements.
- Training classes, lesson plans, courses and curriculum, attendance, surveys, and feedback.
- Paper and electronic forms and files.
- Internal and external facilities, and partner agencies.
- Statistics and data needed to manage and facilitate the training programs.

I. Evaluating Training

- Determining the effectiveness of internal and external classes, courses, facilities, instructors, and processes based on the feedback and assessments.
- Determining the participation level of Trainees.
- Providing training staff and training committee members with the evaluation feedback required to make decisions and provide recommendations.
- Provide trainees, instructors, and external agencies with the ability to provide feedback on the training programs.

J. Revising Training

- Monitor internal and external factors that trigger revisions to training courses and curriculum.
- Manage process for periodic review and revision of training courses with processes for sign-off and approval.
- Manage multiple revisions of training courses and materials.
- Manage revisions across the agency and external partners.

K. Reporting on Training

- Provide data and statistics needed to manage the training program and make informed decisions.
- Provide data and statistics to inform Trainees and instructors on their training progress, performance, and requirements.
- Provide data and statistics to internal members, external partners, and the public to measure and show the effectiveness of the training programs.
- Provide data and statistics to measure trainee participation and performance.
- Provide data and statistics to manage external agency partnerships, facilities, and instructors.

L. Configurable Transaction Workflow Engine

M. Electronic Document Management

N. Windows 10+ 64BIT compatible.

3. SUBMISSION REQUIREMENTS

Please respond to this Request for Information using the following format for your response:

A. COMPANY INFORMATION

- Company Name, address, contact details, contact persons to include email address.
- Provide general background information to include organizational structure and length of time in business.
- Provide the history of your Learning Management System (Software) and the market it was originally built to serve.

- Provide a high-level description of your client base for similar services.
- Provide the number of current customers and three (3) references.
- Describe your experience with law enforcement / corrections organizations.
- Relevant experience to include similar projects, key experts, specific experience in design, construction, maintenance and operations.

B. RESPONSE TO THE INFORMATION REQUESTED

- Respondents must address all aspects of the Learning Management System design and implementation.
- Provide an example time schedule of an implemented Learning Management System project with milestones.
- Provide a rough estimate of a typical implementation duration for your product, transitioning from a primarily manual administration of training operations across several custom developed applications and excel spreadsheets.
- Cost Estimates - The PCSO understands that respondents may not be able to provide exact costs under this R.F.I.; however, we would require respondents provide budgetary ranges or estimates on known costs associated for the project described as well as typical ongoing, yearly costs.
- Review LMS Requirement Matrix (Attachment - A) and complete the worksheet.
- Additional Information –
 - Describe any 3rd party software utilized or equipment that may be included or required with the project.
 - Describe what differentiates your product from competitor’s offerings.
 - Describe the product’s development roadmap, features and functions, for the next 12 - 24 months.
 - Describe the core operating systems, hardware, and databases supported.
 - Describe the basic architecture of the system (SaaS, Client/Server, etc.)

Worksheet

Company Name _____

Please review “Attachment A” and provide an approximate percentage amount that your current software system can perform functions specified for each component or equivalent solutions without customization “Out of the Box”.

1. _____% Records Management
2. _____% Training / Certificate Monitoring
3. _____% Training Courses and Classes
4. _____% Registration
5. _____% Assessment
6. _____% Administration
7. _____% Reporting
8. _____% Searching
9. _____% Workflow
10. _____% Interfaces
11. _____% General Information Technology
12. _____% Technical Architecture Requirements

Optionally, feel free to fill out “Attachment A” Yes/No requirements by placing an “X” for each answer and return the spreadsheet with your submittal.

Below is an example of the information required on your Proposal package.

You may use this as a label if you wish.

**PINELLAS COUNTY SHERIFF'S OFFICE
PURCHASING DIVISION
14400 49th STREET NORTH,
DOOR #FPW 4
CLEARWATER, FL 33762**

PROPOSAL PACKAGE SUBMITTAL

R.F.I. # 24-02

**OPENING DATE/TIME:
March 11, 2024 - 3:00 PM EST**