

## Scope: Learning Management Service Platform

The Indiana Department of Health (IDOH) is seeking a vendor to provide a hosted Learning Management Service (LMS) platform with administrative access, technical support, and access to a national course catalog. The platform will support workforce development efforts across public health partners and must meet specific branding, functionality, and security requirements.

## Requested Services & Deliverables

- Host a branded affiliate LMS portal with a dedicated URL and web-based access
- Provide administrative access for affiliates to manage users, courses, and reporting
- Customize the portal with affiliate branding, introductory text, and contact/help information
- Grant access to a national catalog of public health and related courses
- Provide membership in the Affiliate Consortium, including:
  - Bimonthly calls
  - Annual meetings
  - Monthly newsletter
  - Active listservs
- Deliver ongoing technical support, including:
- Routine updates and emergency maintenance
- Performance enhancements and debugging
- Compliance with security standards
- Ticket tracking system for technical issues and requests
- Offer unlimited phone support for one designated site manager
- Offer unlimited email support for up to five staff
- Provide up to 10 hours per year of administrative assistance
- Deliver training support for up to 12 affiliate staff in the first subscription year
- Allow affiliates to create, upload, and customize branded course content, training plans, and certifications
- Enable grouping structures for compartmentalized or shared data across jurisdictions
- Allow assignment of unlimited administrative roles to affiliate and partner agency users
- Provide reporting capabilities on user data, course activity, assessments, and training outcomes
- Support manual user registration, course approval, and learner support tools
- Enable development and dissemination of surveys and training plans
- Manage course rosters, certificates, CE tracking, seat capacity, and prerequisites
- Align courses to public health competencies and track by standard
- Provide a compliant, customized web portal with affiliate-provided graphics and content
- Ensure redundant fiber connectivity and carrier-neutral data center access
- Notify affiliates of planned outages with at least 72 hours' notice
- Scale services within 30 days upon request (e.g., storage, servers, bandwidth)
- Maintain 24/7 server and data center monitoring

- Provide cybersecurity insurance of at least \$5 million per year
- Comply with RAMP cybersecurity policy and achieve GOVRAMP certification by September 30, 2026
- Meet minimum server specs: shared KVM server, 2 CPU cores, 2GB RAM, Windows Server 2012 R2 or Linux with Apache
- Provide 10GB of content storage per affiliate and unlimited monthly data transfer

### **Service Term:**

Two years or until September 30, 2027, whichever comes first.