

## WIC SERVICES BRANCH

### SCOPE OF SERVICES FOR PROCUREMENT OF AN ONLINE LEARNING MANAGEMENT SYSTEM WITH CONTENT CREATION SOFTWARE

#### I. Project Overview

This Scope of Work details the requirements for procuring a modern, scalable, and engaging learning platform to support the organization's corporate learning and development needs. The platform must be a comprehensive solution covering content creation, delivery, and performance tracking and available as a software as a service (SaaS).

The platform will provide the WIC Services Branch with a centralized hub to onboard new employees with standardized training, develop and deliver compliance and regulatory courses, and maintain a comprehensive library of resources to support staff upskilling and reskilling.

#### II. Required Platform Deliverables and Features

The procured Learning Platform (LMS/Learning Portal) solution must include the following core capabilities:

##### A. Content Creation and Authoring Tools

- **In-App Authoring:** Ability to quickly create microlearning courses using built-in themes and modular blocks, including the ability to add Text, Image, Video, Game, and Question elements.
- **AI:** Functionality to generate content either from scratch or to enhance existing materials.
- **Multimedia & Interactions:** Functionality to add multimedia content (videos, documents, quizzes, etc.) and integrate advanced interactions, including VR and games.
- **Video Adaptation:** Tools to duplicate and re-purpose videos, add commentary, calls-to-action, hands-on tasks, and share attachments.
- **Compatibility:** Must be **SCORM & XAPI Compliant** and fully compatible with SCORM and XAPI authoring tools.
- **Authorized Creators:** A license to allow up to 5 State Agency users to create content, manage lessons/modules, and learners. The license must be able to be reused to account for staff turnover.

##### B. Content Delivery and Experience

- **Blended Learning:** Ability to add recorded, on-demand, and live training to learning paths.

- **Virtual Instructor-Led Training (VILT):** Support for centralizing events in a single calendar and providing learner credit, with compatibility for platforms like **Zoom, Webex, Teams, and GoToMeeting**.
- **Learning Paths:** Functionality to create on-demand courses, blend with live events (ILT/VILT), and personalize learning paths.
- **Branding & Customization:** Capability to **brand the experience**, customize the learner dashboard, and support a unique URL/email address (private-label experience) for multiple divisions or clients.
- **Storage:** Unlimited content storage.
- **Audience size:** Up to 200 learner licenses that can be reused to account for staff turnover.

### C. Social Learning and Collaboration

- **Knowledge Contribution:** Easy sourcing of text, images, and videos from Subject Matter Experts (SMEs).
- **Socialization:** Ability to curate User-Generated Content (UGC), save and share with boards, and allow up-voting and rating of content.
- **Practice & Coaching:** Utilize a video practice and coaching tool to practice skills with a webcam, submit videos for approval, and receive manager feedback or automated scoring via AI.
- **Translation:** Automatic translation of voice-overs for multilingual closed captions.

### D. Administration and Scalability

- **User and Content Migration:** Support for migrating users, moving content, and automating new user imports. Agreement will be for up to 200 users at each time with the ability to re-use the user license when there's staff turnover.
- **User Management:** Scalability to any user count, multi-tier user and course hierarchy (Admin/Managers), and the ability to set up offices for team segregation. License to include 1 administrator and up to 5 content creators. Agreement will be for a maximum of 200 active learners at each time with the ability to re-use the user license when there's staff turnover.
- **Enrollment Automation:** Automated enrollment, automatic renewal options, and the ability to set and send notifications for both "Due Soon" and "Past Due" dates.

### E. Reporting and Analytics

- **Tracking and Key Performance Indicators (KPIs):** Ability to track performance and give credit for every learning activity.

- **Proficiency Testing:** Functionality to test for proficiency, including in-line questioning, checklists, and documented activities that learners can upload.
- **Reporting Options:** Provision of unique reporting and trend analysis, with options to export data in Excel format for further analysis. Ability to generate progress reports detailing system uptime, usage analytics (e.g. completions, pass rates), support tickets, and planned enhancements.

## F. Support

The vendor must provide the following types of support:

- **On-demand** library of help topics and how-to resources in written or video forms.
- **Ongoing Support: 24/7 technical support** (online and email) and a dedicated team committed to acting as a partner and consultant.
- **Ongoing Support: Live support** available for technical assistance using the software.

## G. Implementation

The vendor must provide comprehensive services and support, including:

- **Implementation:** Live Kick-Off & Onboarding over a three-month period after award, including Professional Services for:
  - Planning & Configuration
  - Single Sign-On (SSO) integration/configuration.
  - Learner Data Migration.
  - Personalized Domains & Branding.
  - Administrator & User Training.
- **Hosting:** Provide a United States–hosted, web-based LMS accessible to Hawaii WIC State Staff.
- **Accessibility:** Ensure access on desktops, tablets, and smartphones. both administrators and learners.
- **Product Availability** of both LMS and content creation software must be fully in production and not in development.

## H. INVOICING & PAYMENT

- The Contractor shall issue one invoice for a 12-month period.

### PRICING BREAKDOWN

Please provide the itemized price for the LMS and the Content Creation software in addition to the total bid.

Learning Management System	
Content Creation Software	
General Excise Tax	
<b>TOTAL BID PROPOSAL</b>	