

Request for Information for:  
Learning Management System (LMS)  
and/or  
Training Design, Development, Delivery



Submissions due to the email address below no later than:

April 18, 2014, 6pm PST

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## INTRODUCTION

### Purpose

The purpose of this Request for Information (RFI) is two-fold: 1) to determine feasibility and costs of partnering with vendors who have the capacity to provide instructional design, development and delivery of Covered California blended-learning solutions and, 2) to review the Learning Management Systems (LMS) that are available, and determine if Covered California University should transition from our current system (Meridian 2013.2) to an alternative system.

### Covered California University

Soon after the passage of national health care reform through the Patient Protection and Affordable Care Act of 2010 (ACA), California became the first state to enact legislation to establish a qualified health benefit exchange (Chapter 655, Statutes of 2010-Perez and Chapter 659, Statutes of 2010-Alquist). The California state law is referred to as the California Patient Protection and Affordable Care Act (CA-ACA).

Covered California is an independent public entity within California State Government. It is governed by a five-member board appointed by the Governor and Legislature. Four of the members are appointed for four-year terms, two by the Governor, one by the Senate Rules Committee and one by the Speaker of the Assembly. The California Secretary of Health and Human Services is a voting ex-officio member of the Board. The Board elected the California Secretary of Health and Human Services Agency as Chair, signaling its intention to actively coordinate and collaborate with existing state agencies involved in providing health coverage to Californians.

Covered California works in close partnership with:

- Department of Health Care Services, which oversees and administers California's Medicaid Program (Medi-Cal);
- Managed Risk Medical Insurance Board, which oversees and administers California's Children's Health Insurance Program (CHIP) (Healthy Families and Access for Infants and Mothers), and both the state and ACA-funded high risk pools (Major Risk Medical Insurance Program and Pre-Existing Condition Insurance Plan);
- Two agencies that regulate health insurance in California: The Department of Managed Health Care and Department of Insurance;
- The Centers for Medicare and Medicaid Services (CMS). Under CMS, both the Center for Consumer Information and Insurance Oversight, and the Center for Medicaid,
- Other major purchasers of health care, such as California Public Employees Retirement System and large employers (CalPERS); and
- A broad range of stakeholders whose constituencies will be impacted by health care reform.

Effective January 1, 2014, Covered California began offering a state-wide health insurance exchange to make it easier for individuals and small businesses to compare plans and buy health insurance in the private market, following open enrollment that began in fall 2013. Although the focus of Covered California is on individuals and small businesses who qualify for subsidies and tax credits under the ACA, Covered California's goal is to make health insurance available to all qualified individuals and to all California businesses with fewer than 50 employees.



In November 2013, the Covered California University (CCU) was launched to support those who assist consumers in getting covered. In its first year, ~40,000 learners (educators, call center staff, county eligibility workers and licensed insurance agents) were trained via instructor-led training or webinars in ~ 20 weeks.

CCU's instructional design, development and delivery is currently dispersed across multiple vendors, while subject matter experts reside within Covered California. The training developed and delivered to date has been an information push with little to no skill building. Course evaluations and content-based exams were delivered at the end of each session/course. Upon passing the exam, the learner is certified to support consumers with enrollment. Each learner will be recertified annually.

Course content to date has been primarily focused on program policy and systems (CalHEERS, CRM). Some federal guidelines must be adhered to regarding course topics, duration, and participants. Future course details and requirements have not yet been fully defined. It is likely that a quick turnaround time will be necessary due to new training, re-training, and recertification training that will be offered.

Currently, Covered California is under contract with an LMS vendor to utilize its Software as a Service (SaaS) LMS platform. Covered California needs the flexibility to, at any time, be able to accommodate up to 40,000 end users and administrative users, with the flexibility to "deactivate" users to free up a license, and then "reactivate" a user to utilize the same previously used license. Course delivery must be available 24 hours per day, 7 days per week. Covered California has approximately 250 documents currently in its LMS (courses, exams, surveys, training documents, job aids) all of which are either SCORM 1.2 and/or 2004 compliant.

### **Who May Respond to this RFI**

Responses from firms in industry with practical knowledge of Training and e-learning and/or Learning Management Systems are welcome.

### **How to Respond to this RFI**

All RFI's must be submitted via PDF file to the address below:

Kathleen Solorio: [kathleen.solorio@covered.ca.gov](mailto:kathleen.solorio@covered.ca.gov)

Responses to this RFI must be received no later than **April 18, 2014 @ 6:00 P.M. PST**

### **RFI Response Contact**

Firms responding to the RFI shall designate a single contact within that company for receipt of all subsequent information regarding this RFI and the forthcoming series of Request for Proposals (RFP).

### **Format of RFI Responses**

The following outline is offered to assist in the development of your response. You should include:

- A cover letter -- the cover letter should include a brief summary of your response, such as indicating to which areas you are responding and must also indicate if supporting documentation is included in your response. PDF file.
- The response itself, covering any or all of the areas of information requested by this RFI. PDF file.

Although CCU does not limit the size of responses, you are asked to consider that CCU will rely upon staff with limited time availability to review these responses. In order to assure that your response receives the attention it deserves, you are asked to consider limiting the size of your response (not counting any supporting documentation) to approximately 20 pages. If you consider supporting documentation to be necessary, please indicate which portions of the supporting documentation are relevant to this RFI.

### **Copyrighted Material**

All responses received will be kept confidential by CCU staff unless prior permission is received from vendor to treat as a public document.

### **Reimbursement**

Covered California will not reimburse submitters for any costs in conjunction with their responses to this RFI.

### **Questions Regarding this RFI**

Any questions regarding this RFI should be emailed to on or before **April 8, 2014 at 12:00 pm PST** to the attention of: Kathleen Solorio: [kathleen.solorio@covered.ca.gov](mailto:kathleen.solorio@covered.ca.gov)

### **Review Process**

CCU's RFIs are issued with the intent to survey the industry to obtain information that provides guidance, which will be used in the preparation of RFPs.

### **Clarification**

To fully comprehend the information contained within a response to this RFI, the reviewing group may seek further clarification on that response. This clarification may be requested in the form of brief verbal communication by telephone; electronic communication; or a presentation of the response to a meeting of the reviewing committee.

### **RFI Response Presentations and Demonstrations**

RFI Respondents may be invited to present their response to the reviewing committee. The purpose of this presentation would be to seek clarification of information contained within the response (as noted above); to further explore issues raised; or to further meet the goals of the RFI.

In addition, a training program or technology demonstration to the reviewing committee may prove useful to support the RFI response. Firms may be contacted after review of the RFIs.

### **Schedule**

The following schedule represents dates that respondents should use for planning purposes. Respondents will be notified of any schedule changes via e-mail. All times listed are PST.

March 27	RFI posted/Vendors contacted
April 8, 6pm PST	Last date/time for submission of written questions via email to: <a href="mailto:kathleen.solorio@covered.ca.gov">kathleen.solorio@covered.ca.gov</a>
April 11	Responses to questions emailed by end of day
April 18, 6pm PST	Responses must be submitted to <a href="mailto:kathleen.solorio@covered.ca.gov">kathleen.solorio@covered.ca.gov</a>



**Next Steps**

RFIs will be reviewed using the following criteria:

- Compliance with stated requirements and provisions of the RFI
- Value added offerings to further enhance the partnership

The CCU RFI team will acknowledge and review all submissions.



### **Business Requirements for LMS Vendor**

Provide an overview of your system products and services. Areas of particular interest to us are numbered below.

1. Company Background
2. Experience
3. Content and Curriculum Management
4. Measurement, Assessment and Reporting Tools
5. Application Administration
6. Accessibility
7. Technical Requirements
8. Professional Services
9. Project Management
10. Availability
11. Affordability

### **Business Requirements for Training Design, Develop, Delivery Vendor**

Provide an overview of your training products and services. Areas of particular interest to us are numbered below.

1. Company Background
2. Experience
3. Content and Curriculum Development
4. Evaluations and Assessments
5. LMS Experience
6. Project Management
7. Availability
8. Affordability