

**Request for Proposal**

Request for a Learning & Content Management System

(with possible performance management module)

Private & Confidential

August 6, 2021

#

# 1. INTRODUCTION

Relief International (RI) invites Service Providers to submit proposals, price quotations, and technical specifications for the development, delivery, and ongoing maintenance and support on an enterprise-level Learning and Content Management System that can be utilized by RI staff at a global, regional, and country level for the tracking, storing, and reporting of Staff Learning and Development data, with the possible addition of a Performance Management component.

During this RFP process, we understand that technical details may be subject to change upon vendor recommendations and/or research into more optimal solutions. In your proposal, you are encouraged to suggest alternatives to our minimum technical requirements, where noted.

We are looking to work together with a vendor to define an optimal solution for RI’s Learning and Development needs. RI conducts an average of 100 active projects at any given time. RI’s key sectors are Health, WASH, Education, and Economic Livelihood, with Health programming currently making up the majority of our beneficiaries. Other non-primary sectors can include capacity building, and protection and empowerment of marginalized communities.

# 2. BACKGROUND OF ORGANISATION

Relief International specializes in relief and development programs that benefit people in acute distress.

Relief International supports vulnerable communities in places other NGOs can’t, don’t or won’t go. We craft custom solutions that address the origins of poverty that empower communities to reach the goals they set. A registered non-profit in the US, UK, Belgium, and France, our work targets those fragile countries or communities that suffer from recurrent man-made or natural crises that impede human development. We invest in four program sectors—Economic Opportunity, Education, Health and WASH (Water, Sanitation and Hygiene)—by supporting solutions that reinforce and improve upon existing in-country systems.

## 2.1. OUR HISTORY

RI was founded by a group of concerned individuals in Los Angeles in 1990 to respond to the Manjil—Rudbar earthquake in Iran, the country’s worst natural disaster on record. The organization established a European headquarters in London, UK, and followed this with a merger with *EnterpriseWorks/VITA*, a development organization with more than sixty years of experience, uniquely bringing together a development approach with a focus on crisis settings. Together, these organizations have grown under the Relief International name to become an international organization operating in 19 countries.

## 2.2. RI BY THE NUMBERS

* We work in 19 countries in the Middle East, Africa and Asia.
* 6,000+ staff and auxiliary workers
	+ 98% of staff are local nationals
	+ 80+ expat staff out of 6,000+ active staff
* $144 million in 2019 spent on our programs
* 4 primary sectors:
	+ Health (29%)
	+ Economic Opportunity (7%)
	+ WASH (Water, Sanitation and Hygiene) (1%)
	+ Education (21%)
	+ Multisector (31%)

## 2.3. THE PEOPLE WE SERVE

Relief International partners with people in fragile settings to achieve relief from poverty by supporting their response to crises, building their resilience to disasters and emergencies, and advancing the dignity and long-term well-being of people in the communities that we serve. RI’s core partners are communities of poor or vulnerable people in fragile settings, especially:

* People living in underserved, remote, and/or hard-to-reach places;
* Refugees, internally displaced persons, and victims of natural and man-made disasters and conflicts;
* Women and girls, especially those in need of primary education, WASH and health services, and economic security;
* Small-scale entrepreneurs, farmers and rural dwellers in need of training and strategic value chain interventions; and
* Other vulnerable communities whose needs match RI’s strategic skills.

# 3. DESCRIPTION AND OBJECTIVES OF A LCMS

In 2015 RI launched its first Learning and Content Management System (LCMS), RI Academy. Since then, RI transformed learning and development (L&D) for all staff from a non-existent function to a well-integrated system, in which all staff can receive Orientation and performance improvement programs including online videos, resources and credit for classroom training. At the end of 2015 RI saw roughly 50% of its staff, who were registered in the LCMS, take lessons in the RI Academy. By the end of 2017, 76% of staff registered in the LCMS either took lessons in the RI Academy or received credit for lessons taken in RI classrooms or through various external sources. By the end of 2018, 10 countries and the 3 regional offices had over 80% of their staff completing some form of training and recording it in the LCMS. By the end of 2020 82% of the whole organization had completed training that was either distributed through or tracked by the RI Academy LCMS. It has become a cornerstone function of human resources and has enabled RI to bring L&D to so many staff who were previously underserved in this capacity.

Currently our RI Academy is hosted by DisasterReady.org, a Cornerstone OnDemand Foundation initiative. Unfortunately, the system is going to sunset on Dec 31, 2021. With this opportunity, we have an obligation to our staff, as participants in L&D, as managers who seek support for their employees, and as administrators of numerous systems, to deliver a new system that remedies some old challenges. A new LCMS would ideally have the potential for identifying or otherwise supporting learning and development needs based on performance and provide a streamlined approach to enabling supervisors and managers to find resources and content that will support the development of their teams. The new system should be able to integrate with performance management, support data migration from our performance review system, RI Excel (em-perform), be accessible, and require a minimal level of effort to administer. Processes for assigning, enrolling, crediting, notifying, reporting etc… should be streamlined, and it should have flexible reporting capabilities.

**An integrated approach**: Learning and development addresses many needs, but ultimately it is about creating the sort of performance that achieves the objectives. Whether it is Organizational, Departmental, Programmatic, or Individual, where there are performance gaps there may be knowledge interventions that can help bridge the distance between what is and what should be. It is important not to isolate L&D from performance indicators or competencies**. A new system should have the capacity to identify content based on performance gaps, competency needs, or other requirements as indicated.**

**An accessible system**: If RI is to embrace the LCMS as a primary repository and distribution ‘center”, accessibility is very important. A new LCMS must be accessible for all, including Iran, South Sudan, Sudan, Yemen, and all other countries where internet is spotty, embargoes happen and electricity goes out. **To increase accessibility, there should be a way to participate in courses, download content, and manage the system “Offline”. Accessibility also means a system that has multiple user languages, at least for the user interface.**

**A less onerous system**: As this system is monitored and maintained through Human Resources, it would behoove RI to find a system solution that is less onerous on the small and already overburdened HR Department. The system should allow the HR Manager in each country to batch upload new staff profiles and “close-out” separated staff, with no need for vendor assistance. It should automatically enroll staff in prescribed content, for that level of the organization, or for that function or department or program of which they are a part. Individuals should be able to self-document courses taken outside the LCMS. They should be able to easily upload certificates of achievement and receive credit / recognition for continuing education as part of their performance appraisal. Credit for attending RI classroom sessions should be as simple as the facilitator taking attendance, or a batch upload from an LCMS Administrator with the names and lessons to be credited.

**Administration of the system:** Administration focuses on the following features:

* **content management** (people and lessons),
* **automation capabilities** (rules and groups),
* **content creation** (podcasts, video uploads, presentations, etc…)
* **session creation** (classroom, online, webinar, external website, etc…)
* **communication** (notifications, reminders to employee and supervisor/manager, completion notices) and
* **reporting** (templates and objectives**).**

These administrative tasks however, should not be delegated to the few, but owned and accessed by the many team members who create lessons, conduct classroom training, manage their staff, support performance improvement, report to higher authorities and so on. The table below illustrates what sort of accessibility may be needed for various levels of administration.

|  |  |
| --- | --- |
| A Super Admin: This may be Global Support members and/or OD&TPersonnel and Course Content creation, Automation, Communication and Reporting. | Has accessibility for content creation and management (people and lessons) as well as session creation and management, automation capabilities (rules and groups), communication (notifications, reminders to employee and supervisor/manager, completion notices) and reporting (templates and objectives). They should be able to make changes to personnel profiles, grant or remove credit and create any report or report template as needed.  |
| Secondary Admin: Regional and Field HR ManagersPersonnel content management, crediting, reporting, classroom session creation | May add staff profiles, grant credit and run reports.Also, create classroom sessions, enroll and credit staff, upload materials, calendar items, resources, assessments etc…. |
| Reporting Admin: All Supervisor / Managers and aboveReporting | May run reports, also assign courses to their subordinates.  |
| Facilitator Admin: Subject matter experts or classroom / web coordinators / facilitatorsContent creation | Create classroom sessions, enroll and credit staff, upload materials, calendar items, resources, assessments etc….If LCMS has course creation capacity, this Admin function would have access to it. |

**A streamlined process**: L&D should be considered an integral part of the performance management process, which, at its heart, is how an organization monitors, controls and improves how the workforce performs and how well it attaining its goals and objectives. L&D is the aspect of the process that provides the employee with the knowledge, tools and resources to accomplish the work that RI has committed to do. This system would align processes with the employee lifecycle. **From the beginning of any employee’s tenure to the last day they work with RI, employees are provided content and information that will help them do their job, and then improve on how they are doing their job.**

Although it is not an immediate concern, having a system that integrates performance management and L&D would be ideal. At the very least, RI would benefit from a system in which HR can enter profiles into the LCMS, and then **the supervisor / manager identifies L&D content and programs that will help their staff achieve their performance goals.** **Keeping L&D aligned with** performance**, is key to obtaining beneficial impact.**

Since 2015, RI has used a performance management system supported by em-perform. It features assessment of Organizational Values, Core Competencies, Performance Goals and Training. Key to the success of the performance review process is a conversation between the supervisor and employee regarding the employee’s goals and their needs for meeting those goals. In 2019 RI conducted an evaluation of the Performance Management system. The results of this evaluation support many of the streamlining and integration goals mentioned above. Here are some L&D related recommendations that should be considered as RI seeks a new LCMS.

|  |  |
| --- | --- |
| Recommendation | New LCMS Functionality |
| Improve and clarify the use of training goals.Training Goal should be based on areas that need improvement as indicated in performance goals, position description or Core Competence. | Setting training goals becomes more relevant if they are related to job performance, or Organizational, Department or Programmatic needs. Therefore, training goals should be aligned with performance needs and supported through the LCMS. |
| Introduce Employees to competencies when they first join. Improve and clarify the competencies. | Every job description states what competencies are required for the position. This information should be in the LCMS where it can serve as a rubric for performance assessment and L&D support. |
| Place more importance on the performance discussion between employee and supervisor  | Creating a streamlined system that integrates L&D with performance goals can help generate more conversation between supervisor and employee regarding what remediation is needed to bring performance up to expectations. |
| Mandatory Training should not be considered part of Training Goals. | The system should separate the L&D needs based on compliance, performance, new systems or process training, observation/assessment, or certification requirements. Training goals for performance and training for compliance should be easily isolated from each other. |
| Access to LCMS is too difficult and supervisor has to do a lot of searching, there is no table of contents. | Bringing together performance needs and L&D will enable supervisors / managers to easily find and follow up with L&D needs and may increase utilization of the LCMS. |
| Training can be on the job | The new LCMS should be flexible enough to contain observation checklists and assessments for on the job training, as well as the ability to create classroom sessions, workshops, webinars, and other live training events. |

**Reporting made easy**: Reporting on the status of objectives is applied to the L&D function as it is with all organizational goals and objectives. RI has maintained since 2015, that at least 80% of staff (if not higher) should complete some form of training. There are several objectives to that point, which are derived from the reports in the LCMS. **Mandatory training should be easily reportable, through dashboards or with minimal filtering of data tables. Reports should be customizable, with no limits on # of records produced per query. Report templates should be customizable and unlimited. RI needs an unlimited number of queries that can be altered at need. Every employee transcript should be easily accessible by the employee or their supervisor for consideration of performance management. Relevant reports can be generated by any supervisor / manager for their own subordinates, or by the employee for their own records.**

## 3.1 FUNCTIONAL and TECHNICAL REQUIREMENTS:

Platform, Domains & Interface

* RI is looking for a platform that will allow us to meet requirements and needs in the short term, but that is versatile enough (read: non-proprietary, open-source and well documented) for us to add functionality, types of content, languages, and so forth at later stages without having to rebuild the platform’s core.
* ADA Section 508 compliance.
* Learner interface available in multiple languages (list).
* Support for multiple domains at the enterprise, subsidiary, business unit, client or other defined levels (and ability to spawn new domains without vendor involvement).
	+ Move a user from one domain to another.
	+ User can belong to multiple domains.
* Can provide different business rules for multiple departments.
	+ Assign learning activities (single or bundle) to an entire domain.

## Student Features

* New learner can request an account.
* Access and search a catalog and descriptions of learning offerings (by title, mode, keyword, etc.).
* Access bulletin boards/chat rooms.
	+ Register for and access a course-specific bulletin board.
* Access online resources (i.e. PDF instructor has posted for a course).
	+ Online resources also available offline (downloadable)
	+ Access via mobile device or tablet
* Launch and bookmark online courses.
* Complete a survey or test.
* Modify user interface/preferences/profile
	+ Forgotten password/change password (and/or user name)
	+ Select language/time zone preferences.
* Learner can self-register/de-register for learning offerings.
* Review/print a completion certificate
* Review/print a transcript
* Access eHelp (search for topic/context sensitive).
* Update/adjust/create Individual Development Plan (IDP).
* Automatic register/de-register notification via email

## Learner Management

* Courses
	+ Searchable course catalog. - The platform must allow for advanced search functions. Users must have the ability to carry out searches through an advanced filter system to search based on (for example) sector, requirement, tags, etc…,.
	+ Courses can be set to automatically renew on periodic basis (i.e. for annual certification).
	+ Courses can be grouped into curriculum and topic areas.
	+ Customizable naming conventions and rating systems.
	+ Edit a learning template (and auto-update for assigned users).
	+ System training/certification programs are available (from vendor).
* Student profiles
	+ Enroll users in courses (individual, groups/batch).
	+ Create, change and view user information/profile.
	+ Ability to create (or batch upload) new users.
	+ Set/change user status (i.e. active/inactive/deleted).
	+ Designate supervisor's students (i.e. direct reports).
	+ Designate/change a user's supervisor.
	+ Student certificates (e.g. for course or curriculum completion).
	+ Student transcripts (viewable and printable).
* Admin features
	+ Assign learning activity deadlines for employees.
	+ Assign students to groups or departments.
	+ Auto enrollments in pre-determined courses
	+ Create employee and class reports from a Web browser.
	+ Mark a learning task (i.e. informal) as complete and add a transcript item into student transcript
	+ Web-based access to administrative features, data and reporting.
	+ Ability to track ILT, OLT and informal training.
	+ Create/edit/assign/delete new permissions and roles.
	+ Enroll and cancel registrations for learning events.
	+ Instructor can mark completion of Materials and Courses
* Performance support
	+ Set due dates for materials, courses and entire plan completion (i.e. certification deadline).
	+ Assign a learning plan to (individually/user group/globally).
	+ Create, modify and delete Individual Development Plan (IDP) templates.
	+ Report on learning plan progress across groups/globally (Learning Plan Details Report).
	+ Set auto-reminder email for assigned students/instructors/managers/administrators regarding due date for entire learning plan
* Communications
	+ Automated reminder notices via email.
	+ Registration confirmation via email.
	+ Completion email notifications and certificate dissemination

## Reporting Requirements

* Web-based reporting interface.
* Create/edit/share/delete a dashboard (select characteristics).
* Ability to export report data.
* Dynamic reporting (ad hoc) capabilities.
* Wizard-driven report creation (for custom reports).
* Methods for sharing reports and dashboards.
* Custom reporting capabilities.
	+ Select columns to include in a report.
	+ Sort a report by fields (i.e. alphabetically or chronological).
	+ Data filtering capabilities (i.e. by all columns available).
	+ Reporting within domains/across domains.
* Data warehousing capabilities.
* Do you provide audit tracking, supervisory and management reporting capabilities?

## Learning Content Creation

* Built-in/integrated LCMS
* Utility to upload custom content without vendor assistance (course upload tool)
	+ SCORM-compliant
	+ AICC compliant
* Launch and track Web-based learning
* Can disable a course without removing it from the LCMS
* Offline access to courses - Download capability (for off-line courses/disconnected learning)
* Interoperability with 3rd-party content and content authoring tools (HTML-based) including but not limited to:
	+ Links to other training sites or resources
	+ Content purchased through vendor
	+ Content created by RI using:
		- Articulate 360,
		- any open source software for recording or screen capture)
	+ Webcasting/Virtual Classroom Tools (Zoom, Teams, Skype)
	+ Interoperability with content that is NOT standards-compliant
* Tested with elearning tools
* Ability to run Web-based courses developed by internal staff using Articulate 360, or any open source recording or screen capture software
	+ Built-in content authoring tool (HTML-based)
	+ Built-in testing and survey creation tool
	+ Ability to upload and use multimedia with built-in authoring tool (audio, video, images, Flash, etc.)
* Create/edit course characteristics
* Expire a course (set a date)
* Scheduling of ILT including instructor/location
* Create/edit an ILT/WILT and appropriate resources
* Ability to set (and override) the max/min students for a course at the session level

## Hosting & Support

* Methods of data exchanges and encryption supported.
* Help Desk
	+ options available for administrators, SMEs and employees (email, phone, text chat, fax, etc.).
	+ support for multiple time zones (we are worldwide, so as many time zones as possible.).
	+ support for multiple languages (Eng, Arabic, Farsi, Pashto, Dari, Somali, Nuer, Urdu, Myanmar Lang., Bangla).
* Data migration form other systems (i.e. current LMS or Performance Management system) .
* Interoperability with other modules/applications (possible performance management integration).
* Software-as-a-Service (SaaS)/hosted delivery model.
* System integration with HRIS/ERP systems (pull and push).
* All training materials must be provided for both back-end and front-end users, including materials on how to conduct future internal trainings for new staff.
* The vendor should provide adequate in-person training and documentation to the RI HR team to be technical experts, able to provide cascade trainings to users at a global, regional, and country level.

## Communication & Collaboration

* Global broadcast messaging.
* Web-based calendaring and scheduling (integration with Outlook).
* Course-specific bulletin boards.
* Electronic discussion boards (moderated).
* Fully integrated live webcasting and virtual meeting capabilities.
* Live chat capability
* Automatic email notifications, reminders, etc…
* Have email domain authentication capacity via DKIM and SPF authentication

## Security/Data Protection

* What is your primary method of adding security to your system i.e. Application-based, Active Directory Services?
* Security (password and user IDs determine authentication).
	+ Has Multifactor Authentication?
	+ Do you support time-based automatic user log-off?
	+ Automated system to help users who have forgotten their passwords and/or user IDs.
	+ Do you provide access control via User ID & passwords?
	+ Configure security settings (password characteristics).
	+ Single Sign-on Capability (preferably, AzureAD)
	+ Server-level user authentication.
* Has pre-defined security policies including:
	+ IS integration and security
	+ Role-based security
	+ Login encryption/validation.
	+ Current data security and privacy policies and procedures availability
	+ GDPR Compliance
* Does your system encrypt or secure the channel for data to be securely transmitted between machines with at least 128-bit encryption TLS 1.2 or higher?

## Technical Requirements

* Tablet-accessible - mobile/app version: Ability to view lessons on a phone or tablet.
* Web browser flexibility: The LCMS should be. cloud-based application, with full functional requirements across all major web browsers, including Google Chrome, Mozilla Firefox, and Microsoft Explorer.
* Help page and user/training manual: A help page will include FAQs as the system is rolled out as well as a comprehensive training manual that can also be downloaded.
* Backup and restoration of data: All data are backed up on a regular basis and data recovery/restore is possible in case of any data loss.
* Multilingual within RI countries: User interface is accessible in multiple languages.
* Access from all countries: Over time, we should have the LCMS accessible from all RI countries, including countries where VPNs are not allowed.
* No installations required: A cloud-based system that does not require installation on individual computers.
* Technical support: System provider provides full services in training, ongoing technical support, and troubleshooting.
* Data quality checks: The system has data quality controls to assist in preventing errors (numbers vs. text, age limits, etc.)
* Data entry tracking/history: The system can track what data was entered by user and date.
* User activity log: The system can track, and recover, any data that was deleted or modified by users.
* Missing data by reporting periods: The system can highlight reporting periods with missing data and notify administrators.
* Allows Multiple Browser Compatibility
* System is modular, allowing deployment of only required functionality.

## Performance Management

* Online Appraisals & Self-Assessments
* Goal & Competency Management
* Training Goal Management
* 360º Multi-Rater Reviews
* Rating scales
* Email alerts and notifications
* Goal and section weights
* Electronic sign-off
* Guided setup & training
* Analytics & Reporting
* Supervisor Recommendation Form
* Tracks review anniversary dates and automatically notifies users
* Attachments
* 100% web-based access
* Expert support & service
* Comment boxes for Narrative Feedback
* Support Offline updates of forms and reviews
* Job-specific evaluation content
* In-Year Feedback Option
* Single-sign-on available
* Integration with existing HR systems
* Access to historical reviews
* Focal or anniversary reviews
* Configurable platform
* Flexible workflows
* Multi-lingual capabilities
* Writing assistant tools

## 3.2 TARGET STAFF

The LCMS will be available to all RI Board Members, Contractors, Consultants, Direct and Indirect staff, National and International, Volunteer and Interns.

# 4. LAUNCH

To ensure all requirements and specifications are accurate, RI is planning on launching the LCMS on January 1, 2022.

# 5. BUDGET/ COSTING

A breakdown of the cost must specify the basis of ongoing costing and maintenance; by portfolio size, number of users, **in US Dollars**, must be included in the proposal. Include all costs such as:

* + cost per user (if that is the fee structure) or annual cost for software access
	+ annual maintenance and/or support fees.
	+ set up costs and any additional costs for configuration, data import, customization etc...
	+ Costs for creating or sharing learner and administrator user guides,
	+ costs for RI administrators.
	+ If in-person meetings or trainings will be necessary during the project, please indicate any expected costs for this.
	+ Any additional add-ons, enhancements or modules being presented

In the event that we cannot meet our requirements within the allocated budget, we are willing to consider some requirements out-of-scope for this project, with a possibility for inclusion at a later date, under a separate budget.

# 6. PROJECT TEAM

Leading this international project will be primarily the Global HR Team

Director of Organizational Development and Training, Dr. Diane Barish

Global IT Manager, Bin Su

HR Systems Administrator, Pereowei Osekamebor

Global HR Director, Joan Coyle

Global Supply Chain and Operations, Muhammad Shahnawaz Khan

Regional HR Manager: Job Ojuok

With assistance from members from IT, GSO HR, and other staff as required.

# 7. EXPECTED DELIVERABLES

## 7.1. PROPOSAL SUBMISSION

In order to bid for this RFP successfully, the company should provide:

### Description of company

* Please provide your company’s full legal name, registered address and company registration number.
* A portfolio with relevant work.
* Location of offices.
* Number of FTE employees.
* Disclosure of any current or past affiliation with RI, or any current or former RI staff member.
* Number of years of experience the organization has in designing/developing similar systems
* References of at least three projects, including contact details.
* Copy of standard SLA for hosting, support and maintenance.

### Brief outline of what your company envisions for this project

* Summary of the proposal.
* Proposed budget (see point 5 above), including a detailed breakdown of line items and optional project components. Any requirements that do not fall into the specified budget should be priced separately, and any ongoing hosting, support and maintenance costs clearly specified.
* Description of the project management methodology you would apply to this project.
* Timeline with expected stages, milestones and proposed dates.
* Expected staffing for the project team and their qualifications.

## 7.2. EVALUATION CRITERIA

Vendors will be assessed according to (but not limited to) the following criteria, by an internal RI selection committee:

1. Vendor’s demonstrated experience with similar projects and initiatives (including key personnel qualifications) with at least three company references’ contact information including name, position, and email and telephone number and written permission to contact each reference.
2. Price and cost effectiveness for the project.
3. Technical approach and demonstrated capacity to meet requirements outlined in overall project design and development, troubleshooting, and client communications.
4. Commitment and approach for ongoing maintenance and troubleshooting.

## 7.3. VENDOR REQUIREMENTS

RI would like proposals from vendors to help design and develop an engaging solution to meet our needs. Vendors must meet the following requirements:

* Demonstrated success in delivering intuitive and cross-platform/device user experiences.
* Experience working on multilingual sites.
* Work closely with RI to ensure that all outputs reflect intended objectives.
* Fluent spoken and written English in the core project team.
* Ability to be flexible and adapt to requested changes on short notice.
* Ability to advise on unknown appropriate cost-effective solutions that meet the needs highlighted above.
* Maintain excellent, regular communication with RI on the progress of the project throughout the process, with a single point of contact for project management purposes.
* Efficient coordination and delivery of product, ideally using an Agile methodology, with early identification of any changes to the project scope, delivery or budget.

RI will examine the proposals and invite agencies who meet the brief to pitch their proposal on a date to be confirmed.

# 8. PROPOSED DRAFT TIMELINE

|  |  |
| --- | --- |
| **DATE** | **ACTION** |
| August 6, 2021 | RFP issued to prospective vendors and posted on RI website |
| August 8, 2021 | Notification by vendor of intention to submit proposal – email interest to SCO@ri.org to ensure you are invited to participate in Q&A session |
| Friday August 13, 2021 | Q&A session for all interested vendors on ZOOM. All questions should be raised during this session. Any items not able to be answered during the call will be emailed out to all interested vendors by EOD Monday 16th August 2021 |
| Facilitate a Q&A session for interested vendors on Friday, August 13th |
| **Monday August 23, 2021, COB (EST)** | **Deadline for submission** **Upload your complete proposal into the BOX folder using the below link.****Please send us email confirmation after uploading the proposal.** [**RFP Submission- RI LCMS 2021**](https://ri.app.box.com/f/eabd970fb6e44c1184f452debf809dcd) |
| Review submissions and create shortlist for interview |
| Wednesday August 25, 2021 | Shortlisted vendors contacted and interviews arranged (in-person or remote as possible) |
| Week of August 30 | Shortlist interviews and presentations (remote) |
| Week of September 6 2021 - Final selection announced |
| Week of Sept 20 2021 | Work begins |

# 9. TERMS AND CONDITIONS

 **Proposals are due by Monday August 23, 2021, COB (EST).**

**Upload your complete proposal into the BOX folder using the below link.**

[**RFP Submission- RI LCMS 2021**](https://ri.app.box.com/f/eabd970fb6e44c1184f452debf809dcd)

**Please send us email confirmation after uploading the proposal.**

If you have any issues with the upload please contact SCO@ri.org

We encourage bidders to contact us to clarify our requirements and explore potential solutions.

Any questions regarding the RFP content or process can be directed to:

Dr. Diane Barish

Director or Organizational Development and Training

diane.barish@ri.org

Copying

SCO@ri.org

All companies responding to this RFP will be notified of the outcome of their submission according to the timetable. Proposals of unsuccessful candidates may be kept on file for future opportunities.

RI will not be liable for any costs incurred by vendors in responding to this RFP. RI reserves the right to reject any and all proposals received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of RI.

This RFP is a private, copyrighted document that may not be shown to others.

## 9.1. STATEMENT ON POTENTIAL CONFLICT OF INTEREST

RI selects vendors based on an RFP process. Any contributions of cash or gifts made by a company or its employees prior or subsequent to submission of a proposal will not be taken into account in selecting vendors.

# 10. INTELLECTUAL PROPERTY AND OWNERSHIP OF THE PRODUCED WORK

RI requires that all the originally produced work, including, but not limited to: code for the back-end and front-end, client-side scripts, style sheets, graphics, photographs, animations, videos, any other customized work, the combination of all of the previous into the product that constitutes a working website is exclusively and in perpetuity licensed to the organization and can be (re-)used, adapted, reproduced, altered for use globally and at the organization’s sole discretion, with no limitations.

Any component used in the final product that limits the above provision should be clearly listed (for example: the CMS code, the search engine appliance, etc.).