



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE**

**REQUEST FOR INFORMATION
FOR
ONLINE EDUCATION AND TRAINING PLATFORM/PUBLIC SAFETY LEARNING
MANAGEMENT SYSTEM**

**RFI # 33501-175002
September 20, 2016**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Commerce and Insurance issues this Request for Information ("RFI") for the purpose of identifying service providers for an online education and training platform/public safety learning management system through which the state can provide and monitor training for 911 telecommunicators. We appreciate your input and participation in this process.

2. BACKGROUND:

The Department of Commerce and Insurance is seeking a service provider for an online education and training platform for 911 telecommunicators. This RFI seeks to identify specific skills, resources and costs associated with the provision of this platform that will allow the Emergency Communications Board to provide and monitor online training for 911 telecommunicators across the state. The state is seeking information for a comprehensive online learning management system allowing 911 telecommunicators to receive convenient online training in various subject matter areas such as those identified in the Tennessee Emergency Communication's Board Rule 0780-06-02, as well as the Recommended Minimum Training Guidelines for Telecommunicators, published on May 19, 2016. The online training management system/platform should also allow a state training coordinator the ability to monitor ongoing training and certify telecommunicator compliance with minimum training standards established by the Emergency Communications Board.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Curtis Sutton, Executive Director
Department of Commerce and Insurance
500 James Robertson Parkway
Nashville, Tennessee 37243
Telephone # (615) 253-2164
Fax # (615) 253-2180

Responses may be mailed (hard copy) or emailed to Lee Pope. All responses must be received by the RFI Response Deadline.

- 3.2. Please feel free to contact the Department of Commerce and Insurance with any questions regarding this RFI. The main point of contact will be:

Curtis Sutton, Executive Director
Department of Commerce and Insurance
500 James Robertson Parkway
Nashville, Tennessee 37243
Telephone # (615) 253-2164
Fax # (615) 253-2180

- 3.3. Please reference RFI # 33501-175002 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued	2:00 p.m.	September 20, 2016
2.	RFI Response Deadline	4:30 p.m.	October 3, 2016

5. GENERAL INFORMATION:

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Provide a brief description of experience providing an online training management platform or other similar learning management system product.:
4.	FILL IN WITH REQUESTED INFORMATION AS NEEDED

COST INFORMATIONAL FORM	
1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2.	Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS	
1.	Please provide input on alternative approaches or additional things to consider that might benefit the State: