

# Questions from LMS Vendors

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## User Volume, Access, and Account Management

1. To ensure our solution aligns with your requirements, could you please share the **estimated number of users/learners anticipated to access the LMS per month?** This information will help us accurately scope the proposal, including scalability, licensing, and infrastructure recommendations.
2. **Estimated Monthly Users:**  
Could you please share an approximate number of users expected to access the training content on a monthly basis? This will help us provide accurate pricing and resource planning in our budget narrative.
3. What is the anticipated number of concurrent learners, annual visitors, and expected number of site administrators?
4. **User Volume:** Approximately how many users (staff, volunteers, clients, etc.) will require access to the system?
5. Is there an annual number of users that you would like vendors to base their pricing proposals on?

6. What is the anticipated number of active learners at launch, and what is the expected growth over time?
7. How many users will this contract be covering?

**Response:**

While the initial number of users could be less than 50, moderate growth anticipated over time as additional modules are released and statewide engagement expands. Learners will come from multiple partner organizations across Texas and will access the platform on a rolling basis as they enter training cohorts or complete ongoing coursework.

For the purposes of this RFP, please base your estimate on the numbers below. This number will help us evaluate proposals consistently across vendors in terms of scalability, licensing, and infrastructure.

- **Estimated users per month:** 200 learners
- **Estimated public visitors to the site (non-logged-in):** these courses will not be available to the public, so there will be 0 (zero) visitors
- **Expected number of site administrators:** 2 primary admins

8. How many months of the year do you expect a learner to be actively learning inside the LMS?

**Response:**

While this may vary by learner, we anticipate that most users will access the LMS actively for **2 months per year**, depending on their certification pathway and ongoing participation.

9. How will learners create accounts to access the LMS -- self-registration (with or without administrator approval), administrator creation (learner upload) and invitation, account creation via external system?

**Response:**

Learners will complete an online application. Once their application is reviewed and approved, they will receive an email with a login link to

access the LMS. This process requires administrator approval prior to account activation.

## Hosting, Authentication, and Security

1. Will user data need to be stored only within U.S.-based servers?

### **Response:**

Yes, all user data must be stored on U.S.-based servers to meet data privacy and compliance requirements.

2. Do you have a preferred geographic location for hosting the LMS infrastructure to meet compliance or organizational requirements?

### **Response:**

All hosting must remain within U.S. jurisdictions to ensure compliance. Ideally, we want primary data centers to be located in the Southwest region of the United States, with backup facilities situated in a different U.S. geographic region. This is not a strict requirement but would be beneficial for regional alignment and potential latency considerations.

3. **Cloud-Based LMS:**

Does the program accept Learning Management Systems that are fully cloud-based and hosted by the vendor? If so, are there any specific hosting or security requirements we should consider?

### **Response:**

Yes, we strongly prefer LMS platforms that are fully cloud-based and hosted by the vendor. Platforms must meet standard data privacy and security requirements. Vendors should detail any relevant security certifications or protocols in their proposals.

4. Is SSO authentication desired or required? Is SSO needed for administrators of the site? Is SSO needed for learners?

### **Response:**

SSO is strongly preferred for admins and users. Please indicate whether your platform can support SSO for both administrators and learners, and whether SSO is included in base pricing or requires custom configuration.

5. Is multifactor authentication desired for learners or administrators?

### **Response:**

Multifactor authentication is preferred, especially for administrative users. Let us know if this is supported for both user types and if it's configurable per role.

6. Do you have existing Service Level Agreement (SLA) requirements that we should take into account?

### **Response:**

We do not have a pre-defined SLA document, but we expect vendors to provide a clear SLA as part of their proposal, including system uptime guarantees, support response times, and issue escalation procedures.

## **Instructional Formats and Features**

1. Will the LMS need to manage and track instructor-led trainings as well as asynchronous modules?

### **Response:**

Yes. The LMS should support both asynchronous self-paced modules and instructor-led training (virtual and in-person), including scheduling, attendance tracking, and completion status.

2. What types of gamification options within the LMS are you interested in (progress displays, badges, leaderboard, points)?

## **Response:**

We are interested in basic gamification features such as:

- Visual progress tracking
- Digital badges for milestones
- Optional leaderboard functionality
- Points system if available, but not required

Gamification should be configurable, so it can be enabled or disabled depending on learner cohort or program phase.

## **Integration and Compatibility**

1. Platform capabilities mention integration with third party tools (e.g., Zoom, Salesforce). Can you provide more details on the depth of the integration needs for these two tools? Are there other tools you are considering?
2. How is CJWP currently using Salesforce? Is it intended to be integrated with the new solution?

## **Response:**

We do not currently use Salesforce or require third-party integrations but are interested in understanding the LMS's capabilities in this area. Please describe which third-party tools your platform supports and the depth of those integrations.

3. API and Webhook Usage:
  - a. Is CJWP currently using APIs and webhooks within its existing system?
  - b. If so, what are the current integrations in place (e.g., third-party platforms, internal databases)?
  - c. What specific use cases or functionalities do the APIs and webhooks support?

### **Response:**

There is currently no existing system in place using APIs and webhooks. While not currently in use, there will be future API/webhook needs for data sharing between the LMS and systems such as reporting dashboards and the CJW portal.

4. Are there preferred or required third-party integrations (e.g., Zoom, Salesforce, SSO providers) or any existing systems to consider?

### **Response:**

There are no required integrations at launch. We are interested in platforms that support future integrations with tools such as:

- Zoom (for instructor-led training)
- Microsoft 365
- SurveyMonkey or Jotform (for feedback collection)
- SSO providers (see below)

5. Do you already have preferred systems for Single Sign-On (SSO)?

### **Response:**

We do not have a preferred SSO provider at this time but would like to understand what SSO options your platform supports.

## **Platform Capabilities and Support Expectations**

1. Will ecommerce be needed for this site?

### **Response:**

No. The LMS will not require ecommerce functionality.

2. What level of support will the vendor need to deliver? Level 1 – Fielding questions directly from learners? Level 2 – Fielding questions and providing support to administrators?

## **Response:**

We expect vendors to provide both **Level 1 and Level 2 support**:

- **Level 1:** Fielding questions directly from learners, including issues related to access, navigation, and general functionality
- **Level 2:** Supporting administrators with technical troubleshooting, system configuration, and more complex functionality questions

Vendors should include a clear description of support channels, hours of availability, response times, and any limitations related to tiers of service.

## **LMS Selection Process and Budget**

1. **Demo Shortlist Timeline:** When does CJWP anticipate making a decision on the demo shortlist? What is the expected timeline for notifying finalists?

### **Response:**

Finalists will be notified by **Monday, September 15, 2025** in accordance with the RFP.

2. **Budget Information:** Is there an anticipated budget range or allocation associated with this project?

### **Response:**

We are seeking a cost-effective solution and encourage vendors to submit a clear, itemized budget. While we are not publishing a firm budget cap, proposals should include all expected costs (e.g., setup, subscription, per-user fees, integrations, white labeling, support).

3. **Incumbent Vendor:** Is there a current vendor or system in place supporting this program? If so, who is the incumbent?

### **Response:**

No. There is no incumbent vendor or system currently in place. This is a new implementation.

## Curriculum, Content, and Certification

1. Can you elaborate on what constitutes a module as referenced in the implementation/integration schedule and are there certain third-party curriculum providers you are wanting to integrate?

### **Response:**

A *module* refers to a standalone instructional unit focused on a specific topic within the Community Justice Worker (CJW) training program. Each module includes a mix of multimedia content, quizzes, knowledge checks, and assignments.

We do have a third-party curriculum vendor developing the content for the training modules. The content will be delivered in LMS-ready formats (e.g., SCORM) for import into the selected platform. No external system integration with the curriculum vendor is required.

2. Are the training modules intended to be fully standalone, or should they flow as part of a larger progression or certification pathway?

### **Response:**

Each module is designed to function independently and leads to a standalone certification. However, learners may complete multiple modules over time as part of a broader competency pathway.

3. Can you confirm that each module should take approximately 4 to 8 hours of seat time and result in individual certification? How flexible is this estimate?

### **Response:**

Yes, the estimate of 4 to 8 hours per module is our current target. However, there is some flexibility depending on content complexity and instructional design. Each module should result in a distinct certificate of completion.

4. What vendor is authoring the curriculum that will be imported in?

### **Response:**

The curriculum is being developed by an external instructional design team and will be provided in LMS-ready formats (e.g., SCORM, xAPI) for import into the selected platform. The selected LMS vendor will need to collaborate with the curriculum team during implementation to ensure proper content integration and functionality within the platform.

5. Is the curriculum already built or will it be built within the new system?

### **Response:**

The curriculum is currently in development and will be provided as SCORM-compliant or otherwise LMS-ready content to be imported into the selected platform. Some components may be embedded directly into the LMS if supported.

## **Reporting, Dashboards, and Migration**

1. What types of dashboards or reporting capabilities are expected (e.g., progress, completion rates, custom KPIs)?

### **Response:**

At minimum, we require:

- Learner-level progress and completion tracking
- Module-level performance data
- Administrative dashboards for tracking overall participation and certification
- Exportable data to support external analysis and reporting

Support for custom KPIs is a plus but not required at launch.

2. Will any existing learning materials or resources need to be migrated into the new LMS as part of this project?

### **Response:**

No migration of existing content is needed, as all materials are being newly developed for this project. However, training modules will be uploaded into the LMS on a rolling basis as they are completed by the curriculum team. The LMS must support ongoing content uploads and integration throughout the project lifecycle.

3. Will different learners require distinct dashboards, reports, or access to specific courses (restriction based on role) or learning paths?

### **Response:**

Learners will follow the same overall learning path, but access to specific modules or topics will be granted individually based on administrative approval. Each learner must be approved for each course or topic separately. The LMS must support role-based access so that different user types (e.g., CJWs, supervisors, trainers, curriculum team) can be assigned different dashboards and reporting views.

## **Accessibility, Hosting, and Launch Timeline**

1. Will the LMS need to undergo formal third-party accessibility audits before go-live?

### **Response:**

A formal third-party audit is not required before launch. However, before launch, the vendor will certify that the platform complies with WCAG 2.2 AA standards and describe the platform's key accessibility features. The CJW Moonshot Team will test the accessibility of the platform to determine if the platform meets WCAG 2.2 AA standards. The LMS must demonstrate strong accessibility features, including screen reader compatibility, keyboard navigation, and manual captioning for audio and video content.

2. Is the one-month Module 1 integration deadline fixed, or is there flexibility?

**Response:**

The Module 1 integration timeline is targeted for **early November 2025**. While we prefer to meet this deadline, there is some flexibility depending on implementation complexity and vendor capacity.

3. What is the target launch date for the full LMS with all planned modules?

**Response:**

The target for full LMS deployment with all modules is **February 2026**. Additional modules will be added over time as they are developed.