



COLUMBIA CLIMATE SCHOOL

NATIONAL CENTER FOR DISASTER PREPAREDNESS

## NCDP Training Learning Management System

### Request for Proposals

**Bid Open: March 2, 2023**

**Bid Close: April 6, 2023**

Submit proposals to [ncdptraining@columbia.edu](mailto:ncdptraining@columbia.edu)

The National Center for Disaster Preparedness, Columbia Climate School, Columbia University, seeks bids for a Learning Management System (LMS). Bids may include Learning Management Systems designed for adult learners, public-facing, compatible with Zoom for virtual training sessions, and enhanced data reporting.

Bidders should describe their capabilities with learning management systems, user experience, 508-compliance, mobile-responsiveness, current LMS development best practices, prior experience working with academia and non-profits, and project management to lead the launch of a redesigned and/or transitioned Learning Management Systems.

### Background

NCDP's current [LMS can be accessed here](#). The current LMS was initially launched in 2018. NCDP is seeking improvements in layout, functionality, and user experience. The LMS is part of NCDP's web-based (self-paced eLearnings), live virtual (conducted on Zoom in real-time), and instructor-led training (onsite in-person training) that is grant funded. [The trainings provided through NCDP's LMS are open to the public](#). The LMS is both the site of registration for training and the portal where learners can take web-based trainings. The instructor lead trainings are constantly being updated and offered throughout the U.S. The LMS also administers certificates, learner data, and custom notifications.

### NCDP Overview

The National Center for Disaster Preparedness (NCDP) at Columbia Climate School, Columbia University, is an academically based, interdisciplinary center focused on the nation's capacity to prevent, respond to, and recover from disasters. NCDP's approach combines research, policy, education, and high-level advocacy to ensure that the best thinking — and best practices — become part of our national disaster preparedness and recovery systems.

NCDP research reflects a particular interest in resilience and vulnerability among individuals, communities, and society. NCDP provides rapid-response research in an emergency—and is one of the few centers worldwide that have also conducted longitudinal research on disaster-prone populations. NCDP plays a critical role in policy development and raising awareness of disaster preparedness and

planning issues that are “under the radar.” Supporting the practice community is a vital part of NCDP’s mission: In the current LMS, the Center has trained over 10,000 responders and decision-makers. In a disaster or public health emergency, NCDP is a trusted source of information to the media and the public and has an active social media presence.

## LMS Audiences

**NCDP’s target audiences, in no particular order, are included below. Frequent visitors include:**

- Emergency management and disaster response workforce
- Governmental agencies
- Non-profit and community-based organizations
- Individuals and families, and the general population seeking information and tools on disaster preparedness, resilience, and response
- Private sector organizations interested in business continuity, resilience, and response
- Academia and other research institutions

## LMS Requirements

- **Server & Administrative Functions**
  - Optimized for speed (i.e., caching or CDN solution)
  - Staging and production site
  - Secure hosting solution (existing or new) and cyberattack prevention. Please recommend a hosting server to provide continuous cyberattack prevention.
  - User management
  - Scheduled backups, incremental, and full-on a regular schedule.
- **Features**
  - Responsive template
  - Custom domain
  - Public landing page with the course catalog
  - Pages that are compatible with iFrame embedding
  - We anticipate between 100-200 visits a month. In total, our database has over 12,500 registered users.
  - Intelligent search functionality across the site and uploaded files
  - Compatible with SCORM Packages that can also be downloaded from the LMS
  - Supports Articulate Rise iFrames
  - Enhanced survey tools
  - Support pre and post-test exam results that connect into a user’s certificate. This certificate is downloadable as a viewable PDF and an HTML file for the user in the user profile.
    - Testing software must be built-in and allow the user to view their score

- Course roster is built into the site and is visible to course admin, able to export
- Video conferencing software plugin (Zoom) for both scheduling and launching sessions
- **508-Compliance**
  - Follow the guidelines provided by the [Web Accessibility Initiative WCAG](#)
  - Follow [Columbia University's website accessibility policy](#)
- **SEO**
  - Integrate with Google Analytics
  - SEO-friendly with a page title, meta description, key phrases.
- **Database**
  - Migration of existing learner data to the new LMS. Currently, there is an existing database of learners on the [NCDP Learning Management System](#) that contains demographic and course completion data that will need to be migrated over to the new portal.
- **Reporting**
  - Provide course registration dashboard reporting.
  - Provide custom reporting.
  - Administrative user and course transcripts showing pre-and post-test results and course completion. The ability to export this report by course to an Excel spreadsheet.
- **UX/UI**
  - Visually appealing and easy to navigate.
  - Optimized and customizable registration forms that allow LMS Admin to set up fields and form entry requirements.
  - Email verification upon account creation
  - Password reset.
  - Bot-detection through CAPTCHA support.
  - No duplicate accounts.
  - Learner enrollment dashboard.
  - Adjustable timeout time period lasting more than a day.
  - Auto-saves where a participant is in a training.
  - Training Calendar - Support a monthly training calendar of all the instructor-led trainings in which the user can click a link to register.
  - Follow similar branding and style as the current LMS – but open to re-design or new themes.
  - Showcase social media icons.
  - User Notifications
    - Notification system including pre-training notification, missing items, and course completion with customizable reminder text.
    - Calendar plugin/Video conferencing software allows syncing capabilities to users' personal calendars.

- Mobile text integration for calendar training registrations.\* (This would send customizable reminders to those that enrolled into training of the day and time. TBD.)
- **Project Management**
  - The vendor will provide clear milestones, a production schedule, and work closely with the NCDP Education and Training team.
  - The vendor selected will guide NCDP on best practices from visual concepts to technical implementation. Technical documentation will be created when deemed necessary by NCDP.
  - The vendor will assist in transferring LMS assets and content from the existing LMS into the new template as pages are identified.
  - The vendor will conduct thorough QA/QC.
  - The vendor will provide a maintenance guarantee for a specific period after the launch.

## Time and Budget

NCDP will begin the planning stage of the new LMS in Q2 of 2023, with a hard launch by Q4 2023. The vendor is encouraged to provide up to several pricing options in the bid and a breakdown of costs. A rough timeline should be provided for the various stages of development.

- Provide a new Learning Management System
- Migration of existing learner registration data to the new Learning Management System
- Migration of course content (i.e., SCORM packages) to the new Learning Management System

NCDP will maintain the LMS after the launch; however, a separate contract will be requested after the warranty period for maintenance, security updates, and other back-end programming updates or custom requests. Please provide at least two references and contact information in the proposal, along with relevant examples of live sites.

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