

Request for Information (RFI): Course Creation Enterprise platform solution online training Courses for USDA

Cover Letter

Dear Vendor,

We invite your company to submit a proposal for providing a federal Section 508 WCAG 2.0 AA conformant enterprise course creation platform with full licenses and reviewer licenses to United States Department of Agriculture (USDA).

We appreciate your interest and look forward to reviewing your proposal.

Introduction

USDA Digital Infrastructure Services Center, Digital Services Center, AgLearn Branch is responsible for managing the enterprise learning management system and eLearning content services for 120,000 users. We seek a qualified vendor to provide a high quality, cost-effective, enterprise course creation SaaS solution meeting the federal Section 508 and WCAG 2.0 AA conformant requirements.

Business Need

USDA seeks to provide high-quality training for its users anytime and anywhere. The contractor's course output content must be integrated with AgLearn's platform, TotaraGov, a FedRAMP authorized solution.

USDA users must also meet certain training requirements throughout the year. These requirements may be prescribed as Federal Mandatory Training, such as No Fear Act, Information Security Awareness (ISA), Occupational Health, and Safety, or Telework. Some employees must complete training required by their occupation or role such as Cyber security role-based training.

USDA needs a qualified contractor to provide high quality, cost-effective, enterprise course creation solutions that meet 508 WCAG 2.0 AA conformant requirements.

Scope of Services

Scope Requirements

The contractor will provide and manage annual subscription licenses. Annual subscription licenses must provide 400 licenses to USDA Agencies and AgLearn federal external customers.

The vendor must supply the following Section 508 WCAG 2.0 AA conformant enterprise course creation SaaS solutions for the following requirements:

- Supply an Enterprise Platform that meets all Section 508 WCAG 2.0 AA conformant standards.
- Supply a system-enforced accessible output of Section 508 compliance accessibility model rather than dependency relying on author and user implementation practices.
- Accessibility needs to be incorporated directly into the authoring and publishing process itself (system-enforced) not on a user.
- Supply an Enterprise Platform infrastructure that allows all users with active licenses to collaboratively work together on course creation projects and share course assets across organizations.
- Generate Artificial Intelligence (AI) courses that applies generative AI directly to the transformation of source materials into structured, instructionally aligned learning experiences.
- Provide systemic support for Section 508 compliance to Generative AI courses with system-enforced accessibility controls.
- Provide an organizational management functionality to handle all USDA organizations and AgLearn external clients.
- Provide core course creation software technology with secure hosting environments.
- Provide a solution that is inclusive of all license types with flexibility to grow.
- Maintain all storage and access of all courseware and all course assets.
- Manage and publish more than 1,400 eLearning courses from the solution.

The enterprise course creation SaaS solution must include:

- Enterprise platform infrastructure & support with the ability to create and publish courses in full Section 508 compliance standards.
- Complete subscription license management options for internal licenses, external licenses and affiliate licenses.
- Organizational management functionality at enterprise level.
- Course and course asset access and storage ability.
- Support resources to assist all users and license types.
- All courses must have the option to be SCORM or AICC conformant and Section 508 compliant.

The contractor's course output content must be integrated with AgLearn's platform, TotaraGov, a FedRAMP authorized solution.

In addition, the vendor:

- Must have Single-Sign On (SSO) capability.
- Must provide training to introduce the course creation platform to users when requested.
- Must provide licenses management for all subscribers of this agreement, including pro-rating when necessary to align with the period of performance.
- Ensure a complete Voluntary Product Accessibility Template (VPAT) and Accessibility statement is published and available, with documented annual updates.

Detailed Section 508 Course Creation Requirements

The vendor must include the following requirements in the solution offering:

- Ensure accessibility features are built into the product, rather than relying on users to learn and apply all accessibility requirements during eLearning course development.
- Maintain a current Section 508/WCAG 2.x compliance certification demonstrating that the product can generate a Section 508-compliant course "out of the box" upon publishing.
- Provide and manage multi-tenant architecture requirements for the full solution.
- Ensure the course authoring player is preconfigured to meet Section 508/WCAG 2.x specifications.
- Provide a logical and consistent reading order and functionality during course creation that can be automatically applied to all course pages. This order/functionality must be certified as WCAG 2.0 AA conformant.
- Deliver consistent navigation within the course creation solution, ensuring uniform navigation across all course pages and elements. This functionality should be built in, requiring no additional configuration by the course author.
- Support remediation of courses created in other technologies where Section 508 accessibility violations exist by using Section 508 compliant course creation tools.