

Request for Proposal
Digital Literacy and Skills Training



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Digital Literacy and Skills Training

Cowlitz Indian Tribe
1044 11th Ave.
Longview, WA 98632

August 15, 2024

The Cowlitz Indian Tribe

August 15, 2024

Confidential

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Thank you for your consideration.

Please respond to ksanchez@cowlitz.org with any questions or concerns.

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REQUEST FOR PROPOSAL (RFP)		
RFP Title: The Cowlitz Indian Tribe Digital Literacy and Skills Training		
RFP Response Due Date and Time: 3:00 P.M. August 29, 2024	Number of Pages in RFP packet (including cover): 6	Issue Date: August 15, 2024
ISSUE AGENCY INFORMATION		
Cowlitz Indian Tribe 1055 9th Avenue, Longview WA 98632		
Single Point of Contact (SPOC) Kim Sanchez, Tribal Broadband Grant Manager Tel. (360) 762-1346 email: ksanchez@cowlitz.org		
INSTRUCTIONS TO BIDDERS		
Mail Sealed Proposal to: Kim Sanchez Tribal Broadband Grant Manager Cowlitz Indian Tribe 1055 9th Avenue Longview WA 98632 Email Sealed Proposal to: Angie Bettineski abettineski@cowlitz.org	Mark Face of Sealed Envelope/Package or Subject Line of Email with: “RFP Response – Title: The Cowlitz Indian Tribe Digital Literacy and Skills Training” Email proposals accepted and send to Angie Bettineski abettineski@cowlitz.org	
Special Instructions: If mailing the RFP, then send two hard copies of the RFP in sealed envelope by RFP Response Due Date and Time Listed above. Additionally, an electronic copy must be emailed to ksanchez@cowlitz.org the following morning after due date. Emailing of proposals must be no later than Due Date and Time, if later than this will disqualify the entire proposal process for this RFP solicitation. Do not email RFP response proposals prior to Response Due Date and Time.		
FIRMS MUST COMPLETE THE FOLLOWING		
Firm Name/Address	<div style="border: 1px solid black; text-align: center; padding: 5px;">Name and Title</div> <div style="border: 1px solid black; text-align: center; padding: 5px;">Signature</div> Print name and title and sign in ink. By submitting a response to this RFP, offeror acknowledges they understand and will comply with the RFP specification and requirements.	
Type of Entity (e.g., corporation, LLC, etc.)	Phone Number:	
E-Mail Address:	Fax Number:	
FIRMS MUST RETURN THIS COVER SHEET WITH RFP RESPONSE		

Submission Questions and Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Quote:

Becky Blue Interim IT Director or Kim Sanchez Grant Manager

The Cowlitz Indian Tribe

Phone Becky: (360) 353-9517 Kim: (360) 353-2522

Email: bblue@cowlitz.org or ksanchez@cowlitz.org

Background

The Cowlitz Indian Tribe, a sovereign Indian Nation, governs a wide range of programs serving its enrolled members, other American Indians, and Alaska Natives (AI/ANs), and, in certain programs, members of the non-Native community. Services are provided from several sites along the I-5 corridor in Washington State.

The Tribe manages a growing portfolio of health and social services, elder care, education, scientific research, housing, transportation, economic development, conservation projects and legal issues. With the recently opened ilani Casino, the Tribe is a growing force in community building in what are now Clark, Cowlitz, Lewis and parts of King, Pierce, Skamania, and Wahkiakum Counties; a vast territory occupied by numerous Cowlitz villages prior to European colonization.

Scope of Work

Scope of Work: The selected vendor will be responsible for providing a complete Learning Management System (LMS) solution, including but not limited to the following components and functionalities:

- **User Management:** Ability to create and manage user accounts, roles, and permissions.
- **Content Management:** Tools for uploading, organizing, and managing various types of multimedia content, including documents, videos, quizzes, and assessments.
- **Course Creation:** Intuitive course authorizing tools for creating interactive and engaging online courses.
- **Assessment and Evaluation:** Built-in assessment features, including quizzes, surveys, and exams, with the ability to track and analyze learner progress and performance.
- **Reporting and Analytics:** Comprehensive reporting and analytics dashboard for tracking learner engagement, course completion rates, and other key performance indicators.

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- **Integration Capabilities:** Seamless integration with other systems and tools, such as HRIS, CRM, webinar platforms, and third-party content libraries.
- **Customization and Branding:** Ability to customize the look and feel of the LMS interface to align with our organization's branding guidelines.
- **Mobile Compatibility:** Support for mobile learning, with responsive design and native mobile apps for iOS and Android devices.
- **Security and Compliance:** Robust security features, including data encryption, role-based access controls, and compliance with relevant data protection regulations (e.g., GDPR, HIPAA).
- **Technical Support and Training:** Ongoing technical support, training, and documentation for administrators, instructors, and learners.
- **Two separate LMS;** one for Tribal Members and one for Tribal Employees.
- **Providing instructional manuals** detailing how to use Excel, Word, Outlook, etc.

Proposed Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Technical Fit:** Alignment of the proposed solution with our organization's requirement and objectives.
- **Ease of Use:** Intuitiveness and user-friendliness of the LMS interface for administrators, instructors, and learners.
- **Scalability:** Ability to scale the LMS to accommodate our organizations' current and future needs.
- **Cost Effectiveness:** Overall cost of ownership, including implementation costs, licensing fees, and ongoing support fees.
- **Vendor Experience:** Track record and reputation of the vendor in providing LMS solutions to organizations of similar size and industry.
- **Customer Support:** Quality and responsiveness of the vendor's technical support services.
- **Compliance and Security:** Adherence to relevant data protection regulations and industry best practices for data security.

Information Sharing and Confidentiality Agreement

Upon execution of non-disclosure and confidentiality agreements, the consultant will receive information supporting the scope of work.

All information gathered by the consultant will be securely held and all precautions will be taken by the consultant to ensure confidentiality of all collected materials. All reporting will be to the Grants Manager or its designated staff. There will be no reporting outside these parameters.

Terms and Conditions

The firm selected will engage its services within 30 days of the award. Weekly progress reports will be provided to designated tribal staff; a monthly report summary of work performed together with any

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recommendations on modifications to the scope of work will be provided to the Tribal Council or their designation.

Invoices for services will be presented monthly and will be paid on a net 30-day basis.

Selection Criteria

The Cowlitz Indian Tribe will select a consultant based on the following criteria:

- **Experience working with small to mid-sized governments.**
- **Signing of Nondisclosure Agreement due to Sensitivity of Tribal members names and addresses.**
- **Experience working in Indian Country.**
- **Ongoing costs for maintenance beyond initial costs.**
- **Ease of interface for users.**
- **References provided by the consultant from prior clients on similar projects.**
- **Ability to meet specified requirements.**
- **Disclosure of all necessary sub-contractors, including sub-contractor's experience collaborating with tribes.**
- **Clarity of the proposal.**
- **Pricing and cost associated with the proposal submitted.**

CIT staff may contact vendors with questions regarding the contents of proposals and to ask for clarifications during the evaluation process.