



Request for Proposals (RFP) Addendum

Learning Management System for Extended Enterprise/Multi-Tenant

CIS
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RFP Schedule	
Issuance of RFP:	January 26, 2026
Submission of Questions about the RFP:	February 6, 2026, 5:00 p.m. (PT)
Proposal Due:	March 2, 2026, 5:00 p.m. (PT) March 9, 2026, 5:00 p.m. (PT)
Successful Proposer Selected:	June 1, 2026
Anticipated Commencement of Contract:	June 5, 2026

A membership service of:



A. BACKGROUND

In January 2026, CIS issued a Request for Proposals to solicit offers from qualified firms to provide a Learning Management System and associated implementation, configuration, migration, integration, and support services.

CIS is issuing this Addendum to the RFP to extend the due date for submitting proposals and to respond to written questions we received from potential proposers by the deadline for submitting questions. This Addendum modifies the original RFP only to the extent indicated. All other areas of the original RFP remain in effect and can only be modified in writing by CIS. This Addendum is made an integral part of the original RFP. It is the responsibility of all proposers to conform to this Addendum.

B. PROPOSAL DUE DATE CHANGED

Page 4, Section III,A “**RFP and Evaluation Schedule**”, the deadline for submitting proposals is changed from 5:00 p.m. (PT) on March 2, 2026, to **5:00 p.m. (PT) on March 9, 2026**.

The dates for evaluation of proposals and selection of finalists will adjust in accordance with the change in the proposal deadline. The date range for finalist interviews and demos, as well as all subsequent dates, are not expected to change.

CIS has extended the proposal due date for this Request for Proposals. The revised proposal due date is March 9, 2026, at 5:00 p.m. Pacific Time. All proposers must submit proposals in accordance

C. RESPONSES TO QUESTIONS

For clarity and efficiency, CIS has combined questions that were determined to be the same or substantially similar in scope.

1. Timeline and Implementation

1. Could CIS clarify the timeline? As written, there are less than two months between contract execution and go live?

CIS anticipates contract execution on or around June 5, 2026, with a preferred initial go-live in August 2026. This timing reflects CIS’s desire to avoid disruption or loss of services to members while maintaining momentum toward implementation. CIS recognizes that this represents an accelerated timeline and therefore expects proposers to submit a detailed implementation plan outlining key milestones, resource commitments, critical dependencies, and risk mitigation strategies.

The August 2026 date represents an initial launch, not full deployment. CIS is open to proposer recommendations for alternative or phased approaches that better support a successful implementation. CIS has allocated internal resources to actively support the implementation effort during this period.

2. When do you plan to make a decision on the LMS vendor?

CIS anticipates issuing a Notice of Intent to Award in Spring 2026 following evaluation of proposals, interviews or demonstrations if required, and approval from our Board of Directors.

3. What is your target date for having the new LMS live and accessible to users?

The target go live date for the new LMS is as early as August 2026 and no later than January 2027. Proposers should clearly identify their recommended implementation timeline within this window and outline any assumptions that would affect delivery.

4. The RFP specifies a two month implementation period June 5 through July 31, 2026. Does this include getting all 370 member entity microsities up and running?

The June 5 through July 31, 2026, implementation period includes core system configuration, data migration, integration setup, and launch readiness. CIS expects the base multi-tenant structure to be fully operational at go live. Proposers may propose phased onboarding strategies for individual member entities if operationally appropriate, provided that system access and core functionality are available at launch.

5. Can CIS confirm that LMS and OpenSesame data will be available in standardized format at contract commencement?

CIS anticipates exporting historical data from the current LMS in structured, commonly supported formats such as CSV. These exports are expected to include user profile data, course metadata, completion records, transcripts, and associated reporting fields.

6. How does CIS define success for this initiative 12–24 months post-implementation: primarily through access, usage, and completion metrics, or through measurable improvements in risk, compliance outcomes, or defensibility?

Success at initial launch will be measured primarily through member usage levels and reported user experience. Ensuring that members of varying sizes and technical ability can easily access and utilize the system is the immediate priority.

Beyond launch, CIS will continuously monitor access rates, engagement levels, administrative efficiency, and alignment of training with risk improvement initiatives and key performance objectives. Over time, success will also be evaluated through improved visibility into measurable contributions to risk mitigation across the membership.

7. What percentage of implementation will CIS complete vs vendor?

CIS expects the LMS provider to lead platform configuration, core setup, and integration configuration. CIS will provide subject matter expertise, configuration guidance, content

validation, and project oversight. The precise division of responsibilities will be defined during implementation planning.

8. Phased rollout or big bang?

CIS intends to pursue a phased rollout approach. Initial launch will prioritize internal CIS employees and a limited number of selected member entities. Following stabilization and validation, the broader membership will be onboarded in subsequent phases.

2. Current Vendor and Transition

9. Does CIS have a current vendor with an expiring contract? If so, who is the current vendor and when does the contract expire?

Yes. CIS currently utilizes Saba Cloud as its Learning Management System. CIS's current contract term ends on August 31, 2026. While the broader Saba platform is scheduled to sunset in December 2027 as part of its transition under Cornerstone OnDemand, CIS's contract concludes prior to that date.

10. When does CIS' OpenSesame contract expire?

CIS's OpenSesame Plus subscription aligns with the current LMS contract and concludes on August 31, 2026.

11. What LMS are you currently using and why are you considering a change?

CIS currently uses Saba Cloud. Following its acquisition by Cornerstone OnDemand, the Saba platform is undergoing a long-term transition toward the consolidated Cornerstone solution. As part of this transition and in light of the platform sunset timeline, CIS is conducting a competitive procurement process to evaluate long term options that best support its multi-tenant structure, reporting requirements, integration needs, administrative flexibility, and member experience.

3. Security and Government Status

12. Will your team require a FedRamped LMS?

No. CIS does not require FedRAMP authorization.

13. Is CIS Oregon considered a government entity?

Yes, CIS is an Oregon intergovernmental risk pool serving cities, counties, and other public entities throughout the state. While CIS is not a state agency, it is a public entity created under Oregon law to provide risk management, insurance, and related services to its member public agencies.

4. Data Migration and Historical Records

14. Does CIS require migration of physical files such as SCORM packages, PDFs, and videos or only completion records?

CIS requires migration of both historical learner completion data and physical course assets where available. This includes internally developed SCORM packages, hosted PDFs, videos, and other course materials currently maintained within the LMS environment. CIS also requires migration of associated course metadata, transcripts, user records, and reporting fields.

CIS has confirmed that OpenSesame can transfer all active OpenSesame courses to a new LMS environment that includes a supported OpenSesame integration or plug-in. Proposers should describe their OpenSesame integration capabilities and any requirements necessary to support this transfer.

15. How many total training materials would need to be migrated?

CIS anticipates migration of internally maintained learning materials, including SCORM packages and associated assets such as PDFs, videos, and other course resources currently stored in the LMS. The current count of active courses is approximately 500, however we expect to archive 15-20% of these courses prior to transition. CIS also expects migration of associated course metadata. Final counts will be confirmed during implementation planning; however, proposers should assume migration of all active internally hosted training content in addition to historical transcript data.

16. How many years of historical data need to be migrated?

CIS requires migration of up to ten years of historical learner data.

17. How many total training records will need to be migrated?

CIS expects migration of all transcripts and completion records associated with approximately 15,500 active and 20,000 inactive users spanning up to ten years.

18. How many records are included in the inactive user count?

The referenced 20,000 inactive users represents an approximation of the current inactive user population for pricing and planning purposes.

19. The RFP indicates migration of 20,000 inactive users. How many years does this data span?

CIS has been using Saba Cloud for approximately six years and maintains historical learner records spanning approximately ten years, including data originally migrated from a prior SumTotal system. Proposers should assume migration of historical data spanning up to ten years in total.

5. OpenSesame Integration

20. Does CIS utilize OpenSesame Content Delivery Service or direct API integration?

CIS currently utilizes OpenSesame content through LMS integration.

21. Should proposers include OpenSesame pricing or will CIS maintain its relationship? If pricing is included, can CIS provide details on current usage and anticipated changes?

CIS currently purchases OpenSesame Plus through its LMS contract and prefers to maintain a single contract structure that includes both the LMS and OpenSesame licensing. Proposers should include OpenSesame pricing in their response where supported.

CIS currently maintains an OpenSesame Plus subscription with approximately 500 active courses in use and purchases approximately 7,000 seats annually. Usage may fluctuate based on member demand, but proposers should assume comparable or scalable usage over the initial contract term.

22. What kind of integration with OpenSesame would be most beneficial?

CIS prefers a native OpenSesame integration that supports direct catalog synchronization, automated course provisioning, seamless learner launch from within the LMS, real time or near real time completion reporting, and automated seat management. The integration should allow administrators to browse and import courses directly within the LMS environment, manage seat allocations, and track utilization without requiring manual file transfers or external configuration.

23. Is OpenSesame currently being used as the off-the-shelf content provider, the LMS platform, or both? Additionally, does CIS expect vendors to preserve transcript history for legacy OpenSesame courses and/or map legacy courses to new equivalent courses for reporting continuity?

OpenSesame is currently used as the off-the-shelf content provider and not as the LMS platform. CIS expects preservation of historical transcript and completion data associated with OpenSesame courses. Where course versions change, proposers should describe options for course mapping to maintain reporting continuity.

24. How many off-the-shelf courses would CIS be looking to purchase?

CIS currently maintains approximately 500 active OpenSesame courses and purchases approximately 7,000 seats annually. Proposers should assume comparable or scalable usage during the initial contract term.

25. How many licenses do you anticipate procuring for content, and will all LMS users need access to content?

CIS currently maintains approximately 500 active OpenSesame courses and purchases approximately 7,000 seats annually. Content access varies by member organization and learner role; not all LMS users require the same level of access to off-the-shelf content. Proposers should propose licensing options that allow flexible allocation and scaling.

6. Multi-Tenant Structure and SSO

26. Does CIS require a single global SSO connection or unique SSO configurations for each member entity?

CIS intends to utilize a single global SSO configuration that supports both internal CIS users and external member users. Proposers should describe how their platform supports a unified authentication model within a multi-tenant environment.

27. How many member entities are currently supported?

CIS currently supports approximately 370 member entities within its extended enterprise LMS structure.

28. The Appendix B workbook references authentication and user management capabilities. Can CIS clarify whether SSO is required at launch, and whether SSO is expected only at the CIS level or also at the member/employer level?

SSO is expected at launch and will support both CIS internal users and external member users under a unified authentication model.

7. Reporting and API

29. What reports are necessary across content types?

CIS requires robust reporting capabilities across all learning activity types, including online courses, instructor led training, virtual sessions, video usage, external training, and other learning resources. Required report types include, at minimum:

- Training progress reports
- Training assignment and completion status reports
- Content availability and usage reports
- Assessment and survey level reporting, including question level data
- Administrative reports that allow filtering by organization, role, course category, vendor, date created, usage metrics, certificates assigned, notification status, and course status
- The system must support ad hoc reporting with configurable filters and export capability.

30. What data types must be exportable via API?

At minimum, the LMS must support API export of:

- Course completion and transcript data
- User profile and demographic data
- Organizational hierarchy data
- Assignment and enrollment data
- Course metadata

31. Would the REST API connect to CIS systems only or member entity systems as well?

The REST API is required to support connectivity for CIS systems only.

32. Will CIS need to export learning data into a business intelligence tool?

Yes. CIS exports learning data into Domo and into internal CRM systems for reporting and analytics purposes. The LMS must support data export via API or structured reporting formats sufficient to integrate with external business intelligence and internal reporting platforms.

33. What reporting is required for CEUs?

Administrators must be able to generate CEU reports by learner, course, organization, and date range. Reporting should allow filtering and export for compliance tracking and documentation purposes. Learners must also be able to download their certificates of completion directly from the LMS.

34. Would learners need customized CEU transcripts?

Learners should have access to transcript views showing completed CEUs. Customizable reporting to reflect required versus completed CEUs is preferred where available.

35. How many API calls per minute will be required?

CIS anticipates relatively low API call volume. Current integration patterns involve limited daily activity rather than continuous high-frequency transactions.

User creation activity averages approximately 20–30 new users per day. Authentication lookups may trigger API calls for new users. Training calendar integrations are cached and refreshed periodically, typically once per day. Other integrations, such as reporting or external link refreshes, are also expected to occur on a daily or scheduled basis.

CIS does not anticipate sustained high-volume API traffic measured in large numbers of calls per minute. The LMS should support standard enterprise API performance suitable for light to moderate periodic integration activity.

36. Will certificates need to be downloaded in bulk?

This functionality would be beneficial but is not a required component of the solution.

8. Licensing and Billing Model

37. Will CIS require a public-facing course catalog?

CIS does not require a public-facing course catalog.

38. Does CIS prefer a registered user or active user billing model?

CIS prefers an active user billing model in which licensing is based on users who log in or launch training during a defined reporting period. Proposers may also provide alternative pricing models, but active user pricing is preferred.

39. How are inactive and legacy records classified for billing?

Inactive and legacy records refer to user profiles retained in the system for historical reporting and transcript purposes but who are not actively logging in or participating in training. CIS expects inactive records to be stored without incurring full active user licensing fees. Proposers should clearly define how inactive users are categorized within their pricing structure.

40. Are guest users included in inactive user pricing?

CIS does not currently utilize guest user accounts. However, CIS is interested in understanding how proposers categorize and price guest users within their licensing structure. Proposers should describe how guest accounts are created, retained for historical tracking if needed, and whether such accounts are counted toward active or inactive user totals for billing purposes.

41. How many total active licenses are required?

42. CIS currently supports approximately 15,500 active users. User growth has historically averaged approximately 5–10% per year and is expected to continue at a similar pace. Proposers should assume a baseline of 15,500 active licenses at contract start, with moderate, incremental annual growth, and should provide pricing that scales accordingly.

43. What is the average number of learners who log into the system monthly?

CIS monthly learner logins vary significantly, with peak usage typically occurring at the beginning and end of the year. On average, CIS experiences approximately 9,500 logins per quarter.

44. What is the maximum or minimum number of learners consuming content in a given month?

Monthly usage varies significantly based on onboarding cycles, mandatory training activity, and seasonal compliance requirements. CIS does not establish fixed minimum or maximum thresholds. Proposers should assume variable usage across approximately 15,500 active users, with peak periods typically occurring at the beginning and end of the calendar year. In 2025, our highest unique user login in a single calendar month was 2,271 and our lowest was 972.

45. What is your expected growth/expansion (we may be able to provide more competitive pricing depending on expected users)?

46. Growth is expected to be incremental rather than exponential, primarily driven by member expansion and onboarding cycles. CIS has experienced approximately 5–10% annual growth and anticipates a similar trajectory moving forward. Proposers should assume moderate, steady annual growth and provide scalable pricing models that allow flexibility for gradual increases in user counts over time.

47. Does CIS want the virtual integration fees only in this optional section (not included in the core cost proposal)?

If virtual platform integration is required to meet the base functionality outlined in the RFP, associated fees must be included in the core cost proposal. If proposers offer additional or enhanced virtual integration capabilities beyond the required scope, those incremental features and related fees may be identified in the Optional Services and One-Time Fees section.

48. What is the frequency that an individual learner typically consumes training?

Learner engagement varies widely. Some learners access training frequently throughout the year, while others may access the LMS only for required onboarding or compliance training.

9. Support Requirements

49. Clarify required support window 8 to 5 or 7 to 7 Pacific Time?

The required standard support window is Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time, excluding recognized holidays.

50. Does end user support refer to administrators only or all learners?

At a minimum, support must be provided to CIS internal system administrators. Proposers should describe optional support models available for member entity administrators and individual learners, including service levels, response times, escalation procedures, and any associated costs.

10. Technical Environment and Integrations

51. What integration capabilities are required beyond those specified?

There are no additional required integrations beyond those specified in the RFP. However, CIS is interested in understanding any additional integration capabilities or value-added functionality included within the proposer's standard services. Proposers are encouraged to describe features that may enhance automation, reporting, administrative efficiency, or member experience beyond the stated requirements.

52. Can you provide an overview of your technical environment?

CIS operates within a hybrid application environment consisting of both self-hosted systems and applications hosted in Microsoft Azure. Applications that may interact with the LMS are configurable and can be modified as needed to support required integrations and data exchange. The selected LMS must be compatible with a secure, cloud-based architecture and support flexible integration capabilities within this hybrid environment.

53. What systems do you use for HRIS, performance management, and ATS?

The systems CIS uses for HRIS, performance management, and ATS are not relevant to the implementation and administration of the LMS.

54. What is the source of truth for user provisioning?

All users are created and managed directly within the LMS. CIS does not currently provision or deprovision users automatically from another system. The LMS must support internal administrative management of user creation, updates, and deactivation for both CIS staff and member organizations within the extended enterprise structure.

55. Will extended enterprise entity users be self-registering, or will they be fed in from other systems?

CIS does not currently use automated provisioning from an external system. Users are created and managed directly within the LMS. The solution must support both centralized user management for CIS staff and delegated user management for member organizations. Self-registration workflows may be proposed as an optional capability if they include appropriate controls (such as organization assignment, verification, and administrative approval).

56. What are your essential integration needs?

Essential integration needs to include secure SSO for users, OpenSesame catalog synchronization, API connectivity for reporting and data exchange, and the ability to maintain tenant level data separation across the extended enterprise structure.

57. What tools do you use for company communication?

CIS utilizes standard enterprise communication platforms including email and collaboration tools. The LMS must support email-based notifications and configurable communication templates.

58. Do you have a document management system such as SharePoint?

Yes. CIS currently utilizes DocLoc as its document management system. The LMS should support linking to externally hosted documents and internal knowledge resources where appropriate, without requiring duplication of document storage unless functionally necessary.

59. Would CIS be interested in a branded mobile app or is a generic app sufficient?

CIS is open to reviewing branded mobile app options; however, a secure, accessible, and fully functional mobile-responsive platform or standard mobile app would be sufficient.

60. Does CIS require separate branded LMS environments per member organization?

CIS does not require fully separate branded LMS instances or unique domain names per member organization. A single CIS-branded LMS environment with the ability to fully segregate user visibility, reporting, content management, and administrative permissions by member organization is preferred.

11. Content and Authoring

61. Does CIS anticipate creating its own courses within the platform?

No. CIS does not anticipate creating courses directly within the LMS authoring environment.

62. In addition to OpenSesame, are there specific additional third-party vendor integrations we should include in the scope/estimate?

There are no additional mandatory third-party integrations at this time. However, proposers may identify optional integrations that enhance reporting, automation, virtual session management, or administrative efficiency.

63. Is pre built content important and what topics are desired?

Yes. Pre-built content is important, particularly in areas relevant to public sector operations, risk management, compliance, workplace conduct, safety, governance, supervisory skills, and professional development. Proposers should describe available content libraries, update frequency, accessibility standards, and licensing flexibility.

64. What external authoring tools are you currently using?

CIS currently utilizes Articulate 360 for course development.

65. Is CIS interested in exploring AI authoring tools offered in the LMS?

CIS is open to reviewing AI-assisted authoring tools as part of the proposal; however, such functionality is not a required component of the solution.

66. What has been your experience with those tools?

CIS has had a positive experience using Articulate 360 for SCORM compliant content development. The selected LMS must support full SCORM compatibility and reliable tracking of completion and assessment data generated from Articulate authored courses.

67. “Course customization” – can you expand on this request? Is CIS looking for support with content development/design or a tool for course customization (or both)?

CIS is not seeking full-service custom content development as part of this procurement. “Course customization” refers primarily to platform capabilities that allow configuration of course properties, branding elements where appropriate, learning paths, prerequisites, assignment rules, and certification requirements. Proposers may optionally describe available professional services for content development, but such services are not required.

68. Are there any language requirements for content?

CIS primarily delivers content in English. We have made some Spanish language content available in the past, however this was only supplementary and had very limited usage.

69. What is your onboarding process and should onboarding be incorporated into LMS?

CIS conducts internal onboarding that includes the assignment of required training courses within the LMS. Some member entities also assign training as part of their own onboarding processes. There is not a standardized onboarding program across all member entities. The LMS must support automated assignment of onboarding training for internal staff and allow member entities flexibility to manage their own onboarding assignments.

70. Do you have coaching or mentorship programs?

No. CIS does not currently administer formal coaching or mentorship programs within the LMS.

71. Beyond continuity with existing marketplace libraries, does CIS intend to meaningfully evaluate depth and effectiveness of role-specific or operational training, or is the primary expectation that content be broadly applicable across most member entities?

CIS values continuity with existing marketplace libraries; however, relevance and applicability to public sector operations and risk management functions are important considerations. Content should be broadly applicable across member entities while also offering sufficient depth for specialized operational roles where appropriate.

72. Does CIS anticipate creating or commissioning custom training content over the life of the contract, or does CIS expect the solution to rely primarily on licensed third-party off-the-shelf content?

CIS does not anticipate significant commissioning of custom-developed content beyond internally created compliance and policy-related materials. The solution is expected to rely primarily on licensed third-party off-the-shelf content in addition to internally developed SCORM-based materials.

73. When evaluating content offerings, will CIS place greater weight on catalog breadth and continuity, or on demonstrated effectiveness, assessment rigor, and alignment to specific risk or operational use cases?

CIS will consider both catalog breadth and alignment with risk management and operational needs. Content quality, usability, assessment capability, and applicability to member organizations will be evaluated alongside overall catalog depth. However, learner usability and overall content quality will be weighted as the most important factors. While the amount of available content is important, the effectiveness, clarity, and practical value of that content will carry greater significance in the evaluation process.

74. Does CIS expect that most learners will consume a largely common core catalog, with specialized content used by a relatively small subset of members, or does CIS anticipate meaningful variation in training depth across different member roles and risk profiles?

CIS does not expect a uniform training experience across its membership. Usage patterns vary significantly. Some members use the system primarily to register for in person courses, while others use it for performance management development, mandatory compliance training, or professional enrichment.

Learner activity also varies widely. Some individuals complete hundreds of courses over time, while others may complete only a single required course at hire. The LMS must therefore support highly individualized training paths, flexible assignment models, and meaningful variation in training depth across different member roles, risk profiles, and organizational needs.

75. To what extent is content ownership and long-term portability a consideration for CIS when evaluating solutions, versus ongoing access to licensed third-party content that may change over time?

Long-term portability of internally developed content is important to CIS. While third-party content continuity is desirable, CIS recognizes that licensed content catalogs may evolve over time.

76. What examples of mastery-based learning experiences is CIS looking for?

CIS is interested in learning experiences that support demonstrated competency rather than passive completion. This may include assessment-based progression, required proficiency thresholds prior to completion, scenario-based evaluation, or structured learning paths that require demonstrated understanding before advancement.

12. Governance and Project Ownership

77. Who will be responsible for LMS implementation?

CIS will designate an internal project lead who will serve as the primary point of contact for implementation. The project will be supported by representatives from Learning and Development, Information Technology, and other internal stakeholders as needed.

78. Do you have a dedicated LMS Administrator?

Yes. CIS has internal staff responsible for LMS administration and oversight.

79. How many administrators does CIS anticipate? Will there be one per entity or potentially multiple?

CIS expects multiple administrators per member organization based on organizational structure and delegation needs. CIS also maintains CIS-level system administrators for overall configuration and support. Proposers should assume that each member entity may have more than one delegated administrator.

80. How many team members are involved?

CIS has one full-time LMS Administrator. Implementation will also be supported by a cross-functional team consisting of Learning and Development staff, IT representatives, and operational stakeholders as needed. The level of involvement may vary depending on the phase of the project.

81. Will the LMS be managed by HR or Operations?

The LMS will be managed by the standalone Learning and Development team within CIS.

82. What are your main goals for the LMS platform?

CIS's primary goal is to significantly improve the overall user experience for both internal staff and member entities. As an intergovernmental risk pool serving members of varying sizes, CIS supports organizations that often do not have dedicated Learning and Development resources. The LMS must therefore be intuitive, accessible, and easy to administer at the member level.

Additional goals include strengthening extended enterprise functionality, enhancing reporting and data visibility, supporting flexible multi-tenant administration, and ensuring long term platform stability and scalability. The LMS plays a critical role in CIS's broader risk management strategy by delivering compliance training, safety education, governance resources, and professional development tools that support loss prevention and operational effectiveness across its membership.

83. Why are you looking to change your LMS now?

CIS is conducting this procurement due to the transition and planned sunset of the current Saba Cloud platform.

Additionally, as a public entity, CIS periodically issues RFPs for the services and systems we use to ensure we are using the financial resources entrusted to us as efficiently as possible.

Lastly, there have been significant technology advancements in online learning systems since we last issued an RFP. We think these advancements may enhance the online learning experience we make available to our members and their employees.

84. What are the top three issues you are currently facing?

The top three issues include making training easy to access for members with varying levels of technical ability, improving the ability for administrators and supervisors to easily assign and monitor training, and managing overall system and licensing costs while maintaining strong functionality.

13. E-Commerce

85. How will CIS utilize e-commerce?

E-commerce functionality, if implemented, would primarily support registration and payment for designated fee-based courses. On average, we offer 2-3 fee-based courses a year.

86. Is e-commerce a required function?

E-commerce functionality is not strictly required; however, it would be useful if included as part of the standard platform functionality. Proposers should describe available capabilities for paid course registration and event management.

87. Accept multiple payment methods including check and purchase order?

Yes. The system must support multiple payment methods, including credit card, check, and purchase order. For check and purchase order options, the system should allow users to complete registration and submit payment outside the system while maintaining appropriate tracking and administrative oversight.

88. What is desired functionality when selecting check? Would the "promise to pay" be considered enough to grant access? Or does this pertain to echecks only?

The system must allow members to select "Check" as a payment method for designated fee-based classes and complete registration without immediate electronic payment. Members would then submit payment by mail. This functionality should apply only to specific classes identified as requiring payment and not to the course catalog as a whole.

14. Scope and Award

89. Would CIS be open to extending the proposal due date by one week to March 9, 2026 to allow adequate time for thorough review and completion of all required materials?

As noted in Section B above, CIS has extended the proposal due date to 5:00 p.m. (PT) on March 9, 2026.

90. What is the use case for why CIS needs historical records for the 20k inactive users? Can you please expand on what the scope of all existing data includes (how many years of historical records, do they map to existing catalog items, how will this data be referenced)?

As public entities, CIS and its members are required to maintain records for a specific period of time. As a courtesy to our members, we maintain a full history of all courses documented as complete in our system that goes back approximately 10 years.

A. Approximate number of transcript completion records and from how many different systems (and # of records) Information is stored completely in our current system, but pre-2019 data was imported from our old system. As of 02/10/2026, we have just over 230,500 completion records in our system.

B. Approximate counts for the following content items that you would like to migrate to the LMS:

- # of online courses (SCORM/AICC) 700 - 800

- # of materials/PDFs – unknown at this time, most are embedded in SCORM content or referenced via URL
- # of videos – 0, all videos are accessed via URL or embedded in SCORM content
- # of tests – 0, all tests are currently embedded in SCORM content
- # instructor led trainings – 30-50
- # of curriculum – 200-250

91. Does CIS anticipate a single vendor award or multi-vendor award?

CIS anticipates making a single vendor award for the LMS and associated services.

92. Should vendors submit a redacted proposal response?

Yes. If proposers include proprietary or confidential information in their response, they should also submit a redacted version suitable for public records disclosure.

93. To confirm – CIS is asking for us to provide our proposed terms of agreement/master services agreement for CIS review? Or just a scope of work contract sample?

Proposers should submit their proposed Master Services Agreement or standard terms and conditions for review, along with a sample Scope of Work template if applicable. CIS will evaluate contractual terms as part of the overall proposal review process.

94. Can you please confirm that our company would need to be registered to do business in Oregon at the time of proposal submission?

Proposers are not required to be registered to do business in Oregon at the time of proposal submission. However, in accordance with applicable Oregon public contracting and corporate registration laws, the successful proposer must be authorized to transact business in Oregon prior to contract execution. Proposers are responsible for ensuring compliance with all applicable state registration requirements before entering into a contract with CIS.

95. Does CIS permit proposers to utilize offshore resources for implementation, configuration, or support services under this contract?

CIS does not prohibit the use of offshore resources. Proposers may utilize offshore or domestic personnel provided that all services meet the security, confidentiality, performance, communication, and contractual requirements outlined in the RFP.

Proposers remain fully responsible for compliance with all applicable federal, state, and local laws, including data protection, privacy, public records, and security requirements. Any use of offshore personnel must not compromise service levels, data security, or the ability to meet required support hours and contractual obligations.

96. What is the annual cost of the current LMS and content solution, and what budget has CIS allocated for this project?

CIS does not disclose current contract pricing or allocated project budget as part of this procurement. Proposers are expected to submit competitive pricing aligned with the scope and requirements outlined in the RFP.

97. Does CIS have any preferred contract vehicles?

CIS does not require use of a specific cooperative purchasing contract vehicle for this procurement. Proposers should respond to the RFP as issued and identify any contracting approach or cooperative vehicle they propose to use for CIS review as part of their response.

98. Does this RFP include any small business, minority-owned, or disadvantaged business participation goals or set-aside requirements?

No. CIS does not have specific set-aside requirements or mandatory participation goals for this procurement. However, proposers are welcome to include information on subcontracting or supplier diversity practices if they choose.

99. Would CIS be open to providing insight into any weight or scoring anticipated to be applied to the evaluation criteria?

CIS has not assigned particular scoring weights to the evaluation criteria described in the RFP. All criteria will be considered. If a contract is awarded through this RFP, it will be awarded to the vendor whose proposal we deem to be most advantageous to CIS.

100. The RFP requests that answers in Sections B through K precede the response with a restatement of the question. Can CIS provide an example?

Proposers should copy the question text into their proposal and place their answer directly beneath it, maintaining the order and numbering used in the RFP for ease of review.

Example format:

B. Company Background and Qualifications

B.1. Describe your company's experience implementing multi-tenant/extended enterprise LMS solutions for public sector or similar clients.

Response:

[Vendor writes their answer here. They keep the question exactly as written, then answer directly underneath. They can use paragraphs, bullets, and tables as needed.]

101. Is there any page limit or required format for responses? Should the cost estimate be included with the core proposal or separate?

There is no page limit except where identified in the RFP. However, as stated in the introduction to Section V of the RFP, brevity is preferred.

Proposers should follow the Proposal Format and Content instructions in the RFP. Pricing must be submitted in the format requested in the RFP and may be provided as a separate, clearly labeled pricing section or attachment consistent with the RFP instructions.

102. If we have objections to CIS Contract Considerations, should we include a redline with our response?

Please see Section IV, subpart C for instructions on how to deal with Exceptions or Deviations to any requirements in the RFP.

15. LMS Feature Clarifications from Appendix B

103. Can you clarify what you'd like users to be able to configure? Would it be branding items (such as colors, fonts, etc.) or layout (section orders, list vs card view, etc.), or something else? Is CIS referring to organization level administrators or standard user accounts?

CIS does not expect learners or member administrators to have any configuration ability beyond expanding/contracting menus and choosing number of results shown per page for catalog or search views as applicable. CIS system level administrators should be able to configure the homepage content and overall site branding (colors, fonts, logos) and determine the default view for section orders, list vs. card view, etc.

104. Are you administering your current LMS according to the hierarchy structure in Appendix C?

Yes. CIS administers its current LMS in alignment with the hierarchy structure outlined in Appendix C, including separation of member entities and appropriate administrative role distinctions.

105. Describe ideal learner experience by role?

- CIS Employees – End Users

Should have clear visibility into all assigned training, compliance deadlines, and internal course offerings. Learners should be able to easily access their transcripts and, when applicable, view course registration information consistent with their assigned permissions.

- CIS Employees – Power Users

CIS does not designate internal “power users.” Instead, we utilize direct managers, department-level administrators, and organization-level administrators. These roles mirror the structure used

for member organizations, with the added ability to access internal content. Their delegated administrative visibility is limited to their assigned organizational units.

- CIS Employees – Super Admin

Should have full system-wide administrative access, including reporting, configuration, content management, and multi-tenant oversight across the entire platform.

- Member Organization End Users

Should be able to clearly view assigned training, track CEUs, and easily enroll in available courses. Navigation should be intuitive, with the ability to search the catalog for courses and supplemental resources such as articles, videos, and standalone materials. Learners should have access to transcripts, be able to print certificates, and track CEUs as needed. Available content should align with their organization’s catalog and enrollment settings.

- Member Organization Administrators

Should be able to add, edit, and view user accounts within their organization; assign training to all staff (including themselves); and configure assignment rules to automate course or curriculum assignment. Administrators should be able to monitor completions, manage rosters, view transcripts, print certificates, and track completion status for both system and externally completed courses. They should also have the ability to create and edit organization-specific content—including web-based, virtual, and in-person courses and classes—and build curricula, all limited to their own organization.

106. Can you clarify whether you want users to have the ability to post in the Help documentation or whether you want the hyperlink lookups like Wiki? What additional customizations would be requested in the Help section?

The Help section should function as a reference area managed by CIS system administrators. Administrators must be able to post and maintain help content and provide custom links to documents and resources available to end users. The content should be searchable.

107. Does each employee need to have multiple administrators assigned or do multiple administrators need to be able to see each/every employee record? Does the admin need to be assigned by employee record?

Administrators should be assigned at the organization level, in addition to any direct or alternate supervisors assigned at the individual level. Multiple administrators must be supported for each organization.

For example, a member entity such as a city with approximately 100 users may have several administrators representing different departments, such as Human Resources, Public Works, Police, and a City Administrator. A police officer, for instance, may receive training assignments from both Human Resources and the Police Department. Additionally, that officer may have a direct supervisor or alternate supervisor that also has the ability to assign training and monitor

progress. The system must allow multiple administrators within the same organization to assign and monitor training for shared users without requiring assignment at the individual employee record level.

108. What customizations would be needed for sign-in sheets?

The LMS should allow customization of printable sign-in sheets, including the ability to select which user fields are populated and visible, and which class details appear, such as instructor name, location, date, and related session information.

109. What types of content is needed for bulk upload functionality? Would this be needed for SCORM, Online, etc. or just classroom?

Bulk upload functionality must support all course types, including in-person, web-based, and virtual training. For example, CIS may receive a CSV file listing users who viewed a recorded SCORM course on a specific date and require completion records to be applied. Similarly, member entities may submit an Excel file of individuals to be enrolled in an upcoming instructor-led session. Aside from initial set-up and implementation, bulk import of SCORM files or course materials outside of a content vendor connection is not anticipated.

110. What reports would be necessary for the content types? Training Progress, Training Assignment, Content availability, etc.?

Required report types include training progress, training assignment status, and content availability. The system must also support reporting across categories, vendors, date created, usage, attached content, certificate assignment, notification status, and overall course status. Reporting must support filtering and ad hoc query capability.

111. Can you define Learning Request Functionality Item D.13?

Learning Request Functionality refers to the ability for users or administrators to submit structured requests for training, including requests for new courses, instructor-led sessions, or external learning opportunities.