



## Ohio Public Employees Retirement System

### *Request for Proposal*

**For:  
Learning Management System (LMS)**

**Date:  
May 15, 2025**

277 East Town Street  
Columbus, Ohio 43215  
1-800-222-PERS (7377)  
[www.opers.org](http://www.opers.org)

**PLEASE NOTE: NO RESPONDENT SHALL ATTEMPT TO COMMUNICATE WITH OPERS CONCERNING THIS RFP IN ANY MANNER OTHER THAN AS SPECIFICALLY PROVIDED IN THE “RFP COMMUNICATION PROTOCOLS” SET FORTH IN ATTACHMENT 1 HERETO.**

## **Table of Contents**

### **A. BACKGROUND**

1. Retirement Board
2. Financial Information

### **B. OVERVIEW**

### **C. SCOPE OF ENGAGEMENT**

### **D. PROPOSAL CONTENT**

1. Certification of Proposal Requirements
2. Questionnaire
3. Understanding of Engagement
4. Work Plan
5. Vendor Personnel
6. References
7. Cost
8. Sample Contract
9. Additional Information

### **E. SELECTION CRITERIA**

### **F. GENERAL TERMS AND CONDITIONS FOR SUBMITTING PROPOSALS**

### **G. INSTRUCTIONS for SUBMITTING PROPOSALS**

### **ATTACHMENT 1 – RFP COMMUNICATION PROTOCOLS**

### **ATTACHMENT 2 – CERTIFICATION OF PROPOSAL REQUIREMENTS**

### **ATTACHMENT 3 – LEARNING MANAGEMENT SYSTEM REQUIREMENTS MATRIX**

Ohio Public Employees Retirement System  
Request for Proposal

## A. BACKGROUND

### 1. Retirement Board

In 1935, the Ohio Public Employees Retirement System (OPERS) began a tradition of providing excellent retirement benefits for state employees. With approximately \$114.8 billion in net assets, the System provides retirement, disability, and survivor benefit programs for public employees throughout the state who are not covered by another state or local retirement system. OPERS serves over 1,286,000 members of approximately 3,700 public employers including over 221,000 retirees, disability recipients and surviving beneficiaries who receive monthly benefits.

### 2. Financial Information

The most recent OPERS Annual Financial Comprehensive Report is available on the OPERS website at: <https://www.opers.org/financial/reports.shtml>

## B. OVERVIEW

The OPERS Human Resources Department is seeking proposals for a Learning Management System (LMS) that meets the requirements and functionality outlined in the Scope of Engagement and in Attachment 3.

## C. SCOPE OF ENGAGEMENT

The Human Resources department is seeking proposals from vendors to provide a Learning Management System (LMS) that serves as a centralized platform for accessing training and educational resources. The LMS should offer comprehensive management and delivery of educational content, track learner progress, facilitate course creation and enrollment management, and include assessment tools and reporting capabilities. The goal is to enhance the learning experience by fostering an interactive and efficient educational environment.

**Please review Attachment 3 – Learning Management System Requirements Matrix for a complete list of required and desired services. Attachment 3 must be completed and returned with your proposal.**

## D. PROPOSAL CONTENT

Vendor's proposal must include the following information listed below, if applicable. For ease of review by OPERS, each requirement should be addressed in a separate section of the proposal, preceded by an index tab to identify the subject of the section. The proposal should be formatted on consecutively numbered pages, include a table of contents, and be submitted as a single .pdf file, if possible.

### 1. Certification of Proposal Requirements

The Vendor must include a certification statement in the form attached hereto as **Attachment 2 – Certification of Proposal Requirements**, which must be signed by an individual who is authorized to bind the Vendor contractually. Electronic signatures are permitted.

Ohio Public Employees Retirement System  
Request for Proposal

**2. Questionnaire**

Please provide the following documents and information:

- 2.1 Vendor's United States office locations, identifying which location(s) will be assigned this project.
- 2.2 Vendor's legal structure (e.g., an Ohio corporation), Federal tax identification number, and address of the principal place of business.
- 2.3 Vendor's organizational structure, including subsidiary and affiliated companies, and joint venture relationships.
- 2.4 How many years has Vendor been in business?
- 2.5 Yes/No: Has Vendor undergone any material change in its structure or ownership within the last 18 months? If yes, please describe.
- 2.6 Yes/No: Is any material change in ownership or structure currently under review or being contemplated? If yes, please describe.
- 2.7 If available, please provide a report, study, or assessment of your company, prepared by an unbiased independent third-party source, concerning client satisfaction and measures of your firm's strengths and weaknesses vis-à-vis your key competitors.
- 2.8 Please provide your most recent financial statements (audited financial statements, if available), including a statement of financial position (or balance sheet) and an annual income statement.
- 2.9 Please describe any material litigation to which your company is currently a party. In addition, please describe any material litigation that your company has been involved in over the last 3 years.
- 2.10 Please provide a list and describe litigation brought or threatened against your company by existing or former clients over the past 5 years.
- 2.11 Please describe any relationships that your company has with any potential or existing vendors of OPERS, including any potential fees or other remuneration your company may receive for recommending their products or services.

***Implementation, Training, Support***

- 2.12 Please describe your firm's process and typical timeline for implementation.
- 2.13 Please list the OPERS resources (for example, personnel, time, technology, etc.) that will be required during the implementation process.
- 2.14 Please provide a detailed implementation plan, including key milestones and deliverables.
- 2.15 Please describe how your firm handles data migration from an existing system to your LMS.
- 2.16 Describe the level of customization available during the implementation phase.
- 2.17 Do you offer training for administrators, instructors, and learners on the systems functionality? If yes, is the training provided on-site, online, or a combination of both?

Ohio Public Employees Retirement System  
Request for Proposal

- 2.18 Do you offer ongoing training and resources for new features or updates?
- 2.19 How does your LMS support end user learning outside the LMS platform?
- 2.20 Does your LMS send emails to associates with recommended courses to assist with development?
- 2.21 Do you provide training materials and documentation for our internal use?
- 2.22 How will your firm ensure that our team is fully prepared to use the LMS effectively?
- 2.23 Please describe the customer support options that will be available (e.g., phone, email, live chat). Include the hours of support available for each option and whether support is in the US or overseas.
- 2.24 What is your average response time when a support request is placed?
- 2.25 Describe your procedures for handling escalated requests.
- 2.26 Is there a ticketing system for support requests? If so, please describe your system.
- 2.27 Would you provide OPERS with a dedicated account team, account manager or support representative?
- 2.28 Does your LMS include a curriculum builder?
- 2.29 What is your LMS's uptime guarantee? How is down time handled and communicated?
- 2.30 Describe your feedback mechanisms for enhancements.
- 2.31 Does your LMS include a course catalog?
- 2.32 Is it possible to upload content from external resources?

***Integrations, Infrastructure, Platform Security***

- 2.33 Does your LMS support single sign-on for our internal associates?
- 2.34 What is your process for handling and resolving technical issues or bugs?
- 2.35 What third-party systems (e.g., HRIS, CRM, SSO) does your LMS support? How do you vet any third-party integrations that you may offer?
- 2.36 What type of HR – related integrations do you offer?
- 2.37 Does your LMS offer APIs for custom integrations? If so, what documentation and support are provided?
- 2.38 Does your LMC have the ability to create a branded and customized homepage?
- 2.39 Can your LMS accommodate future growth in users and content?
- 2.40 Is your LMS hosted on-premises, in the cloud, or both? What are the pros and cons of each option?
- 2.41 What performance metrics are tracked, and how are they reported to clients?
- 2.42 How is data encrypted both in transit and at rest?
- 2.43 What user authentication and access control mechanisms are in place?
- 2.44 Please describe your LMS's protocol for handling security breaches or incidents.

Ohio Public Employees Retirement System  
Request for Proposal

- 2.45 Can your LMS be customized to fit specific organizational needs?
- 2.46 Describe the reporting and analytics capabilities that are available to track learning outcomes and system usage.
- 2.47 Do you provide a “test” system or sandbox for customers to trial new features and potential changes?
- 2.48 Do all features of your LMS come standard or are there additional cost/license for some features?
- 2.49 Which browsers are supported for accessing your LMS?
- 2.50 Does your LMS provide gamification features and functionality?
- 2.51 Describe your disaster recovery capabilities.
- 2.52 Describe your mobile capabilities.
- 2.53 Do you offer any built-in AI powered content creation tools?
  - 2.53.1 Does your solution use its own internally developed AI model? If not, what AI model is used (OpenAI, Gemini, Copilot, etc.).
  - 2.53.2 If an external AI model/service is used, how is the vendor passing OPERS data between itself and the provider and ensuring it is secure?
  - 2.53.3 Are AI models trained using OPERS entered or stored data?
  - 2.53.4 Do real humans have access to review OPERS entered or stored data? If so, please explain.
  - 2.53.5 How is OPERS data protected at each license or subscription level?
- 2.54 What is the retention policy for retired content?

**3. Understanding of Engagement**

- 3.1 Please describe in detail your organization’s understanding of the goods and services requested in this RFP and describe the procedures and methods your organization will use to achieve the required outcomes.
- 3.2 Please describe areas or processes not included in this RFP that your company may examine in order to provide more complete goods or services.
- 3.3 Please provide a narrative that supports why your company believes that it is qualified to undertake the proposed engagement.

**4. Project/Work Plan (including timeline with details of hours)**

The proposal should set forth a project plan for delivering the services and deliverables described in this RFP, including:

- 4.1 A description of how the Vendor will consult with and/or make presentations to OPERS staff during the engagement.
- 4.2 A description of the service management and quality control procedures to be utilized. These should identify and describe any anticipated potential problems, the Vendor’s approach to resolving these problems, and any special assistance that will be requested from OPERS.
- 4.3 Vendor should structure the work plan in a way that allows OPERS ample time to review the deliverables in the work plan.

Ohio Public Employees Retirement System  
Request for Proposal

**5. Vendor Personnel**

- 5.1 For each individual that you propose to assign to this engagement, please provide a narrative with the following information:
- 5.1.1 Employee name and title.
  - 5.1.2 Proposed position on this engagement (manager, supervisor, officer, etc.)
  - 5.1.3 The month and year that the employee began working for your organization.
  - 5.1.4 Employee work history.
- 5.2 Vendor is required to provide all goods and perform all services requested by the RFP and may not subcontract to provide such goods or services without the written consent of OPERS. For each of the Vendor's potential subcontractors, please provide a narrative with the following information:
- 5.2.1 The proposed subcontractor's (firm) name and address.
  - 5.2.2 A brief description of the goods or services the subcontractor might provide.
  - 5.2.3 A statement that Vendor acknowledges and agrees that it will remain liable for the provision of any goods supplied by and/or services performed by such subcontractor.
- 5.3 Please describe your firm's procedures if a contact person assigned to this engagement leaves your firm during the term of the engagement.

**6. References**

- 6.1 Please provide the names, addresses and telephone numbers of five (5) current clients similar in size to OPERS.
- 6.2 Please provide the name, email and telephone number of the main point of contact at each of these five clients who may be contacted as a reference.
- 6.3 For each reference listed above, please provide a summary description of the goods and/or services provided by the Vendor to the reference that would be relevant to the goods and/or services to be provided in response to this RFP.

**7. Cost**

- 7.1 Please provide a not-to-exceed, fixed-cost price quote for this project, stating the total cost for the project, including any and all reimbursable expenses.
- 7.2 Provide a cost per hour for additional service work, or if hourly costs are not applicable, the deliverables that Vendor intends to provide, and the cost associated with each deliverable.
- 7.3 State whether Vendor will negotiate its proposed cost if OPERS decides negotiation is appropriate as to any aspect of the proposals, including the cost, with the finalist(s). In no case, however, will the negotiated cost be higher than the cost submitted by the Vendor in its proposal.

**8. Sample contract**

Please provide a sample contract with your proposal for consideration if you are selected for this engagement. The contract should reflect the specific scope and deliverables of this engagement as well as hourly fees for any potential work outside the scope of this engagement and response times.

Revised 7.26.24

Ohio Public Employees Retirement System  
Request for Proposal

**9. Additional Information**

The Vendor should provide any other information it believes relevant to the engagement

**E. SELECTION PROCESS AND CRITERIA**

Complete proposals received on or before the deadline will be evaluated, and OPERS will make any final decision to award the contract. Proposals may be evaluated more than once, at any time, in the sole discretion of OPERS.

During the evaluation process, OPERS management may, in its sole discretion, request any or all vendors to make oral presentations. Such presentations will provide Vendors with an opportunity to answer questions regarding the Vendor's proposal. Not all Vendors may be asked to make such oral presentations. Presentations may be made in person at OPERS' offices or via video conference.

Proposals will be evaluated based on the following criteria, (each criterion may be weighted):

1. Understanding of Project Scope
2. Quality of Project Plan and Implementation Approach
3. Vendor Qualifications
4. Ability to provide Required and Desired Features in Attachment 3
5. Cost

After evaluation of the proposals, OPERS may determine a list of up to three (3) finalists and may commence sequential negotiations on any aspects of the proposals OPERS deems appropriate, beginning with the highest-scoring finalist. If OPERS does not reach agreement with the highest-scoring finalist, or if in the opinion of OPERS negotiations with that finalist reach an impasse, OPERS may decide not to award the contract or may begin negotiations with the second-highest scoring finalist. OPERS may choose to continue such negotiations with subsequent finalists on the same basis until a contract is negotiated, no other finalists remain, or OPERS decides not to award the contract pursuant to this RFP.

**F. GENERAL TERMS AND CONDITIONS FOR SUBMITTING PROPOSALS**

**By submitting a proposal in response to this RFP, the Vendor acknowledges and agrees that:**

1. Vendor acknowledges that OPERS is subject to the Ohio Public Records Act, and the documents submitted pursuant to this RFP may be subject to a public records request. Accordingly, Vendor should submit, along with its response to this RFP, a copy of its response in which any information that is trade secret or is otherwise exempt from disclosure under the Ohio Public Records Act is redacted, along with a reference to the statutory basis upon which Vendor is relying for the redaction. For example, the Ohio Public Records Act is ORC Section 149.43 and allows protection of trade secret information as set for in ORC 1333.61(D) or any federal statutes that might apply. If at any time after submitting the redacted copy of its response pursuant to the previous sentence Vendor should identify information in its redacted copy that (a) was not redacted in its submission but it later determines has become trade secret information or otherwise exempt from disclosure under the Ohio Public Records Act, or (b) was redacted in its original submission but it later determines is no longer trade secret or otherwise exempt from disclosure under the Ohio Public Records Act, Vendor shall send OPERS an updated redacted copy reflecting such change, along with a reference to the statutory basis upon which Vendor is relying for any additional redaction. If a request for records is made that includes information Vendor has submitted pursuant to this RFP, OPERS will provide the requestor with the redacted version of Vendor's response provided pursuant to this section, or updated pursuant to the preceding

Ohio Public Employees Retirement System  
Request for Proposal

sentence, if applicable. If the position taken by Vendor in its redactions hereunder results in OPERS suffering any damages, fees or other losses of any kind, Vendor shall indemnify OPERS for such losses. If no documents or materials are identified and marked by Vendor as confidential, Vendor will be deemed to have consented to the release of the document or material, and to have waived any cause of action against OPERS resulting from the release of the documents or materials.

2. **Regardless of cause, late proposals, in whole or in part, will not be accepted by OPERS and will automatically be disqualified from further consideration.** It shall be the Vendor's sole risk to ensure delivery of its electronic proposal to the designated office email address by the designated time as outlined in Section G below. Late proposals will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed by OPERS.
3. OPERS reserves the right, in its sole discretion, to reject any or all proposals submitted, and to waive as to any Vendor or as to all Vendors, any informality or irregularity in a proposal or proposals or any failure to conform to the instructions in this RFP.
4. OPERS reserves the right to modify any dates stated in this RFP at its sole discretion and accepts no liability to the extent the actual schedule differs from the dates set forth herein. In the event a change is made to the RFP Schedule, a revised schedule will be posted on the OPERS website.
5. This Request for Proposal is not a contract, is not intended to serve as a contract, and does not constitute a promise to enter into a contract.
6. OPERS shall not have any responsibility or liability whatsoever with respect to any costs incurred by any Vendor in preparing a proposal or responding to this RFP.
7. OPERS does not make any representation or warranty regarding the accuracy or completeness of any information contained in this RFP, its Attachments, or any statements made by representatives of OPERS during the RFP process. Each Vendor is responsible for making its own evaluation of the information and data contained in this RFP and in preparing and submitting responses to this RFP. OPERS' issuance of this RFP and receipt of information in response to this RFP will not, in any way, cause OPERS to incur any liability (whether contractual, financial, or otherwise) to any Vendor participating in the RFP process.
8. All documents, proposals and other materials submitted in response to this RFP will become the property of OPERS and will not be returned to Vendor.
9. Vendor agrees to comply with all terms, conditions and requirements described in this RFP. Any failure by any responding Vendor to so comply shall be grounds for rejection of that Vendor's proposal, as determined by OPERS in its sole discretion.
10. If a contract between OPERS and Vendor results from this RFP, neither the successful responding Vendor, nor anyone on its behalf (including its agents, affiliates, subcontractors, and/or vendors), shall publish, distribute or otherwise disseminate any press release, advertising, and/or publicity matter of any type or kind (collectively "Advertising Material") having any reference to OPERS, this RFP, or the resulting contract, unless and until such Advertising Material first shall have been submitted to and approved in writing by OPERS.

Ohio Public Employees Retirement System  
Request for Proposal

**G. INSTRUCTIONS FOR SUBMITTING PROPOSALS**

1. Please provide two (2) electronic copies (including one (1) redacted copy for public records requests as described in Section F.1 of this RFP) of your proposal by 2:00 PM Eastern Time, on Wednesday, June 11, 2025 to:

Nicole Novak  
Procurement Agent  
Ohio Public Employees Retirement System  
[procurement@opers.org](mailto:procurement@opers.org)

Email submissions can sometimes be blocked due to file size limitations on either Vendor's or OPERS' email servers. Please submit your proposals with enough time in advance of the deadline to ensure the transmission goes through in its entirety, and to re-submit by the deadline if necessary. If submissions are not received by OPERS by the deadline for whatever reason, including due to non-transmittal due to size limitations, they will be rejected.

2. Questions concerning this Request for Proposal must be submitted via e-mail to [procurement@opers.org](mailto:procurement@opers.org). **The Question-and-Answer period will be from May 15<sup>th</sup> – May 23<sup>rd</sup>. Questions must be submitted no later than 4:00 PM ET on May 23<sup>rd</sup>.** Questions and answers will be posted on the OPERS website; provided however, OPERS reserves the right in their sole discretion to determine what questions, if any, to answer and which questions and answers will be posted on the OPERS website. OPERS will not answer any questions related to budget, the assigned weight to scoring criteria, or the incumbent vendor.
3. **All communications with OPERS concerning this Request for Proposal must be conducted in compliance with Attachment 1 - RFP Communication Protocols attached hereto. Non-adherence to these protocols is grounds for disqualification for consideration.**
4. This Request for Proposal is issued on May 15, 2025. OPERS reserves the right, in its sole discretion, to amend or cancel this RFP.
5. OPERS will notify the non-awarded bidders who have submitted proposals via email only after contract signing is complete with the awarded bidder. Please do not contact OPERS requesting the status of your bid as this process can take months. OPERS will not respond to such inquiries.

Ohio Public Employees Retirement System  
Request for Proposal

**ATTACHMENT 1 – RFP COMMUNICATION PROTOCOLS**

This RFP includes and imposes certain restrictions on communications between OPERS and vendors responding to the RFP (“Vendors”).

Vendors are restricted from communicating with OPERS in any manner, whether oral, written, electronic or otherwise, that a reasonable person would infer constitutes an attempt to unduly influence the award, denial, or amendment of a contract, from the time this RFP is issued through the final award and approval of the contract or termination of this RFP. **Any communications with OPERS in violation of this Attachment 1 may result in immediate disqualification of such Vendor.**

The following communications channels are permissible for Vendors to communicate with OPERS to ensure that no violations of these Communication Protocols occur:

- **Question and Answer Period:** See Section G.2 of the RFP.
- **Supplemental Questions:** OPERS may, after an RFP has been posted, post to the OPERS website supplemental RFP questions for Vendors to answer. If such supplemental questions are posted by OPERS, Vendors shall respond to such questions according to the instructions included with the supplemental questions.
- **Finalist Presentations:** See Section E of the RFP.
- **Additional Information:** OPERS may, but is not obligated to, request additional information and materials from any Vendor for evaluation of its proposal. Information submitted by a Vendor absent a request by OPERS that is not in the nature of a correction or clarification to the proposal will not be considered. A Vendor must immediately notify OPERS if any information in a proposal becomes invalid or untrue prior to the completion of the RFP process. OPERS may disqualify a Vendor from further consideration if the Vendor fails to immediately notify OPERS of invalid or untrue information or fails to respond to OPERS’ request for additional information and materials. OPERS shall have no obligation to inform any Vendor of any deficiency in its proposal.

Ohio Public Employees Retirement System  
Request for Proposal

**ATTACHMENT 2 – CERTIFICATION OF PROPOSAL REQUIREMENTS**

The undersigned Vendor hereby certifies the following:

1. This proposal meets all of the requirements as set forth in this RFP.
2. The Vendor acknowledges and agrees that any communication with OPERS concerning this RFP shall be in compliance with **Attachment 1– RFP Communication Protocols**.
3. The Vendor has not submitted this proposal with the assumption that there will be an opportunity to negotiate any aspect of its proposal.
4. The Vendor acknowledges that all documents submitted to OPERS pursuant to this RFP may be subject to disclosure by OPERS under the Ohio Public Records Act, and it has submitted a copy of its response in which any information that is trade secret or is otherwise exempt from disclosure under the Ohio Public Records Act is redacted (see Section F(1) of this RFP). The Vendor acknowledges and agrees that if at any time after submitting the redacted copy of its response it should identify information in its redacted copy that (a) was not redacted in its submission but it later determines has become trade secret information or otherwise exempt from disclosure under the Ohio Public Records Act, or (b) was redacted in its original submission but it later determines is no longer trade secret or otherwise exempt from disclosure under the Ohio Public Records Act, Vendor shall send OPERS an updated redacted copy reflecting such change, along with a reference to the statutory basis upon which Vendor is relying for any additional redaction.
5. The Vendor acknowledges that OPERS shall possess full ownership and all rights and interests, including copyright interests, in all deliverables (the “Project Deliverables”) under its contract with the Vendor, including in all software, documentation, and other project-related work, as applicable.
6. The Vendor acknowledges that the Vendor will ensure that the Vendor’s subcontractors shall assign to OPERS all ownership, rights, and interests in any Project Deliverables, as applicable.
7. The Vendor agrees to comply with all terms, conditions and requirements described in this RFP, and that any failure by Vendor to so comply may be grounds for rejection of Vendor’s proposal, as determined by OPERS in its sole discretion.
8. Vendor’s primary contact on this RFP, who has the authority to answer any questions regarding the proposal is as follows:

Firm Name:

Contact’s Name:

Additional Contacts:

Contact’s Address:

Contact’s Phone / Fax Number:

Contact’s E-mail Address:

I, the undersigned, as an authorized representative of the Vendor that is legally authorized to bind the Vendor contractually, hereby certify the above statements on behalf of the Vendor:

Vendor: \_\_\_\_\_

By (Print Name): \_\_\_\_\_

Signature: \_\_\_\_\_

Ohio Public Employees Retirement System  
Request for Proposal

Title:

---

Date:

---

Ohio Public Employees Retirement System  
Request for Proposal

**ATTACHMENT 3 – LMS REQUIREMENTS MATRIX**

Ohio Public Employees Retirement System				
Please complete this matrix and include it with your proposal.				
Req #	Required Services	Yes	No	Comment
1	LMS has user management, registration, and authentication – Supports single sign on (SSO) (easy to secure login and sign-ups)			
2	LMS has role-based access controls – Different permissions for admins, instructors, learners			
3	LMS has profile management – Customizable user profiles			
4	LMS has course management – Supports various content types (videos, PDF & Microsoft documents, quizzes/exams)			
5	LMS has course enrollment and tracking – Automatic and manual enrollment options			
6	LMS has learning paths (learning initiatives) creation capabilities and prerequisites – Ability to set course prerequisites			
7	LMS has multimedia support (video, audio, and interactive content)			
8	LMS has SCORM, HTML, AICC, mp4, URL, API and xAPI compliance – Ensures capability for industry standards			
9	LMS has course, quizzes, and exam creation capabilities – Various question types (multiple choice, true/false, short answer)			
10	LMS has automatic grading and feedback – Immediate feedback for learners			
11	LMS has assignment submission and tracking – Supports file uploads and deadlines			
12	LMS has detailed analytics and reporting – Tracks learner progress and course completion			
13	LMS has customizable reports – Ability to generate custom reports for specific learning paths/initiatives			
14	LMS has 24/7 technical support and comprehensive documentation of support items			
15	LMS has an administrative customizable dashboard – Ability to provide learning status, insights, and track trends			

Ohio Public Employees Retirement System  
Request for Proposal

16	LMS can provide personalized development plans – Assign training tailored to development needs			
17	LMS has 24/7 technical support and comprehensive documentation of support items			
18	LMS has hybrid-classroom management – Manage group training for onsite and virtual learning			
19	LMS has integration with other systems (HR, CRM, etc.) via API support			
20	LMS has gamification features and functionality			
21	LMS can upload content from external resources and media outlets			
22	LMS has a course Recommendation Engine that produces a skill-based course recommendation playlist			
<b>Req #</b>	<b>Strongly Desired Services</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
23	LMS has technical forms and user groups – Access to a community of users for support and best practices			
24	LMS has skills library – Enables targeted upskilling pre-mapped to job roles and content library			
25	LMS has survey builder functionality that includes building and customizing surveys with various question types, can set questions in order, and analyze survey results. (very strong)			
26	LMS has a retention policy that outlines the duration for which courses and content are retained. It ensures data is kept for an appropriate timeframe, specifies the process for deleting courses from the system, and provides guidelines for archiving courses. (very strong)			