Learning Management System (LMS) and Assessment Platform

for approval under the

National Law (NL) and

Family Assistance Law (FAL)

REQUEST FOR TENDER

1 LODGEMENT OF PROPOSALS

Closing date	5pm (AEST) 27 May 2022
	Late submissions will not be accepted.
Lodgement method	Email to: grace.franco@acecqa.gov.au
	Email subject line: RFT NL & FAL LMS & Assessment Platform
Questions about this proposal	Please send any questions by email to
	Lyndsay.demanincor@acecqa.gov.au
	Email subject line: Enquiry NL & FAL LMS & Assessment Platform
ACECQA project owner	Name: Grace Franco
	Position: Senior Manager Joined-up Approvals Project
	Email: grace.franco@acecqa.gov.au
	Telephone: 0448 024 225

2 BACKGROUND

2.1 Background

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national statutory authority that works with all governments to guide the administration of the National Quality Framework (NQF), the integrated and jointly governed national regulatory system for children's education and care services.

We facilitate the work of and deliver support services to state and territory regulatory authorities, which have primary responsibility for regulation and quality assessment of children's education and care services. ACECQA's work includes regulatory functions with respect to educator qualifications, second tier review of quality ratings, and determining applications for the Excellent rating. ACECQA's enabling legislation is the Education and Care Services National Law. More information about ACECQA can be found at: www.acecqa.gov.au

Joined-up Approvals (JuA) Project Context

ACECQA is working with state and territory governments, and the Australian Government (AG) to deliver a 'Joined-up Approvals' (JuA) Project to enable prospective education and care approved providers, and existing approved providers applying for a new service, to lodge a single application through ACECQA's National Quality Agenda IT system (NQA ITS). This will allow provider and service approval applications to be assessed concurrently for approval under the National Law (NL) and Family Assistance Law (FAL).

ACECQA's National Quality Agenda IT System (NQA ITS) will be enhanced so that applicants submit applications for assessment through one portal. Currently applicants are required to navigate two separate portals to submit their application for assessment under the NL (through the NQA ITS) and FAL (through the Child Care Subsidy System).

The new single portal will improve the ability of government regulators to reduce the risk of fraud and non-compliance in the children's education and care sector through improved collaboration and information sharing. The JuA Project will bring greater consistency in operational policies and regulatory processes for assessing applications based on a shared framework. Its aim is to facilitate greater alignment in processes used to assess the suitability of a prospective approved provider at the point of entry to the sector. However, regulators may also assess individuals at any other time.

The combined application process will be supported by a NL and FAL Learning Management System (LMS) aimed at improving applicants' knowledge of the NL and/or FAL, and an assessment platform that will assess the applicants' knowledge and capability under the NL and/or FAL.

2.2 Purpose and explanation

ACECQA is seeking written proposals from experienced vendors for the provision of a LMS that provides easy-to-use separate NL and FAL education and knowledge assessment platforms, supporting regulators to assess applications for approved provider and service approval under the NL and/or FAL, as well as assessment of the suitability of individuals to be involved with the provision of children's education and care at any time of a regulator's choosing. The LMS needs to be operational no later than 30 April 2023.

The audience for the LMS is primarily prospective education and care approved providers. While some of the resources within the LMS may be available to the public, it is expected that the LMS will enable regulators visibility over whether or not an applicant has completed specific NL and/or FAL learning modules in the LMS. The LMS must integrate with the enhanced NQA ITS, so that an applicant's identity is linked to their application, with details of each applicant's attempt to complete an assessment and the scores achieved. The NQA ITS will integrate with Services Australia's Provider Digital Access (PRODA) System to verify the applicant's identity for the completion of assessments.

The assessment platform will need to provide a secure assessment environment accessible only to registered candidates, with separate assessments for the NL and the FAL applications.

3 Evaluation methodology and Selection Criteria

3.1 Stage 1: Evaluation Methodology and Selection Criteria

Suitably experienced vendors are invited to submit a written proposal for both the LMS and Assessment platform (no longer than 15 pages) that meets the requirements tabled in sections 4.1 and 4.2, providing evidence of financial viability/insurance and the contact details of two referees. Prospective vendors may consider forming a partnership or consortium for the combined delivery of the LMS and Assessment platform. In this arrangement the lead vendor of the Partnership/consortium will only work directly with ACECQA.

Prospective vendors who adequately address the specifications will be asked to present their proposed solution to an evaluation panel consisting of representatives from ACECQA and nine government regulators.

Each prospective vendor will be allocated one hour, comprised of approximately 30 minutes for presentation and 30 minutes to respond to questions from the panel. The evaluation panel will assess each submission and presentation against the selection criteria and in line with the weightings tabled below. Post presentations a short list of prospective vendors will be invited to stage 2 of the evaluation.

Selection Criterion	Weighting
Demonstrated capability and experience in implementing and maintaining a national LMS and Assessment platform with similar specifications and scope.	25%
Ability to meet the LMS and Assessment platform requirements tabled in sections 4.1 and 4.2.	10%
Ability to meet or exceed the System availability requirements in a cost-effective manner.	10%
Usability and flexibility of the LMS and Assessment platform for system administrators to maintain, change and administer.	10%
Proven ability to deliver training to a geographically dispersed audience, including the provision of supporting materials and post implementation support.	10%
Customisation and flexibility of reporting functionality for both the LMS and Assessment platform.	10%
Ability to meet specified project timeframes as outlined in the RfT, including demonstrated experience working with a range of stakeholders whose endorsement for the solution is necessary to proceed with implementation.	5%
Value for money	20%
Total	100%

3.2 Stage 2: Evaluation Methodology and Selection Criteria

Prospective vendors short listed following Stage 1 will be asked to meet with the evaluation panel to provide clarification and/or additional information regarding their proposed solution. On invitation short listed vendors will be provided information for the stage 2 evaluation.

4   STATEMENT OF REQUIREMENTS

4.1   Provision of a Learning Management System (LMS) that includes the following minimum requirements[1,2]

Timeline: The NL & FAL LMS design and structure must be developed and endorsed by state/territory regulatory authorities and the AG no later than 22 November 2022 and deployment of the LMS is required no later than 30 April 2023.

Purpose: The aim of the LMS is to increase applicant knowledge of the NL and FAL by providing pre-assessment educative materials and to assess the knowledge and capability of individuals intending to operate an education and care service.

Audience: The audience for the LMS is existing and prospective education and care providers.

Table 1: LMS Requirements (but not limited to):

General Requirements	System Requirements	Technical Requirements	Training Requirements	Reporting Requirements	Support Requirements
. Design and implementation of high quality, well-structured and user-friendly	. Unlimited course completions per year	. WCAG 2.1 compliant . Provision of accessibility modifications	. Training for all user roles	. Provision of various automated, editable, easy-to-use analytics	. Annual support fees based on the number of licences/user roles.

[1] If prospective vendors are unable to provide all tabled LMS and Assessment Platform functionality, they should demonstrate the functionality that is available and/or alternative functionality to meet the requirement.
[2] Prospective vendors may consider forming a partnership or consortium for the combined delivery of the LMS and Assessment Platform. In this arrangement a lead vendor of the Partnership/consortium will need to be identified with ACECQA working directly with the lead vendor only.

NL and FAL education materials. (Content for the LMS will be provided to the vendor)
. Education materials are required to be a mix of:
   ○ Self-paced learning
   ○ Multiple choice self-assessments
   ○ Links to external resources (e.g. external websites not hosted in the LMS)
   ○ interactive and static content
   ○ innovative and interactive presentation methods.
   ○ Check sheets/factsheets
. Allowance for different levels of administrator user access permissions, enabling specified users to make changes, additions or deletions to the education materials
	. Ability for the LMS to be continuously available (24 hours a day, 7 days a week)
	. Ability for education materials that are available to the public should be made available continuously with no limit to the number of users accessing the education materials at any one time.
		. Security levels appropriate to the user role
		. Ability to be accessible from and integrate with the enhanced NQA ITS Online help functionality Provision of User Acceptance Testing (UAT) and resolution of issues
		. Provision of uninterrupted access to the LMS during times of low internet connectivity, internet outage or system maintenance
		. Provision of system security measures, including (but not limited to), firewalls, cyber security threat protection and data protection of LMS content and applicant details
		. Ability to insert a hyperlink to the Department of Education Skills and Employment Family Assistance Law Compliance LMS.
			. User manuals for all user roles
			. Provision of appropriate training and updating of user manuals if additional features are added post deployment
			. Provision of online guidance for external LMS users
				including, reports, dashboards	. Provision of L1, L2 and L3 support and description of support levels

Prospective vendors are requested to complete the following LMS Pricing table as part of their submission reflecting the requirements specified in 4.1. Please include any additional costs not tabled below to establish and maintain the LMS.

Table 2: LMS Pricing table

Learning Management System (LMS)	Establishment Cost		Annual Cost ongoing	
	Price (Excl GST)	Price (Incl GST)	Price (Excl GST)	Price (Incl GST)
Design and Configuration Include details of the format and number of learning modules				
Integration with the NQA ITS				
User Acceptance Testing and remediation				
User Training (all user roles)				
Training Materials (training manuals for all user roles_				
Deployment				
Warranty details including warranty period				
Annual License Fees for all user roles				
Hosting fees, based on 24 hours per day/7 days per week (unlimited concurrent users)				
Maintenance fees, including but not limited to: software updates (enhancements roadmap), data back-up arrangements and system maintenance.				
Support Fees (based on number of licences and level of support)				

4.2   Provision of an Assessment Platform with the following minimum requirements

Timeline: The NL & FAL Assessment platform must be developed, tested, endorsed, and deployed no later than 30 April 2023.

Purpose: The Assessment platform will be used to assess the NL and FAL knowledge and capability of prospective and existing education and care providers.

Audience: Prospective education and care providers, and/or existing providers applying to add a service, and/or notifying a change in Persons with Management or Control (PMC) may be required to complete an online assessment to assist determine their suitability as approved early childhood education and care provider. State/territory regulators and the AG will administer and monitor the assessments and analyse the assessment results.

Note: Content (questions, answers, and methodology) for the NL and FAL assessments hosted within the platform will be provided to the vendor.

Table 3: Assessment Platform Requirements (but not limited to):

General Requirements	System Requirements	Technical Requirements	Training Requirements	Reporting Requirements	Support Requirements

. Development, deployment and provision of ongoing access to a high-quality, well-structured and user-friendly assessment platform.
. Provision for:
  o Multiple choice questions, with several possible responses per question
  o Multiple choice practice questions
	. Ability to accommodate approximately 4500 assessments per year, or as specified in the pricing table below
	. Assessment portal to be available (24 hours a day, 7 days a week), or as specified in the pricing table below Inclusion of up to six practice tests for self-assessments
	. Options to limit applicants' ability to electronically search knowledge content that is available during an assessment including using 'find' on pdf documents
		. WCAG 2.1 compliant
		. Provision of accessibility modifications
		. Provision of security levels appropriate to user roles
		. Be accessible from and integrate with the enhanced NQA ITS, i.e.
		  o The migration of assessment outcomes, reporting and analytics
		  o Automated enrolment of applicants to create accounts using a unique identifier
			. Provision of user manuals and training for all user types
			. Provision of online instructions for applicants completing assessments Provision of online instructions and help function for all user roles
			. Provision of appropriate training and updating of user manuals if additional features are added post deployment
				. Provision of various automated, editable, easy-to-use analytics including, reports, dashboards available immediately after the completion of an assessment
				. Provision of automated reports to be sent to the NQA ITS with results for each applicant, detailing, but not limited to:
				  o Applicant details
				  o Type of test taken
				  o Date test taken
				  o Time taken to complete test including, non-completion
				  o Final score
					. Level 1 (Phone support and immediate action to resolve the incident where possible),
					. Level 2 (technical intervention to resolve the incident)
					. Level 3 (Resolution by programming team for severe incidents) support for all user roles

o Scenario-based multiple-choice questions, with several multiple-choice questions linked to a single scenario o Open-text written response questions . Ability to randomise in accordance with a set methodology/rubric (that will be provided to the vendor) . Allowance for different levels of administrator user access permissions, enabling specified users to make changes, deletions and/or additions to the assessment content.	. Ability for administrator(s) to author new, modify or delete assessment questions . Ability to create new assessments with unlimited assessment sections and questions . Provision of a NL assessment consisting of three sections i) common questions for all applicants, ii) centre-based care assessment questions iii) Family Day Care assessment questions. . Provision of a FAL assessment consisting of six sections i) common questions for all applicants and one of the following five sections on whether the candidate is applying to operate a Centre Based Care, a Family Day Care, an In-Home Care (IHC), an Outside School Hours Care (OSHC), or Community Child Care Fund Restricted (CCCFR) service. . Ability to apply "theme" tags to questions . Ability to lock browser, to prevent applicants from accessing unapproved	supplied by the NQA ITS o Results of test returned to NQA ITS via API including applicant, test, date, score as fields . Provision of an auto save function . Provision of User Acceptance Testing (UAT) and resolution of issues . Ability to house and administer up to 300 NL questions and automatically develop assessments of up to 60 questions using an existing methodology/rubric. . Ability to house and administer up to 200 FAL questions and automatically develop assessments of up to 30 questions using an existing methodology/rubric. . Ability for unlimited concurrent users 24 hours per day or as specified in the pricing table below . Provision of automatic marking, one mark		o Questions o Applicants answer o Correct and incorrect answers . Ability to provide reporting on applicant results by tags, question, assessment section and/or question difficulty . Provision of reports to identify applicant type, for example, provider type, and /or approvals sought. . Historical data providing information on applicant assessment attempts and results via a unique identification/applicant number.	

	programs, windows and material while completing an assessment, either at a government premises or remotely
	. Enable assessment sitters to (but not limited to):
	    ○ view assessment time elapsed
	    ○ navigate back and forth between questions
	    ○ tag unanswered/incomplete questions to return to later
	    ○ read instructions and utilise help functions for the use of the Assessment platform.
	. Ability to restrict the number of attempts to complete the assessment within a specified time period.
	. Ability to restrict progression through parts of the assessment subject to the applicant meeting set pass thresholds.
	. Ability to end the assessment in progress following a set number of attempts at any part of the assessment.
		allocated for each question with no negative marking
		. Provision of uninterrupted access to the assessment during times of low internet connectivity, internet outage or system maintenance
		. Provision of System security measures, including (but not limited to), firewalls, cyber security threat protection, data protection of assessment questions and applicant details		

	. Ability to integrate into the NQA ITS assessment attempts and results with a unique identification for each assessment/application. . Ability for applicants to generate a record of assessment completion (email or certificate) recording assessment results, date and linked to the applicant's unique identification number . Provision for possible future option of fee a payment to undertake an assessment.				

Proctoring - NL & FAL Assessment platform requirements

In addition to the requirements set out above, a proctored assessment solution for the assessment platform is required with the following functionality.

- chat support and online instructions for assessment takers
- remote identity checking (Artificial Intelligence), including face scan, photo ID and room scan
- options to limit access to physical books, digital resources, handwritten notes, cameras, use of mobile phones, etc
- limit the use of keyboard shortcuts (e.g., search/find, copy/paste, screenshot)
- monitor the user's keyboard usage and movements via webcam or recordings, and/or
- monitor any background noise via microphone.

Prospective suppliers are requested to complete the following NL and FAL Assessment platform pricing table reflecting the requirements specified in section 4.2 as part of their submission. Please identify any additional costs not tabled below to establish and maintain the Assessment platform.

Table 4: NL & FAL Assessment platform Pricing table

NL & FAL Assessment Platform (including Proctoring)	Establishment Fee		Annual Fee ongoing	
	Price (Excl GST)	Price (Incl GST)	Price (Excl GST)	Price (Incl GST)
Design and Configuration				
Integration with the NQA ITS				
User Testing Acceptance and remediation				
User Training (all user roles)				
Training Materials (training manuals for all user roles)				
Deployment				
Warranty details, including warranty period				
Annual License Fees, per assessment based on • 0 to 3000 assessments • 3001 -4500 assessments				
Annual License Fees per user role based on • 0 to 3000 assessments • 3001 -4500 assessments				
Hosting fees, based on all Australian time zones and during daylight savings: • 24 hours per day/7 days per week • 8 hours per day/5 days per week • 8 hours per day/3 days per week				
Maintenance fees, including but not limited to: • software updates (enhancements roadmap), data back-up arrangements and system maintenance.				
Support Fees (based on number of licences and level of support)				

5 TIME FRAME

The following timeframes for the evaluation and selection of a suitable vendor for the NL & FAL LMS and Assessment Platform are anticipated.

Milestone	Timeframe
RfT Release	4 May 2022
Submissions close	5pm (AEST) 27 May 2022
Internal evaluation against the evaluation criteria	30 May – 3 June 2022
Stage 1 Presentations	8 – 17 June 2022
Internal evaluation	Week commencing 20 June 2022
Stage 2 Interviews and selection	Week commencing 27 June 2022
Services contract executed	Week commencing 4 July 2022
Unsuccessful suppliers notified	Week commencing 11 July 2022

6 RESPONSE FORMAT

Responses to this RFT must include:
- vendor name, address and ABN
- name, address, email and phone number of contact person for queries
- detailed cost estimates including any incremental costs
- names of specific personnel to be involved in the project, their qualifications, experience, and their allocated time to the project
- brief descriptions of previous projects of a similar nature
- demonstrated capability and capacity to meet the requirements, and
- contact details for two referees that can demonstrate the vendors capacity to deliver to high quality, on time and within budget.

7 TERMS OF REQUEST FOR TENDER

7.1 Disclaimer

ACECQA is not obliged to enter into any legally binding agreement with a respondent.

Nothing in this Request for Tender (RfT) creates or implies a legally binding agreement between ACECQA and the respondent.

ACECQA will not be liable for any acts or omissions of the respondent or costs, or expenses incurred, as a result of the information provided by ACECQA in this RfT.

The respondent is deemed to have read and understood all relevant information associated with the RFT and warrants that their submission is complete and contains accurate information.

7.2 Privacy notice

Respondents should familiarise themselves with other policies relevant to this RfT including the following policies which will be provided to the successful vendor.

- ACECQA Privacy Policy
- ACECQA Freedom of Information Policy

7.3 Conflict of interest

If a respondent is concerned about the existence of, or potential existence of, a conflict of interest, they should notify ACECQA immediately. ACECQA will then determine how the matter should best be handled.

7.4 Probity and ethical behaviour

Probity and ethical behaviour govern the conduct of all procurement activities at ACECQA. All staff with the authority to procure goods and services or otherwise involved in the procurement process must act ethically, with integrity, probity, and in line with the ACECQA Procurement Policy.

ACECQA requires the same standards from those with whom it deals.