

Request for Proposals: Learning Management System

1. Executive and Project Summary

One Place is seeking proposals from qualified vendors to provide, configure, implement, and support a Learning Management System (LMS) that will serve as a centralized platform for professional development, training documentation, payment processing, and resource sharing for CCR&R Eastern Region Territory 4. The LMS must support statewide and territory expectations of the North Carolina Division of Child Development and Early Education (DCDEE), including implementation of North Carolina's Professional Development Framework for Continuous Quality Improvement (NCPDFCQI), delivery of professional development learning community (PLC) activities for current and aspiring child care directors, IACET-aligned CEU documentation where applicable, and access to resources that strengthen family and provider services across Eastern Region Territory 4.

The selected LMS should improve access to high-quality training, increase provider engagement, document participation, completion, and assessment results, and generate reliable reports needed for contract monitoring, performance tracking, continuous quality improvement, and DCDEE-related reporting. The system must be user-friendly for child care providers, CCR&R staff, trainers, administrators, and partners working across urban, rural, and coastal communities in Eastern Region Territory 4.

2. Organization Background

Based in Onslow County, North Carolina, One Place works to strengthen children, families, early educators, and the child care system through coordinated early childhood services, family support, professional development, and community partnerships. As a Smart Start-affiliated organization and regional CCR&R partner, One Place supports access to high-quality early care and education by connecting families with child care information, supporting early educators and program leaders, and helping build the capacity of child care programs across diverse communities.

Through its role in CCR&R Eastern Region Territory 4, One Place supports services across seven North Carolina counties: Brunswick, Columbus, Duplin, New Hanover, Onslow, Pender, and Sampson. This territory includes urban, rural, coastal, and military-connected communities with varied provider needs, technology access, workforce challenges, and family service priorities. One Place's work is grounded in responsive service delivery, equitable access, continuous quality improvement, and alignment with North Carolina Division of Child Development and Early Education (DCDEE) expectations.

One Place seeks an LMS that will strengthen the organization's ability to deliver, document, and evaluate professional development and learning support services across the territory. The system should help One Place provide a consistent, accessible, and user-friendly platform for training registration, online and blended learning, professional development learning communities, continuing education documentation where applicable, provider resources, reporting, and communication. The LMS must be scalable enough to support

territory wide implementation while allowing county-specific offerings, reporting, permissions, communication, and resource organization.

Vendors should assume that users may include One Place leadership, CCR&R territory leads, technical assistance specialists, training coordinators, trainers, child care directors, early educators, family child care providers, community partners, and other authorized stakeholders. The system should support varied levels of technology comfort, intermittent rural broadband access, multilingual needs where applicable, and mobile-friendly participation.

3. Project Scope and Objectives

The project includes LMS licensing, configuration, implementation, training, migration or upload of approved content, user onboarding, technical support, reporting configuration, merchant service integration, and ongoing maintenance. The LMS must support online, blended, and asynchronous learning; registration and attendance tracking; payment-enabled registration where applicable; certificates or completion records; PLC participation; resource libraries; communications; and reporting necessary to monitor delivery of required CCR&R services. The LMS must also support One Place's ability to meet DCDEE expectations and North Carolina's Professional Development Framework for Continuous Quality Improvement (NCPDFCQI), including any applicable IACET-aligned continuing education documentation needs such as learning outcomes, contact hours, learner participation, successful completion, assessments, evaluations, certificates, and learner records.

- Support training and professional development delivery for early educators, administrators, and child care directors.
- Document participation, completion, assessment results, and assigned learning support activities for potentially 2,600 users across the 7 territory counties.
- Support PLC cohorts designed to increase management skills for current and aspiring child care directors.
- Serve as a centralized resource hub for providers, trainers, CCR&R staff, and approved partners.
- Enable territory-level and county-level reporting aligned with contract deliverables and continuous quality improvement.
- Improve user engagement through accessible, mobile-friendly, and easy-to-navigate learning experiences.

4. Functional Requirements

Requirement Area	Must-Have	Should-Have	Nice-to-Have	Total Points
Course Creation and Content Upload	Upload and organize courses, modules,	Templates for repeatable training series, PLC cohorts,	Interactive authoring tools built directly into the platform. 1 point	7 points

	documents, videos, audio files, quizzes, evaluations, and SCORM/xAPI-compatible content. 4 points	and trainer-created modules. 2 points		
Registration, Attendance, and Completion	Support registration, waitlists, attendance, completion tracking, certificates, and participant transcripts. 4 points	Automated reminders, no-show tracking, and supervisor notifications. 2 points	Digital badges or micro-credentials. 1 point	7 points
PLC and Cohort Management	Create cohorts, assign facilitators, track participation, administer pre/post assessments, and share resources. 4 points	Discussion boards, peer learning spaces, and cohort-specific dashboards. 2 points	Gamified engagement tools appropriate for adult learners. 1 point	7 points
Learning Support Documentation	Document provider participation, goals, assigned learning activities, completion records, and related learning support outcomes. 4 points	Link provider learning goals, assigned modules, and completion records to provider profiles. 2 points	Automated recommendations for next learning activities based on goals or assessments. 1 point	7 points
Reporting and Dashboards	Generate territory wide, county-level, course-level, provider-level, and user-level	Custom dashboards aligned with contract deliverables, performance measures, and	Predictive analytics for engagement and completion trends. 2 points	14 points

	reports. 8 points	CQI indicators. 4 points		
User Portals and Permissions	Provide role-based access for administrators, trainers, CCR&R staff, providers, partners, and learners. 4 points	Configurable permissions by territory, county, organization, or program type. 2 points	Parent or community-facing resource access if needed in future phases. 1 point	7 points
Mobile Access, Accessibility, and Equity	Mobile-responsive access, compatibility with common browsers and devices, and WCAG 2.1 AA accessibility compliance. 6 points	Clear help resources for users with varied technology comfort levels and rural or intermittent broadband access. 3 points	Multilingual, plain-language, mobile app, or offline viewing options. 1 point	10 points
Technical Specifications and Security	Secure cloud hosting, uptime standards, backup, disaster recovery, encryption, authentication, role-based permissions, and breach notification practices. 7 points	Data import/export for users, organizations, courses, completion records, assessments, and reports. 3 points	Clear termination, data retention, and portability provisions. 1 point	11 points
Merchant Service Integration	Support secure integration with One Place-approved merchant service or payment processing systems for paid training registration, invoices, receipts,	Apply discounts, scholarship codes, fee waivers, and payment status tracking by course, cohort, provider, or participant. 2 points	Automated payment reminders, configurable payment reports, and integration with accounting or finance systems if needed in future phases. 1 point	7 points

	refunds, and reconciliation reporting. 4 points			
DCDEE, NCPDFCQI, and CEU Documentation Support	Track required professional development data aligned with DCDEE and NCPDFCQI expectations, including learning outcomes, contact hours, attendance or participation, assessments, evaluations, completion status, certificates, and learner transcripts or records. 8 points	Configurable reporting for DCDEE, NCPDFCQI, and applicable CEU documentation needs, including audit-ready reporting by course, learner, provider, county, and territory. 4 points	Automated certificate language and workflows that flag incomplete documentation before course publication or certificate issuance. 1 point	13 points
Implementation, Vendor Qualifications, and Cost Value	Feasible 12-week implementation plan, qualified project team, administrator and user training, testing, launch support, and transparent pricing. 6 points	Relevant experience with early childhood education, CCR&R, public-sector training, state-funded programs, compliance reporting, and payment-enabled registration. 4 points	Comparable references, case studies, scalability, sustainability, and overall value in relation to competing proposals. 1 point	11 points
Total Possible Points	59	30	11	100 points

5. Technical Specifications and Integrations

- Cloud-hosted, secure, and scalable platform with documented uptime standards and disaster recovery practices.
- Compatibility with current versions of major web browsers and mobile devices.

- Role-based permissions, secure authentication, and single sign-on capability.
- Data import/export functionality for users, organizations, courses, completion of records, assessments, and reports.
- Accessibility compliance with WCAG 2.1 AA or higher.
- Security controls aligned with applicable federal, state, and organizational requirements, including encryption in transit and at rest.
- Ability to configure fields and reports to support DCDEE, CCR&R, territory, county, provider, and contract reporting needs.
- Ability to produce documentation and reports aligned with DCDEE, NCPDFCQI, and applicable IACET-related CEU requirements, including learning outcomes, instructional hours or contact hours, attendance or participation verification, assessment results, evaluation results, completion status, certificates issued, and learner records.
- Clear data ownership, portability, retention, backup, breach of notification, and termination provisions.
- Merchant service integration must support secure payment processing, transaction reporting, refund tracking, reconciliation of exports, and role-based access to payment-related records.
- Integration capacity with existing registration systems, communication tools, assessment tools, reporting databases, merchant service/payment processing platforms, or other approved systems.

6. Implementation Timeline and Deliverables

Phase	Target Timing	Key Deliverables
Project Launch and Discovery	Weeks 1–2	Kickoff meeting, implementation work plan, user roles, reporting requirements, integration review, and risk log.
Configuration and Content Setup	Weeks 3–6	Configured LMS environment, course categories, territory structure, user groups, sample reports, branding, merchant service integration planning, and initial content upload.
Testing and Training	Weeks 7–9	User acceptance testing, administrator training, trainer training, help documentation, payment workflow testing, reporting validation, and issue resolution log.
Pilot Launch and Refinement	Weeks 10–11	Pilot cohort or training series, participant feedback, refined workflows, reporting validation, and readiness recommendation.
Full Implementation	Week 12	Territory 4 launch, initial help desk support, final implementation report, and transition to maintenance.
Ongoing Support and CQI	After Week 12	System maintenance, enhancements, quarterly reporting support, usage analytics, refresher training, and continuous improvement meetings.

7. Vendor Qualifications

Vendors must describe their experience implementing LMS platforms for early childhood education, adult learning, nonprofit networks, state-funded programs, professional development systems, payment-enabled registration workflows, or public-sector training programs. Proposals should include implementation history, staffing model, project management approaches, client references, relevant case studies, security and accessibility credentials, and experience supporting reporting for grant- or contract-funded programs. Vendors should also describe experience supporting DCDEE-aligned professional development systems, NCPDFCQI implementation, and applicable IACET-related continuing education workflows, including CEU tracking, contact-hour calculations, learning outcome documentation, assessments, evaluations, certificate issuance, learner record retention, and audit-ready reporting.

8. Proposal Submission Guidelines and Timeline

Proposals should include a cover letter, company profile, proposed LMS solution, implementation approach, 12-week implementation timeline, pricing, support model, data security and accessibility documentation, merchant service integration approach, DCDEE and NCPDFCQI reporting capabilities, and references from comparable projects. One Place may request demonstrations, clarification responses, or revised pricing before final selection.

Proposal submissions should include the vendor's name and "LMS RFP Proposal" in the email subject line and must be submitted electronically to OnePlaceRFP@OnePlaceOnslow.org

Questions can be submitted electronically to Autumn Bishop, Chief Early Education Program Office at AutumnBishop@OnePlaceOnslow.org

Proposals must be received by the proposal due date listed in the timeline below. Late, incomplete, or improperly submitted proposals may not be considered. Vendors are responsible for ensuring that all required materials are included in a single electronic submission unless otherwise requested by One Place.

One Place anticipates the following proposal process and timeline. Final dates may be adjusted by One Place as needed and will be communicated to all prospective vendors.

Milestone	Target Date	Notes
RFP Release Date	August 31, 2026	RFP made available to prospective vendors.
Vendor Questions Due	September 4, 2026	Questions must be submitted in writing by the stated deadline.
Responses to Vendor Questions Issued	September 8, 2026	Responses will be shared with all prospective vendors as applicable.

Proposal Due Date	September 18, 2026	Complete proposals must be received by the stated deadline.
Initial Proposal Review and Scoring	September 21–25, 2026	Proposals will be reviewed, scored, and prepared for Executive Committee consideration.
Executive Committee Review	October 1, 2026	Executive Committee reviews scoring results, recommendation, and any clarification needs.
Vendor Clarifications, if Needed	October 2–6, 2026	One Place may request clarification, revised pricing, or additional documentation prior to Board approval.
Board Approval	October 8, 2026	Board considers the recommended vendor for approval.
Contract Negotiation and Finalization	October 9–16, 2026	One Place and the selected vendor finalize scope, pricing, contract terms, implementation schedule, and required documentation.
Target Project Kickoff	October 19, 2026	Implementation planning and project launch activities begin.

9. Scoring Rubric

Proposals will be reviewed using the scoring rubric below. The rubric mirrors the requirements in Section 4 exactly and assigns points across Must-Have, Should-Have, and Nice-to-Have requirements. A platform that fully meets all listed requirements may receive the full 100 points. One Place reserves the right to request clarification, demonstrations, or additional documentation as part of the evaluation process.

Requirement Area	Maximum Points	Reviewer Scoring Checklist	Notes/Follow Up/Questions
Course Creation and Content Upload	7	☐ Must-Have: Upload and organize courses, modules, documents, videos, audio files, quizzes, evaluations, and SCORM/xAPI-compatible content. 4 points	

		☐ Should-Have: Templates for repeatable training series, PLC cohorts, and trainer-created modules. 2 points ☐ Nice-to-Have: Interactive authoring tools built directly into the platform. 1 point	
Registration, Attendance, and Completion	7	☐ Must-Have: Support registration, waitlists, attendance, completion tracking, certificates, and participant transcripts. 4 points ☐ Should-Have: Automated reminders, no-show tracking, and supervisor notifications. 2 points ☐ Nice-to-Have: Digital badges or micro-credentials. 1 point	
PLC and Cohort Management	7	☐ Must-Have: Create cohorts, assign facilitators, track participation, administer pre/post assessments, and share resources. 4 points ☐ Should-Have: Discussion boards, peer learning spaces, and cohort-specific dashboards. 2 points ☐ Nice-to-Have: Gamified engagement tools appropriate for adult learners. 1 point	
Learning Support Documentation	7	☐ Must-Have: Document provider participation, goals, assigned learning activities, completion records, and related learning support outcomes. 4 points	

		☐ Should-Have: Link provider learning goals, assigned modules, and completion records to provider profiles. 2 points ☐ Nice-to-Have: Automated recommendations for next learning activities based on goals or assessments. 1 point	
Reporting and Dashboards	14	☐ Must-Have: Generate territory wide, county-level, course-level, provider-level, and user-level reports. 8 points ☐ Should-Have: Custom dashboards aligned with contract deliverables, performance measures, and CQI indicators. 4 points ☐ Nice-to-Have: Predictive analytics for engagement and completion trends. 2 points	
User Portals and Permissions	7	☐ Must-Have: Provide role-based access for administrators, trainers, CCR&R staff, providers, partners, and learners. 4 points ☐ Should-Have: Configurable permissions by territory, county, organization, or program type. 2 points ☐ Nice-to-Have: Parent or community-facing resource access if needed in future phases. 1 point	
Mobile Access, Accessibility, and Equity	10	☐ Must-Have: Mobile-responsive access, compatibility with common browsers and devices, and WCAG 2.1	

		AA accessibility compliance. 6 points ☐ Should-Have: Clear help resources for users with varied technology comfort levels and rural or intermittent broadband access. 3 points ☐ Nice-to-Have: Multilingual, plain-language, mobile app, or offline viewing options. 1 point	
Technical Specifications and Security	11	☐ Must-Have: Secure cloud hosting, uptime standards, backup, disaster recovery, encryption, authentication, role-based permissions, and breach notification practices. 7 points ☐ Should-Have: Data import/export for users, organizations, courses, completion records, assessments, and reports. 3 points ☐ Nice-to-Have: Clear termination, data retention, and portability provisions. 1 point	
Merchant Service Integration	7	☐ Must-Have: Support secure integration with One Place-approved merchant service or payment processing systems for paid training registration, invoices, receipts, refunds, and reconciliation reporting. 4 points ☐ Should-Have: Apply discounts, scholarship codes, fee waivers, and payment status tracking by course, cohort,	

		provider, or participant. 2 points ☐ Nice-to-Have: Automated payment reminders, configurable payment reports, and integration with accounting or finance systems if needed in future phases. 1 point	
DCDEE, NCPDFCQI, and CEU Documentation Support	13	☐ Must-Have: Track required professional development data aligned with DCDEE and NCPDFCQI expectations, including learning outcomes, contact hours, attendance or participation, assessments, evaluations, completion status, certificates, and learner transcripts or records. 8 points ☐ Should-Have: Configurable reporting for DCDEE, NCPDFCQI, and applicable CEU documentation needs, including audit-ready reporting by course, learner, provider, county, and territory. 4 points ☐ Nice-to-Have: Automated certificate language and workflows that flag incomplete documentation before course publication or certificate issuance. 1 point	
Implementation, Vendor Qualifications, and Cost Value	11	☐ Must-Have: Feasible 12-week implementation plan, qualified project team, administrator and user training, testing, launch support, and transparent pricing. 6 points	

		☐ Should-Have: Relevant experience with early childhood education, CCR&R, public-sector training, state-funded programs, compliance reporting, and payment-enabled registration. 4 points ☐ Nice-to-Have: Comparable references, case studies, scalability, sustainability, and overall value in relation to competing proposals. 1 point	
Total Possible Points	100 points		