Request for Proposal (RFP)

Project: GRC360 Online Academy — Learning Management System (LMS)

Document Owner: GRC360

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Introduction

GRC360 invites qualified vendors and solution providers to submit detailed proposals for the design, development, and deployment of a Learning Management System (LMS) to power the **GRC360 Online Academy**. The LMS should support uploading and converting various content formats (PPT, PDF, video, documents) into interactive courses, provide flexible assessment and evaluation tools, and issue secure, verifiable certificates. The solution must be scalable, secure, and aligned with GRC360's compliance and training objectives.

Objectives

- Deliver a branded, scalable online academy for training, compliance, and professional development.
- Enable easy content ingestion and automated conversion to course-style playback.
- Provide robust assessment tools (quizzes, assignments, exams) with automated or manual evaluation.
- Issue verifiable certificates (QR code or online verification).
- Ensure compliance with Saudi PDPL and international standards (GDPR as applicable).

Scope of Work

Phase 1 – Content Management & Course Delivery

- Content uploads: PPT, PDF, DOCX, MP4, SCORM packages.
- Conversion of PPT/PDF to interactive HTML5 slide playback or micro-videos.
- Course structuring tools (modules, lessons, prerequisites).
- Course playback features (tracking, bookmarking, progress reports).
- Mobile-responsive learner experience.

Phase 2 – Assessment & Certification

- Quiz and assessment engine with diverse question types.
- Immediate or delayed evaluation options.
- Centralized question banks and randomized quizzes.
- Automatic certificate issuance with QR-code based verification.

- Learner dashboards and gradebooks.

Phase 3 – Advanced Features (optional/future)

- Integration with HRIS/ERP/CRM systems.
- Support for SCORM, xAPI/TinCan, LTI.
- E-commerce/payment integration for monetization.
- Gamification features (badges, leaderboards).
- Advanced analytics and proctoring integrations.

Vendor Proposal Requirements

Vendors must include the following details in their proposal:

1. **Company Profile**
2. Background, years of experience, and expertise in LMS development.
3. Relevant past projects and client references.
4. **Proposed Solution**
5. Overview of the LMS architecture, technology stack, and hosting model.
6. Approach to content conversion (PPT/PDF → course playback).
7. Features for course delivery, quizzes, certificates, and verification.
8. Roadmap for Phase 1, Phase 2, and optional Phase 3.
9. **Implementation Plan**
10. Timeline with milestones and deliverables.
11. Proposed methodology (Agile, Waterfall, Hybrid).
12. Key risks and mitigation strategies.
13. **Technical & Security Compliance**
14. Data privacy compliance (PDPL, GDPR).
15. Security controls (encryption, access control, OWASP mitigation).
16. Scalability and uptime commitments.
17. **Support & Training**
18. Support model (SLA, escalation process).
19. Training approach for Admins, Instructors, and Learners.
20. **Cost Proposal**
21. Itemized costs (design, development, implementation, licensing, hosting, support).

22. Pricing model (one-time, subscription, per-user, hybrid).
23. Optional feature costs (gamification, advanced analytics, proctoring).
24. **Value-added Features**
25. Innovative tools, integrations, or capabilities that differentiate the solution.

Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

Criteria	Weight (%)
Functionality & Features	30%
Technical Architecture & Security	20%
Vendor Experience & References	15%
Implementation Plan & Timeline	15%
Cost Proposal	15%
Value-added Features	5%

Project Timeline (Indicative)

- **RFP Release Date:** [Insert Date]
- **Deadline for Vendor Questions:** [Insert Date]
- **Proposal Submission Deadline:** [Insert Date]
- **Vendor Shortlisting & Demos:** [Insert Date]
- **Vendor Selection & Contract Award:** [Insert Date]
- **Phase 1 Implementation Start:** [Insert Date]
- **Phase 1 Go-live:** [Insert Date]

Submission Guidelines

- All proposals must be submitted electronically in PDF format to **[Insert Contact Email]** by **[Insert Submission Deadline]**.
- Late submissions will not be considered.
- Vendors may be invited to present a live demonstration.

Contact Information

GRC360
[Your Department / Contact Person]
Email: [Insert Contact Email]
Phone: [Insert Contact Number]

End of RFP Document – GRC360 Online Academy