

Request for Quote

This is not a sealed bid. Quotes can be emailed or faxed to the Office of the Purchasing Agent. See instructions below.

The City of Knoxville requests quoted price for web based online environmental, health, and safety (EHS) and human resource (HR) training courses and a learning management system. The City intends to award a contract in the form of a Blanket Purchase Order for the term of one (1) year with two (2) optional one-year renewals. Payment shall be made on an annual basis.

Specification:

Provide EHS and HR training courses on a secured server system and deliver the training courses, testing and administration functions to City of Knoxville facilities and/or client employees. Server should be backed-up hourly and protected from loss. Ensure 24/7 access for all client employees.

Course Content Design

The training courses shall utilize Adobe Flash or compatible file(s) as a comprehensive online presentation. Each training course shall be provided with narration audio as well as text to allow the learner to follow along with the subject matter. Use an appropriate language level for the learners and cover the subject in a comprehensive and complete manner. An interactive nature which allows the learner to be an active participant in the training is expected. Each course shall be controlled with DVD-like controls. Each of the training courses shall have an emphasis on reducing risk in the workplace while comprehensively meeting the regulatory or accreditation requirements as applicable to the subject matter. The training programs shall provide accurate, authoritative and up-to-date information on the referred to general Safety, Environmental and Human Resources subjects. Course content must reflect current standards and shall be updated regularly at no cost to the City.

Custom Course Upload Feature

Vendor must provide the ability to upload customized training courses, content, policies and procedures developed by City of Knoxville. The content shall include but is not limited, to PowerPoint, PDF or image files as well as hosted video. Knoxville administrator(s) shall have the ability to upload all custom course designs and all files and documents uploaded shall be solely owned by City of Knoxville. In general, City of Knoxville will provide the narrative content, site-specific pictures, video and/or other images for the specific custom course. City of Knoxville shall also provide a set true/false and multiple-choice test questions. Vendor shall be responsible for story-boarding the content and adding stock images and graphics including screen text as needed. Audio of the narrative shall be added, and the course shall be produced as a Flash-based or compatible file type for use on the training site for City of Knoxville employees only. Development of a glossary shall also be available.

Learning Management System (LMS)

Must have comprehensive administrative access to EHS & HR training program setup, learner tracking, reporting and certificate printing for completed courses. In addition, a username/password function shall be utilized to secure employee access and data. The LMS must be easy-to-use and administer to eliminate complexity and improve efficiency. It must provide for testing of learners with a random database of multiple choice and true/false questions and immediate user feedback of testing results. A customized messaging function shall be included to provide an avenue of communication to users as well as a user feedback function for questions/comments. Administration of the LMS shall allow flexibility and capabilities to schedule and design training topics that are applicable to City of Knoxville employees. Training record capabilities shall be accurate and relevant to locations, departments, groups, employee classifications as well as individuals. The LMS shall also control access to the training system to authorized users and ensure that course operation is simple and easy to use.

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Access levels for each site location requested as follows:

1. End User – Client employee access that allows the user to train in selected courses, test and view their own personal information and training records only.
2. Department Administrator – Department level administrator which allows the user to train in selected courses and tests. It shall allow tracking and reporting records to be viewed by the administrator for only the department(s) and client employees selected.
3. Company Administrator – Highest level of access for a given facility or training site. Access shall allow the administrator to schedule selected courses and tests. It shall also allow access to tracking and reporting records of all client employees using the site. In addition, this administrator shall have the ability to develop custom test questions, use the training course setup feature, edit company training site information and export information to a local excel spreadsheet.

Vendor shall assist with the initial setup of the City of Knoxville employee list, training subjects as well as handle all system upgrades and enhancements. Also provide City of Knoxville Administrators with initial and refresher training in regard to managing client employees, records, reports and course settings available through the LMS.

Training Courses Requested

Safety Courses

1. 15-Passenger Van Safety
2. Accident Investigation
3. Aerial Lift Safety
4. Arc Flash Safety
5. Back Safety
6. Basic First Aid Part 1
Basic First Aid Part 2
7. Battery and Charger Safety
8. Behavior-Based Safety
9. Biosafety Laboratory Awareness
10. Bloodborne Pathogen Awareness
11. Compressed Gas Cylinder Safety
12. Confined Space Entry
13. Contractor Safety
14. Cut and Puncture Prevention
15. Electrical Safety
16. Emergency Planning
17. Excavation and Trenching Safety
18. Fall Protection and Personal Fall Arrest Systems
19. Field Safety
20. Fire Extinguisher Safety
21. Hand and Power Tool Safety
22. Hazard Communication Part 1
Hazard Communication Part 2
23. Hearing Conservation
24. Heat-related Illness Awareness
25. Hot Work Safety
26. Hydrogen Sulfide Awareness
27. Industrial Fire Prevention

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28. Laboratory Safety
29. Ladder Safety
30. Lockout/Tagout
31. Machine Guarding
32. Material Handling Safety
33. Medical PPE
34. Occupational Ergonomics
35. Office Ergonomics
36. Overhead Crane Safety
37. Personal Protective Equipment
38. Powered Industrial Trucks Part 1
Powered Industrial Trucks Part 2
39. Respiratory Protection
40. Safe Driving
41. Safe Stacking and Storing
42. Scaffold Safety Awareness
43. Slips, Trips and Falls
44. Walking-Working Surfaces Part 1
Walking-Working Surfaces Part 2

Environmental Courses

1. Asbestos Awareness
2. DOT Drivers and Carriers
3. DOT HazMat Awareness
4. DOT Offerers and Shippers Part 1
DOT Offerers and Shippers Part 2
5. Lead in the Workplace
6. Radiation Safety
7. RCRA Hazardous Waste Awareness
8. Severe Weather Awareness
9. Spill Response Awareness
10. Storm Water Pollution Prevention

Human resources Courses

1. Access to Employee Exposure and Medical Records
2. Active Shooter Awareness
3. Commitment to Safety
4. Diversity in the Workplace
5. Ethics in the Workplace
6. HIPAA Awareness
7. Leadership in Safety
8. OSHA Recordkeeping
9. Respect in the Workplace
10. Safety and Substance Abuse
11. Sexual Harassment Awareness
12. Travel Safety
13. Violence in the Workplace

Technical Support

Provide City of Knoxville with technical support, during the agreement term, which includes:

1. Site setup and maintenance

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2. Technical support during normal working hours.
3. Upgrades to courses due to regulatory changes.
4. Upgrades to courses due to significant best practices improvements.
5. Upgrades to courses due to software version releases.

Training Hosting

Vendor shall host the EHS & HR training courses on a secured server system and deliver the training courses, testing and administration functions to City of Knoxville and/or client employees. Vendor shall provide 24 hour 7 days a week access for all City of Knoxville employees.

MODIFICATIONS: If modifications to this document are necessary, such changes will be made in the form of an addendum, posted to the Purchasing website: www.knoxvilletn.gov/bids. It is the vendor's responsibility to review the website to ascertain whether such addenda have been posted.

INCLEMENT WEATHER: During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:

- If City offices are closed due to inclement weather on the date that quotes are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
- The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

In order for your quote to be considered for award, your completed form must be received by the Purchasing Office via email, fax, or hard copy no later than 2:30 p.m. Eastern Time on Friday, May 25, 2018. Late submissions shall not be accepted.

Prior to submitting their quote, vendors are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering on-line are available at www.knoxvilletn.gov/purchasing.

By submitting a quote to the City of Knoxville, the submitter warrants the following:

1. The quote is good for 60 days.
2. The Quoter is licensed to conduct business in the State of Tennessee.
3. The Quoter will use environmentally friendly products and services whenever possible.
4. The Quoter has not entered into any collusion with any person in respect to the pricing of this order or any other.
5. The Quoter represents and agrees to the termination clause, and indemnification clause attached to this document.
6. The Quoter, to the best of its knowledge and belief, does not engage in investment activities in Iran and is not on the list created pursuant to T.C.A § 12-12-106 (available at https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)
7. The Quoter shall be responsible for full compliance with all applicable federal, state, and local laws, rules and regulations.

Please complete the Quote Section below and send your written quote to either the email address or fax number shown below:

Julie Smith Maxwell
Procurement Specialist
City of Knoxville

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QUOTE SECTION

Having carefully examined the specifications detailed above, for web based online environmental, health, and safety (EHS) and human resource (HR) training courses and a learning management system, we hereby propose to furnish the above listed training as stated for the following sum:

The City intends to award a contract in the form of a Blanket Purchase Order for the term of one (1) year with two (2) optional one-year renewals. Payment shall be made on an annual basis.

Quote for 1 year subscription of web based training: Total Cost: \$_____

GUARANTEE of availability no later than: _____

Firm Name: _____

Name and Title of Quoting Official: _____

Signature of Quoting Official: _____

Telephone: _____

email: _____

INDEMNIFICATION CLAUSE

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above. The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.