

RFP

Request for Proposal for a Cloud Based Learning Management Solution

Sample Questions for a Corporate LMS

General

Requirement	Axis LMS	LMS #2
Is your product 100% web based for all users including administrators?	Yes	
Is this an all in one solution not requiring additional software installs?	Yes	
Does the system support both desktop and mobile device content delivery?	Yes	
Does the LMS support multi-lingual content via built-in authoring and/or externally authored content?	Yes	
Does the system allow for scalability and flexibility to meet the growth of a company?	Yes	

Course and Curriculum Management

Requirement	Axis LMS	LMS #2
Can administrators add, update, reschedule and remove courses from the course catalog without requiring support from the IT organization?	Yes	
Can an administrator create a curriculum or certification program within the course catalog?	Yes	
Can the administrator customize certificate templates?	Yes	
Can administrators create and manage training plans?	Yes	
Is the administrator able to modify the course without affecting users who are already enrolled in the course?	Yes	
Does the system support the ability to automatically assign learning (courses, curricula, or certifications) to individuals or groups or enroll them in courses?	Yes	
Can the system assign start and end dates for course access?	Yes	
Does the system allow the admin to track multiple “tries” at a learning event?	Yes	
Can administrators manage the training calendar and schedule?	Yes	
Can the system require that courses be taken in a certain order, or allow learners to complete courses in any order they wish?	Yes	
Does course registration include: pre-registration, self-registration, E-Commerce registration, import registration?	Yes	

Resource Management

Requirement	Axis LMS	LMS #2
Can administrators limit the number of seats available to a live class class?	Yes	
Can the system associate live classes and classrooms with a physical location?	Yes	
Can resources be associated with a cost?	Yes	
Does the system allow administrators to run reports that show system utilization?	Yes	

Registration

Requirement	Axis LMS	LMS #2
Does the system support the ability to require manager and/or administrator approval for course registration?	Yes	
Does the system support the ability to define pre-requisites and restrict access to courses until the pre-requisites are met?	Yes	
Does the system support the ability to enroll and un-enroll individual groups manually?	Yes	

Content

Requirement	Axis LMS	LMS #2
Is the LMS content storage scalable to meet current and future storage needs?	Yes	
Does the system offer built-in authoring to create graded quizzes, non-graded quizzes, flash card quizzes, study-mode quizzes, videos, and surveys?	Yes	
Does the system have the ability to import PowerPoint presentations?	Yes	
Does the system offer content management services (ex: version control, reuse of content objects)?	Yes	
Does the system support SCORM?	Yes	

Requirement	Axis LMS	LMS #2
Does the system support third-party content integrations? Can the end-user access this content from within your proposed application without logging in separately to the content provider's system?	Yes	

Certification, Compliance, Continuing Education

Requirement	Axis LMS	LMS #2
Does the system allow the admin to look up certifications by learner?	Yes	
Can groups of learners be associated with certification programs?	Yes	
Does the system track certification deadlines?	Yes	
Can notifications be sent to learners when they are approaching deadlines?	Yes	
Can certifications have expiration dates?	Yes	
Does the system allow you to establish equivalent courses within certifications?	Yes	
Does the system have auditing capabilities such as archived reporting and activity logs to help your organization reduce compliance risk?	Yes	

Course Evaluation, Testing and Assessments

Requirement	Axis LMS	LMS #2
Does the system provide testing and assessment capabilities?	Yes	
Does the system include an interface for authoring test questions?	Yes	
Can the learner view detailed results of their test performance?	Yes	
Does the system support performance management / Kirkpatrick evaluations?	Yes	
Does the system provide you with the capability of creating tests and evaluations on the fly while creating a course?	Yes	
Does the system allow for question shuffling?	Yes	

Requirement	Axis LMS	LMS #2
Does the system allow for answer shuffling?	Yes	
Does the system allow for random quiz variations?	Yes	
Does the system allow for setting max attempts per exercise?	Yes	
Does the system allow for assignment of time limits and minimum time requirements?	Yes	
Is the system able to report on how a learner performed on tests and evaluations?	Yes	
Does the system support multiple question formats (such as: Yes/No, True/False, Multiple Choice, Fill-in-the-Blank, Essay, Matching, Pick List, Multiple Response)?	Yes	

Usability - Learner Experience

Requirement	Axis LMS	LMS #2
Does the system provide the learner with a dashboard to view all assigned, registered, in progress, and recommended learning at a glance? Is the information displayed in easy to understand catalog format?	Yes	
Is the learner dashboard/portal interface fully brandable and customizable, and can content pages, tabs, and layouts be created by administrators to create the exact mix of pages, layouts and content desired?	Yes	
Does the system allow users to self-register for training?	Yes	
Does the system can provide a personalized learning plan?	Yes	
Can the learner register for a course with a minimum number of clicks?	Yes	
Can learners access all courses assigned to them through one login?	Yes	
Does the system provide a learner with access to their own training transcript?	Yes	
Does the system have the ability to promote or expose different and new courses to the learners?	Yes	

Usability - Manager Experience

Requirement	Axis LMS	LMS #2
Can managers keep track of and approve their team's training?	Yes	
Is there a separate login designed specifically for managers?	Yes	
Can managers be granted rights to do things such as create and manage their own online courses, learning activities, employees/learners, and resources?	Yes	
Does the manager have the ability to drill down into the learning activities to view profile information, transcripts, certifications, and other individual learner information?	Yes	

Blended Learning

Requirement	Axis LMS	LMS #2
Does your system support multiple methods of course delivery (web-based, instructor-led, streaming classes, etc.)?	Yes	
Does the system support blended learning activities. ex: the system can mix a series of components in different delivery formats (ex: pre-test, instructor-led course, on-the-job assignment) and roll them up into a single course?	Yes	
Does the system have the capability to store scanned forms, MS Word documents, PowerPoint files, PDF's, videos, etc. within the LMS?	Yes	
Does the system support other common file formats (streaming media, graphics, audio, animations, etc.)?	Yes	
Is there sequencing in blended learning activities, ex: to ensure that a pre-test is taken before the course?	Yes	

Mobile Learning

Requirement	Axis LMS	LMS #2
Does the LMS support delivery of content on iPads, Android Tablets, and other modern mobile devices?	Yes	
When content is viewed on mobile devices, can it be accessed using the built-in web browser and does not require users to install a mobile application to function?	Yes	
Does the system provide for the ability for learners to install a custom PWA app with our own icon and app title?	Yes	
Does the system provide a mobile experience that helps everyone network with their peers, connect to the content they need every day, share ideas, and participate anywhere, anytime?	Yes	

External Learning and E-commerce

Requirement	Axis LMS	LMS #2
Are there tools available to market learning to end-customers (ex. metadata, automated emails, etc.)?	Yes	
Does the e-commerce module support Stripe, PayPal and authorize.net?	Yes	
Does the e-commerce module support the PCI standard?	Yes	
Does the system give you the ability to advertise e-learning courses?	Yes	
Does the e-commerce module feature discounts and coupon codes?	Yes	
Does the system have the ability to price training or other types of learning objects by organizational grouping (different pricing for different organizations ex: division, location, role, custom group, etc.)?	Yes	

Reporting and Analytics

Requirement	Axis LMS	LMS #2
Does the system give you access to reports that span across multiple data points including time spent, scores achieved, and choices picked and answers given?	Yes	
Can the administrator assign and manage reports by role (learner, manager, delegate, administrator) and organizational structure?	Yes	
Does the system support graphical reports (bar charts and pie charts) out of the box?	Yes	
Does the system enable the assignment of reports across certain user groups or organizations to specific report admins?	Yes	
Does the system enable manager admins to create and view their own reports specific to their own organization/employees?	Yes	

Integration

Requirement	Axis LMS	LMS #2
Does the system have API capability in order to integrate with other enterprise systems, such as a corporate HRIS, CRM, Time Management system etc?	Yes	
Can the LMS support SSO single sign-on?	Yes	
To what extent does the product support open technology standards, service-oriented architecture (SOA) and provide tools for integrating with other applications and third-party providers?	API, Webhooks, Zapier, Automated Imports	
Can the application integrate with other processes (ex: learning, talent, performance) and/or tools (ex: LinkedIn, Twitter)?	Yes	

Cloud (Software as a Service) Environment

Requirement	Axis LMS	LMS #2
Do you offer SaaS?	Yes	
Where are the data servers?	USA, Europe	
Does the system scale to support growing user populations, storage needs, and bandwidth requirements?	Yes	
Do SaaS plans include daily backups?	Yes	

Support Requirements

Requirement	Axis LMS	LMS #2
Does the system include both phone and ticketing support?	Yes	
Is the ticketing system available 24 hours a day, 7 days a week, with response SLA no longer than 1 business day?	Yes	
Is live phone support or access to an account representative available during business hours?	Yes	
Does the purchase/subscription to the LMS service include free onboarding and free training for administrators?	Yes	
Are online training videos available to administrators and managers?	Yes	
Do administrators and managers have access to an online knowledge base library?	Yes	