REQUEST FOR PROPOSALS (RFP)

Learning Management System (LMS) and Performance Management Platform

South Health District 8-1

Georgia Department of Public Health

Valdosta, Georgia

RFP Item	Information
RFP Title	Web-Based Learning Management System (LMS) and Performance Management Platform
Issuing Organization	South Health District 8-1, Georgia Department of Public Health
Approximate Workforce	Approximately 220 employees
Primary HRIS	Abila HRIS (integration required)
Procurement Type	Competitive Request for Proposals
RFP Number	RFP 27-001
Issue Date	October 27,2026
Questions Due	November 9, 2026
Proposal Due	November 16, 2026
Anticipated Award	December 1, 2026
Anticipated Initial Contract Term	The initial contract term is anticipated to be two (2) or three (3) years, as determined during contract negotiations, with the option to renew for additional one-year periods thereafter. All renewals shall be contingent upon satisfactory contractor performance, availability of funding, and mutual written agreement of both parties.

1. RFP Notice

South Health District 8-1 (SHD), Georgia Department of Public Health, invites qualified vendors to submit proposals to provide, implement, configure, integrate, host, maintain, and support a secure web-based Learning Management System (LMS) and Performance Management Platform. The solution must support approximately 220 employees and must integrate with SHD's existing Abila HRIS to minimize duplicate data entry and provide accurate employee, organizational, training, and performance information.

SHD intends to select a solution that strengthens employee development, required training compliance, leadership development, performance management, succession planning, reporting, and workforce development while providing an intuitive experience for employees, supervisors, HR administrators, and District leadership.

2. Organization Background

South Health District 8-1 is a district of the Georgia Department of Public Health serving communities in 10 counties of South Georgia. SHD employs approximately 220 employees across multiple programs, locations, and functional areas. The District is seeking a modern, scalable platform to centralize learning, professional development, performance management, and workforce-development activities.

The successful vendor will work with SHD stakeholders to configure a solution appropriate for a public health organization operating within applicable State of Georgia requirements, policies, security standards, accessibility expectations, and public-sector procurement requirements.

3. Purpose and Objectives

- Replace or consolidate fragmented learning and performance-management processes with a centralized web-based platform.
- Provide a robust LMS for mandatory, compliance, professional, leadership, and employee-development training.
- Provide structured performance-management workflows for goal setting, check-ins, evaluations, feedback, development plans, and documentation.
- Support Individual Development Plans (IDPs) and employee development goals.
- Support leadership development and identification/development of potential future leaders.
- Support succession-planning processes and talent-pool development.
- Automate training assignments, reminders, due dates, attestations, certifications, and compliance reporting.
- Integrate employee and organizational data with Abila HRIS to reduce duplicate data entry.
- Provide dashboards and reports for HR, managers, executives, and program leadership.
- Provide a secure, accessible, mobile-responsive experience.
- Provide a solution that can scale as SHD's workforce, programs, and requirements change.

4. Scope of Services

The selected Contractor shall provide all services, software, configuration, integration, implementation, training, documentation, hosting, maintenance, support, and related services necessary to deliver a fully operational solution.

- Software-as-a-Service (SaaS) or equivalent hosted solution.
- Project management and implementation planning.
- Business-process discovery and configuration.
- Data conversion/migration assistance, as applicable.
- Abila HRIS integration and ongoing interface support.
- System configuration, role/security setup, workflows, forms, notifications, templates, dashboards, and reports.
- Administrator, manager, and end-user training.
- System documentation and knowledge-transfer materials.
- Testing, user acceptance testing, remediation, and production deployment.
- Ongoing technical support, maintenance, upgrades, and enhancements.

5. Functional Requirements – Learning Management System

Vendors shall describe the proposed solution's capabilities and identify whether each capability is standard, configurable, requires an add-on/module, requires custom development, or is unavailable.

Requirement	Required Capability
Course Management	Create, upload, organize, publish, version, retire, and manage instructor-led, virtual, blended, and self-paced learning.
Content Standards	Support common e-learning/content formats such as SCORM and, where available, xAPI/Tin Can and other industry-standard content.
Learning Paths	Create role-, job-, program-, career-, and development-based learning paths.
Training Assignments	Assign training by employee, position/job, department, location, group, role, or other HRIS-derived criteria.
Mandatory Training	Set recurring compliance requirements, due dates, grace periods, reminders, escalations, and completion rules.
Certifications	Track certifications, expiration dates, renewals, documentation, and compliance status.
Instructor-Led Training	Manage sessions, rosters, attendance, waitlists, locations, instructors, evaluations, and completion.

Requirement	Required Capability
Virtual Learning	Integrate with or support virtual training platforms and meeting links.
Assessments	Quizzes, tests, surveys, knowledge checks, scoring, pass/fail rules, and retakes.
Employee Self-Service	Employees can search, enroll, complete, review, and track learning.
Manager Tools	Managers can view team learning status, assign training, approve enrollment where applicable, and monitor compliance.
Notifications	Automated email/in-system reminders, overdue notices, completion notices, and escalations.
Training History	Maintain employee learning transcripts/history, including required and elective learning.
Development	Connect learning activities to employee development goals and IDPs.
Reporting	Provide standard and configurable reports for completion, compliance, participation, certifications, and learning activity.
Accessibility	Support applicable accessibility standards and accessible content/player features.
Mobile	Responsive web and/or mobile access for employees and managers.

6. Functional Requirements – Performance Management

Requirement	Required Capability
Goal Setting	Create organizational, departmental, role-based, individual, performance, and development goals.
SMART Goals	Support measurable objectives, milestones, due dates, weights, status, and evidence.
Performance Cycles	Configure annual, semiannual, probationary, project-based, and ad hoc review cycles.
Self-Evaluation	Allow employees to complete self-assessments and provide supporting comments/evidence.
Manager Evaluation	Provide structured manager evaluations with configurable competencies, ratings, comments, and supporting documentation.
Check-Ins	Provide recurring one-on-one/check-in functionality and documentation.
Continuous Feedback	Support ongoing feedback, recognition, coaching notes, and development conversations.
Competencies	Create competency libraries by role, job family, leadership level, or department.
Development Plans	Create and track Individual Development Plans with actions, learning, milestones, and target dates.
Ratings	Support configurable rating scales, definitions, narratives, and calibration processes.
Workflow	Route evaluations through configurable employee, manager, HR, and approval workflows.
Acknowledgment	Capture employee acknowledgment, comments, electronic signatures, and completion status.
Attachments	Allow supporting documents/evidence to be attached where appropriate.
Probationary Reviews	Support configurable probationary/new-hire evaluation processes.
Performance Improvement	Support structured improvement plans, goals, milestones, documentation, and follow-up.

Requirement	Required Capability
History	Maintain historical performance records with appropriate role-based access.
Reporting	Provide dashboards and reports for completion, ratings, goals, development, and organizational trends.

7. Workforce Development and Talent Management

SHD considers workforce development a strategic objective. Vendors should describe capabilities supporting development of employees, supervisors, managers, and potential leaders.

- Leadership-development programs and learning paths.
- Talent pools and identification of high-potential employees.
- Succession planning and critical-position planning.
- Career paths and career development.
- Skill/competency inventories.
- Gap analysis between current capabilities and future role requirements.
- Development recommendations tied to competency or performance gaps.
- Talent reviews and nine-box or equivalent talent assessment, if available.
- Mentoring/coaching program support, if available.
- Dashboards showing organizational development priorities and readiness.

8. Abila HRIS Integration Requirements

Integration with SHD's existing Abila HRIS is a mandatory requirement. Vendors shall provide a detailed description of the proposed integration architecture, supported interfaces, data exchange methods, frequency, security controls, error handling, monitoring, and vendor responsibilities.

- Employee master data synchronization from Abila HRIS.
- Employee identifier/unique ID synchronization.
- Name, work email, employment status, hire date, termination date, and other appropriate employee data.
- Department, organizational unit, location, supervisor/manager, position, job title, and other relevant organizational attributes.
- Employment status changes, transfers, promotions, supervisor changes, and other events affecting LMS/performance access.
- Automated creation, update, and deactivation of user accounts based on HRIS data.
- Ability to use HRIS attributes to drive training assignments, learning paths, performance cycles, permissions, and reporting.
- Ability to return or export relevant completion/performance information if required by SHD.
- Secure API, web service, SFTP/file-based, database, or other supported integration methods.
- Automated interface scheduling and monitoring.
- Integration error reporting and reprocessing.
- Documented interface specifications and data dictionaries.
- No unnecessary manual re-entry of employee master data.

Vendors must clearly state whether an Abila-specific connector currently exists, whether integration is performed through a third-party integration platform, and whether custom development is required. Vendors shall identify all one-time and recurring costs associated with the integration.

9. Security, Privacy, and Data Protection

- Role-based access controls and least-privilege permissions.
- Encryption of data in transit and at rest.
- Secure authentication and password policies; support for SSO where available.
- Multi-factor authentication for administrators and/or privileged users.

- Audit logs for administrative and significant user activity.
- Data backup, disaster recovery, and business continuity procedures.
- Documented vulnerability-management and patching practices.
- Incident-response and breach-notification procedures.
- Logical segregation of customer data in a multi-tenant environment, if applicable.
- Secure deletion/return of SHD data upon contract termination.
- Vendor disclosure of hosting locations and subcontractors with access to SHD data.
- Compliance with applicable federal and Georgia laws, regulations, policies, and contractual requirements.

Vendors shall identify applicable security certifications or independent assessments, such as SOC 2 Type II, SOC 1, ISO 27001, or equivalent, and provide available reports or summaries under appropriate confidentiality restrictions.

10. Accessibility

The proposed solution must be accessible to employees and managers with disabilities and should conform to applicable accessibility requirements, including WCAG 2.1 AA or the then-current applicable standard. Vendors shall describe accessibility features, testing practices, VPAT/ACR availability, keyboard navigation, screen-reader support, captioning, and accessible document/content practices.

11. Implementation Requirements

- Provide a detailed implementation methodology and project schedule.
- Assign a qualified implementation/project manager.
- Conduct requirements validation and configuration workshops.
- Develop an implementation plan identifying milestones, dependencies, responsibilities, and deliverables.
- Assist SHD with data mapping, cleansing, migration, and validation as applicable.
- Configure roles, workflows, templates, forms, notifications, dashboards, and reports.
- Develop and test the Abila HRIS interface.
- Conduct system integration testing and user acceptance testing.
- Provide go-live readiness criteria and cutover plan.
- Provide post-go-live stabilization support.

12. Training and Change Management

The Contractor shall provide training appropriate to system administrators, HR users, managers/supervisors, and employees.

- Administrator training.
- HR/performance administrator training.
- Manager/supervisor training.
- Employee/end-user training.
- Train-the-trainer resources.
- Recorded or on-demand training where available.
- User guides, quick-reference materials, and knowledge-base resources.
- Change-management and adoption recommendations.

13. Reporting and Analytics

- Standard LMS and performance-management reports.
- Custom report builder or configurable reporting.
- Dashboard functionality for HR, managers, executives, and employees.
- Training compliance dashboards.
- Performance-cycle completion dashboards.
- Development-plan and IDP tracking.
- Certification/expiration reporting.
- Goal status and completion reporting.
- Organizational and demographic filtering based on authorized HRIS data.

- Export to common formats such as Excel/CSV/PDF.
- Scheduled reports and automated distribution, subject to role-based security.

14. Technical Requirements

Area	Vendor Response Required
Hosting	Describe cloud/hosting model, data-center locations, redundancy, availability, and disaster recovery.
Availability	State guaranteed uptime/service-level commitment and remedies for service-level failures.
Browsers	Identify supported desktop and mobile browsers and operating systems.
SSO	Describe supported SSO standards and identity-provider integrations.
APIs	Describe available APIs, authentication, documentation, rate limits, and supported objects.
Integration	Describe supported API, SFTP, file, middleware, and other integration options.
Data Export	Describe ability to export SHD data in usable, non-proprietary formats.
Auditability	Describe audit logs, administrative logging, retention, and access.
Scalability	Describe ability to support growth beyond the current approximately 220 employees.
Disaster Recovery	Provide RTO/RPO targets and recovery procedures.

15. Vendor Qualifications

Vendors should demonstrate relevant experience providing LMS and performance-management solutions to public-sector, healthcare, public health, governmental, or similarly regulated organizations.

- Minimum three years of relevant experience, unless otherwise justified.
- Experience implementing LMS/performance platforms for organizations of similar size or complexity.
- Experience integrating with HRIS platforms.
- Qualified implementation and support personnel.
- Financial and organizational stability.
- Ability to provide references for comparable implementations.

16. Vendor Proposal Requirements

Proposals should be organized in the following order:

1. Cover letter and executive summary.
2. Vendor profile and organizational information.
3. Description of proposed solution.
4. Response to functional requirements.
5. Abila HRIS integration approach.
6. Implementation methodology and project schedule.
7. Security, privacy, accessibility, and compliance information.
8. Training and change-management approach.
9. Support and service-level commitments.
10. Reporting and analytics capabilities.

11. Vendor qualifications and relevant experience.
12. References.
13. Detailed pricing proposal.
14. Exceptions, assumptions, and exclusions.
15. Required certifications and signed forms.

17. Mandatory Vendor Response Matrix

For each requirement in this RFP, vendors shall identify one of the following response categories: Standard/Included; Configurable; Optional/Add-On; Custom Development; Third-Party; Roadmap; or Not Available. Vendors shall provide a concise explanation and identify any associated cost.

18. Pricing Proposal

Vendors shall provide complete and transparent pricing for the initial implementation and all recurring costs. Pricing shall be valid for at least 120 days from the proposal deadline.

Pricing Category	Year 1	Year 2	Year 3	Year 4	Year 5
Software subscription/licensing					
Implementation/project management		N/A	N/A	N/A	N/A
Abila HRIS integration					
Data migration/conversion					
Configuration/customization					
Training					
Support/maintenance					
Optional modules					
Third-party integration costs					
Travel/expenses					
Other fees					
TOTAL					

Pricing must identify implementation fees, recurring subscription fees, per-user/per-employee fees, minimum commitments, storage fees, integration fees, premium support, optional modules, training, travel, and any other charges. Vendors shall identify annual escalation provisions.

19. Service and Support

- Define standard support hours and emergency support availability.
- Provide severity definitions and response/resolution targets.
- Provide support channels and escalation procedures.
- Provide system status/outage communications.
- Provide release and upgrade notifications.
- Describe planned maintenance practices.

- Identify customer success/account management resources.

20. Evaluation Criteria

SHD may evaluate proposals using the following criteria. SHD reserves the right to adjust weighting or apply additional procurement requirements consistent with applicable State of Georgia and Department of Public Health procurement procedures.

Evaluation Category	Suggested Weight
Functional fit – LMS	20%
Functional fit – Performance/Talent Development	20%
Abila HRIS integration and technical architecture	15%
Implementation methodology and support	10%
Security, privacy, accessibility, and compliance	10%
Vendor experience and references	10%
Pricing and total cost of ownership	15%
Total	100%

21. Demonstrations and Best-and-Final Offer

SHD may invite selected vendors to conduct demonstrations, clarification sessions, reference checks, security reviews, technical discussions, and/or best-and-final offers. Demonstrations may include scripted scenarios based on SHD's requirements. Vendors shall demonstrate the proposed solution using standard functionality wherever possible and clearly identify any functionality requiring customization.

22. References

Provide at least three references for organizations currently using the proposed solution. At least one reference should be a governmental, public-sector, healthcare, public health, or similarly regulated organization when available. Include organization name, contact name/title, telephone/email, implementation date, approximate workforce size, modules implemented, and a brief description of the integration environment.

23. Contract and Data Ownership

- All SHD data shall remain the property of South Health District/Georgia Department of Public Health as applicable.
- The vendor shall not sell, monetize, or use SHD data for advertising or unrelated commercial purposes.
- Vendor shall identify all subcontractors with access to SHD data.
- Upon expiration or termination, vendor shall provide an orderly data export and transition process.
- Vendor shall identify data retention, deletion, and return procedures.
- Contract terms shall be subject to applicable Georgia procurement requirements and SHD/DPH approval.

24. RFP Administrative Information

Item	To Be Completed by SHD
RFP Coordinator	Chris Foreman Director of Human Resources
Email	Chris.foreman@dph.ga.gov
Telephone	229-333-5290
Questions Deadline	11/09/2026
Proposal Deadline	11/16/2026
Submission Method	Email
Proposal Format	PDF
Anticipated Award	12/01/2026
Anticipated Contract Start	01/01/2027

25. Reservation of Rights

SHD reserves the right to reject any or all proposals, waive minor informalities, request clarification, conduct negotiations where permitted, cancel or modify this RFP, and make an award that SHD determines to be in the best interest of the District and consistent with applicable procurement requirements. Issuance of this RFP does not obligate SHD to award a contract or reimburse vendors for proposal preparation costs.

26. Vendor Certification

By submitting a proposal, the vendor certifies that the information provided is accurate and complete; the vendor has reviewed the RFP and identified all material assumptions and exceptions; the proposed solution and pricing are valid for the stated proposal period; and the vendor is authorized to submit the proposal.

Vendor	Authorized Representative
Legal Vendor Name: _____	Name: _____
Address: _____	Title: _____
City/State/ZIP: _____	Signature: _____
Telephone: _____	Date: _____
Email: _____	

Appendix A – Detailed Requirements Response Matrix

Vendors should reproduce the following categories in their response and provide a response for each requirement in Sections 5–14.

ID	Requirement Area	Vendor Response	Standard / Configurable / Add-On / Custom / Unavailable	Notes / Cost
LMS-01	Course/content management			
LMS-02	Training assignments and learning paths			
LMS-03	Mandatory/compliance training			
LMS-04	Certifications and renewals			
LMS-05	Instructor-led/virtual learning			
LMS-06	Assessments and evaluations			
LMS-07	Employee and manager self-service			
LMS-08	Notifications and escalations			
LMS-09	Learning history/transcripts			
LMS-10	Reporting and dashboards			
PM-01	Goal setting and goal tracking			
PM-02	Performance review cycles			
PM-03	Self-evaluation and manager evaluation			
PM-04	Check-ins and continuous feedback			
PM-05	Competencies and rating scales			
PM-06	IDPs/development plans			
PM-07	Probationary evaluations			
PM-08	Performance improvement plans			
PM-09	Performance history and reporting			
TAL-01	Leadership development			
TAL-02	Talent pools/high-potential employees			
TAL-03	Succession planning			
TAL-04	Career paths/skills/competencies			
INT-01	Abila employee master-data integration			
INT-02	Abila organizational/position data integration			

ID	Requirement Area	Vendor Response	Standard / Configurable / Add-On / Custom / Unavailable	Notes / Cost
INT-03	Automated account provisioning/deprovisioning			
INT-04	Integration monitoring/error handling			
INT-05	APIs/file/SFTP/integration options			
SEC-01	Security, encryption, access controls			
SEC-02	SSO/MFA			
SEC-03	Audit logs			
SEC-04	Backup/disaster recovery			
ACC-01	Accessibility/WCAG/VPAT			
TECH-01	Hosting/availability/SLA			
TECH-02	Data export and portability			

Appendix B – Demonstration Scenarios

Shortlisted vendors may be required to demonstrate the following scenarios using the proposed production-standard configuration:

16. Create an employee account automatically from an HRIS record and demonstrate how a department/job/manager change affects access and assignments.

17. Assign mandatory annual training to a defined employee population and demonstrate reminders, overdue status, escalation, and reporting.

18. Create a learning path for a new supervisor and show employee progress.

19. Create an annual performance cycle with employee self-evaluation, manager evaluation, goals, competencies, comments, acknowledgment, and completion.

20. Create an Individual Development Plan with development goals, learning activities, milestones, and completion tracking.

21. Show a manager dashboard for direct reports' training and performance status.

22. Show an HR dashboard for organizational training compliance and performance-cycle completion.

23. Demonstrate how an employee transfer or supervisor change received from Abila HRIS updates the platform.

24. Demonstrate audit logs, role-based permissions, data export, and administrative reporting.

25. Demonstrate mobile/responsive employee and manager functionality.

Appendix C – Abila Integration Questionnaire

Question	Vendor Response
Do you have an existing Abila HRIS integration/connector?	
If yes, identify the Abila product/version and integration method.	
If no, describe the proposed custom integration.	
Which employee fields can be imported?	
Which organizational/position fields can be imported?	
How frequently can data synchronize?	
Can the interface be event-driven/near real-time?	
How are terminations handled?	
How are transfers/promotions/supervisor changes handled?	
How are integration errors reported and corrected?	
Who owns interface development and maintenance?	
What one-time integration costs apply?	
What recurring integration costs apply?	
What documentation/API specifications will be provided to SHD?	

Appendix D – Proposed Implementation Schedule

Milestone	Vendor Proposed Date/Duration
Contract execution	
Project kickoff	
Requirements/configuration workshops	
Integration design	
Configuration complete	
Data migration/testing	

Milestone	Vendor Proposed Date/Duration
Integration testing	
User acceptance testing	
Administrator/manager training	
Employee communications/training	
Go-live	
Post-go-live stabilization	

End of RFP