AIO Features for E-Academies – by imavox©

Request for Proposal (RFP) for an Online Education System

1. Executive Summary:

The primary objective of this tool is to offer a tailored, branded, and user-interface that aligns seamlessly with the identity of each client or project. To achieve this goal, we draw upon our extensive experience with various online tools, particularly our expertise in digital events platforms, which we highly recommend as a foundation for developing this innovative "e-academies tools."The tool must be built upon a globally accessible technology, ensuring scalability with the addition of supplementary modules and features, ultimately rendering it easily replicable for future implementations.In terms of security, the tool must exhibit full compliance with GDPR regulations, ensuring the protection of user data and privacy. In terms of security, robust measures need to be implemented to safeguard all aspects of the tool, including well-managed backups, adhering to a strict schedule.

Furthermore, comprehensive testing is indispensable, particularly concerning restoration procedures, which should be meticulously tested to facilitate the partial restoration of specific data elements when required.Both development and support processes necessitate responsiveness to ensure timely and effective solutions.

As part of the development team's responsibility, thorough testing should be conducted to deliver fully functional and reliable features, adhering to established standards to certify the application's code quality and stability.

2. Background Information:

We aim to provide solutions to support health care but also other professionals with educational academies that allow a smooth and simple (minimum clicks) path to study while giving back credits to students for the learned modules. This is for both, live streaming events and VOD.

In addition to video based modules, we will of course need other types of supports, such as documents, images, embed content etc…

Participants are usually part of a community and are registering as part of a society/community to exchange, learn and gather some accreditation points. However the community can be divided in 2 groups, like professionals and students, with different access rights. We might also consider have different profiles for example for free access content and paid content, for single use and maybe fore yearly membership access.

3. Project Overview:

The online education system must encompass a wide array of key features such as a user-friendly interface, scalability, integration capabilities, multi-platform accessibility (web, mobile, tablet), interactive learning tools, personalized learning paths, gamification and assessment modules. The system needs to be open to be able connect external systems such as API.

4. The platform must demonstrate robust multilingual capabilities, effectively accommodating diverse language preferences and ensuring a user-friendly experience for a global audience.Technical Specifications:

Programming languages, database systems, hosting infrastructure, and any security protocols choices have to be described in your recommendation and the choices should be justified as well.

5. User Roles and Permissions:

Define different user roles (students1, students2, …, instructors, administrators) and their respective access levels. Describe the features available to each user role and their responsibilities within the system.

Different students might see different type of content.

6. Content Management System:

7. The proposed solution entails the integration of a robust content management system (CMS) within the online education platform. Detailed requirements for the CMS are diligently outlined in the project description, accompanied by screen shots or illustrative representations, providing a visual depiction of the envisioned system interface and functionality. These visual aids serve to enhance comprehension and foster a clearer understanding of the CMS's prospective appearance and capabilities. The backend of the system shall incorporate distinct administrative levels, comprising both standard admin and super admin roles. AI integrated features:

    We are eager to gain insights into the AI features you would recommend based on user profile, activities and related data.

8. Your valuable recommendations in this regard will be a significant asset to the entire project, enriching the process and fostering enhanced user experiences.Learning Analytics and Reporting:

    Specify the system's ability to track and analyse user behaviour, learning progress, and engagement metrics. Offer insights into how the system will generate comprehensive reports for administrators, instructors, and students to facilitate data-driven decision-making.

9. Integration Capabilities:

    Detail the system's compatibility with external tools and services, such as Learning Management System (LMS) integrations, Single Sign-On (SSO) options, content repositories, and assessment platforms.

    API and any interfacing option with external tools / databases should be possible both ways. Please specify the options and times to setup and implement.

    We would also want to allow the integration of external tools and features in the platform like for example, gamification, photo boxes or any other external content. There also 2-way communication and reports will be important.

10. Customization and Branding:

    Highlight the platform's flexibility to be customized to match each client's unique branding requirements, including color schemes, logos, and user interfaces.

    Notably, each platform will exhibit a unique look and feel, reflecting the essence and character of its respective brand. And should be managed from the backend from imavox or its clients based on backen access rights.

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11. Users features by priorities (any recommendation or additional idea welcome)

Features	

Registration: Multiple form registration is required. Users can register themselves as a teacher/learner/sponsor. Therefore, the platform should be used in many different ways:
 	
1. **Teachers' view: create e-courses/ Access to the learners progress/ Add content related to the e-courses topics**
2. **Some users depending on registration (and price of each choice) would only have access to specific modules (that they purchased)**
3. **They could then buy more modules in a second phase as well. The model could also work with credit and remaining credits would allow to buy more modules or features.**
4. **Learners' view: Access to e-courses and contents that teachers create.**
5. **Sponsors' view : create e-courses/ Access to their own sponsor page**
 	
The registration should provide (modular per system):
   a. **Different fields (per academy)**
   b. **Password set up**
   c. **Having the possibility of an OTP would be a plus**
   d. **Multiple registration form**
   e. **Possibility to add payment or member fees if requested**
   f. **Different type of users might have access to different type of content / courses**
	Mandatory

User management: Enable administrators to manage platform users, including teachers and learners. This can include user registration, role and authorization management, and the ability to send notifications and reminders to users.	Mandatory
Backend should allow to create new domain /academy for clients. Alternative, process should be standard and very simple.	
Each new domain / academy will be totally independent yet hosted on the same infrastructure. With different admin users etc…	

Content integration: The platform should provide the possibility to add different type of content.
   a. **Video/audio/pictures/PDF/PPT**
   b. **Possibility to have podcast content**
      a. **Would be a plus to have integrated Spotify in the platform so when users quit the podcast page, the podcast is still running.**
   c. **Sponsored content pages**
      a. **Customizable page by the sponsor**
      b. **Sponsored e-course creation**
      c. **Tags on various pages/sections would allow to show sponsored content.**
   d. **Congress/event pages**
   e. **Interactive content (3d banner, clickable banner)**
   f. **All pages should be fully customizable.**
   g. **Creation of different categories in order to organize the content.**
   h. **Contact page form**
   i. **Satisfaction form to integrate.**
	Mandatory

Easy-to-find content:
   a. **Menu with possibility to add a submenu and a dropdown menu.**
   b. **Footer in which we can remind the menu, add links and contact details**
   c. **Search function through the platform and through the entire tool is important for comfort of use (including description of galaries for example)**
	Mandatory

Congresses and different events: An agenda with the upcoming events is required.
Agenda should be visible online based on individual time zone (based on machine schedule)
   a. **Users should be able to add events directly on their calendars (ICS links).**
   b. **The agenda can have content inside such as videos, pictures, flyers, speakers.**
   c. **The agenda should be customizable (colors, time and date)**
	Mandatory

Practical options that the platform needs to provide in order to facilitate the management and the content creation:
   a. **Restore deleted items/pages (Archives)**
   b. **Duplicate existent items/pages**
   c. **Edit pages / e-courses that has already been created**
   d. **Different types of exports needed:**
       a. **Members/Registrants details**
       b. **E-course attempts with results**
       c. **Learners' results**
   e. **Possibility to link pages so they have the same content**
   f. **Multiple language**
   g. **Job application**
       a. **Members should have access to a job page where they can apply and add their CV, motivation, letters, certificate.**
	Mandatory

Course management: Enable teachers or administrators to create, organize and manage online courses. This includes the ability to create pedagogical content, add additional resources (such as files, videos or links), and structure modules and lessons. Should have the possibility to set up the passing points.
 	
E-course Features:
   a. **Multiple choice MCQ**
   b. **Single choice MCQ**
   c. **Possibility to add correct or wrong answer explanation**
   d. **Possibility to add the resources to the related e-course**
   e. **Customizable MCQ**
   f. **Score when submitting the e-course (percentage, with a progress bar)**
   g. **Video/Audio/Picture content**
   h. **Certificate download**
   i. **Certificate directly goes on the members profile**
	Mandatory

j. Possibility to lock some e-course and to unlock them by doing trainings or by completing the previous e-courses.	
Different types of games related to the content, helping the learning process. Here some examples: a. Cards creation with on the first side the question that the user can write himself and on the other side the answer that he also can write himself. Meaning that cards creation can be fully customizable by the user or can automatically be generated accordingly to the e-courses contents. b. "Complete the sentence" exercices c. Possibility to set up those games as mandatory in order to unlock the access to the e-course. Please note that those games are only for training purposes. Only the final e-courses can provide a certificate.	Partially mandatory

Progress tracking: Track the learner's progress, both for the teacher and the learner. This can include features such as online quizzes, assessment exercises and skills assessments. Tracking reports can help identify areas where learners are experiencing difficulties and adapt teaching accordingly.
a. The learner/member should have a profile with graphic showing his progress:
    1. Completed e-courses
    2. In progress e-courses
    3. Not started e-courses
b. The learner should have the possibility to create a to do list with the e-courses he wishes to do. Integrate a progress bar on the to-dos would be a plus.
c. The teacher should be able to see:
    1. The learners progress
    2. The number of attempts on the ecourses he created
    3. The number of successful/unsuccessful attempts and time stamp
	Mandatory

Flexible access: Ensure easy access to courses and learning resources at any time and from any device, whether desktop, tablet or mobile phone. Reporting of activities are to be tracked. What time, the joined, how long they staid etc… Access content might be delimited by user profile or by credits. Participant buys credit then each module costs Y credits that will be debited from his account and of course remaining balance should show on his profile. The platform must be user-friendly and compatible with different operating systems and web browsers. We need to have a function "pay per view" some of the participants might want to buy 10 credits and then they can not watch an 11th video/test unless they repay.	Mandatory
Communication: Provide communication tools to facilitate interactions between teachers and learners, as well as to encourage collaboration among learners. This can include discussion forums, virtual classrooms and/or live chats. a. This should be accessible to each teacher and learner/member	Optional

Learners can reply to other learners' questions, supervised by a teachers in case if there is something to add or to correct.	
Assessment and feedback: Enable teachers to provide comments and assessments to learners on their performance, as well as receiving feedback from learners. This can also include automatic grading features for online tests and assignments. **Learners should also be able to add comments and feedback on the different ecourses**	Optional
SEO Possibility: Google referencing is essential for good visibility. (to complete (marie)	
Blog/News : A special page when we can find the newest content, some actualities that can be written by teachers or learners with special access.	Optional
Security and confidentiality: Ensure the security of user data, in particular personal information and learning outcomes. The platform must take measures to protect user privacy and guarantee data confidentiality. **If we have a blog etc. should we be able to define if the profile is public or private ? So people can be contacted with a chat or not ….** **We should be able to choose what content is public and what is secured and restricted of course. Including blog, photos, content, etc…**	Mandatory
If we have a blog etc. should we be able to define if the profile is public or private ? So people can be contacted with a chat or not ….	
Integrated App	
Multilingual **The entire platform should be multilingual (upon request of clients)**	Mandatory

12. IT Infrastructure

Infrastructure should be accessible worldwide without geographical limitations.

Infrastructure should be scalable based on projects requirements and number of concurrent users (ideally autoscaling).

Type of services used for the infrastructure should be described in the present quotation and an architecture graph should be shared including all security elements
An estimate sizing of the infrastructure and the yearly / monthly cost should be part of the present pitch
Replication and redundancy options have to be explained.
All data should be stored in Europe / ideally Switzerland and compliant to GDPR and corporate standards.
All data should be for multiple tools stored on 1 single database for cost optimization.
Backup should allow access Globally and replication, scalability etc… should be possible.

Included within the proposal, we request your comprehensive provision of proposed solutions and associated pricing pertaining to snapshots, backups, and related measures.
Additionally, kindly specify the estimated restoration time, ensuring that the restoration process enables selective retrieval of project-specific data, along with complete database and configuration restoration capabilities

Replication of independent infrastructures for different projects should be possible. Please share lead time and cost for each installation.

Upon project cessation, it is imperative to ensure the expeditious removal of all project-related data from the database with utmost efficiency, accomplished through a straightforward two-click process. This meticulous data eradication should encompass all pertinent elements, ranging from configurations to registrations, logs, and any other data required by both GDPR regulations and contractual obligations.

13. Training and Support:

Outline the training and support services that will be provided to clients during the implementation and adoption phases.
Include details on onboarding sessions, user guides, knowledge base, and customer support channels.

14. We would need to know how you intend to treat the following requests:
    - Bug fixing
    - Additional features development

    Timeline and responsiveness as well as duty in case of emergency are key elements of decision process.Data Security and Privacy:
15. Kindly provide a detailed description of the comprehensive measures you intend to implement in order to ensure robust data security. This should encompass compliance with pertinent data protection regulations, meticulous encryption protocols, and best practices for secure data storageTimelines and Milestones:
16. Please present a comprehensive and realistic project timeline, meticulously outlining key milestones and deliverables. This will facilitate our understanding of the anticipated duration and distinct phases of the projectEvaluation Criteria:

Your proposal will be evaluated the most transparent as possible on all technical aspects and evolutive explanations that we will have available. But also, on our understanding of your reliability, references, respect of deadlines, and of course, budget. Please share your experience, track record, technical capabilities, support services, pricing, and client references and company organisation chart as well as profile of resources involved on this project.

17. Budget and Pricing:

Please provide a detailed breakdown of the project's cost, including one-time setup fees, licensing fees, hosting fees, ongoing maintenance costs, and any additional charges that has any kind of impact on the final budget.

18. Submission Instructions: Provide clear instructions on how vendors should submit their proposals, including the submission format, deadline, and any required supporting documents.

19. Intellectual Property Rights:

In case of collaboration the intellectual property and the ownership of the code and any development done for the project and invoiced to us is fully property of the planitswiss Group.

By accepting to receiving this RFP, you agree that Intellectual Property will belong in all points to Planitswiss Group and its brands

20. Terms and Conditions:

In the event of a successful bid and the subsequent awarding of the project, a comprehensive contract shall be executed, encompassing the following essential elements
- Detailed description based on RFP
- Detailed pricing per module and development
- Timeline by phases
- Development team and CV's

We would like to outline the pricing terms in the proposal, which shall remain valid for a duration of three years. Any pricing increase will have to be agreed six months prior to implementation and the price and increase can maximum grow as fast as inflation. Our primary objective is to foster a long-term partnership with your organizationWe eagerly anticipate receiving your valuable input, enhancements, or recommendations concerning the partnership model. It is essential to emphasize that we do not perceive this as a conventional client-supplier relationship, but rather as a collaborative and transformative partnership. As a service-oriented company leveraging technology to revolutionize the event and training industry, our ultimate goal is to establish a robust and enduring partnership with your organization

If you are interested to participate to this RFP these are the following timelines:

Description	Timeline / Date
Send of RFP	6.7.2023
Kindly direct all inquiries and questions or improvements suggestions via emailto ana.cuturic@imavox.ch & michel.huguenin@imavox.global	14.7.2023
imavox willreply to questions by email	20.7.2023
Submit RFP proposal by email to ana.cuturic@imavox.ch & michel.huguenin@imavox.global	2.8.2023
imavox update frame of work for all if needed	TBD
Round 2 with updates	TBD
Final Answer submission	TBD
imavox selection and interviews	TBD
Final choice	30.8.2023

All communication should be done in English.