

CITY OF CLEVELAND – DEPARTMENT OF PORT CONTROL

Ordinance No.: 139-2023

Section: Information Technology

EXECUTIVE SUMMARY

The Department of Port Control is requesting authority to enter into one or more contracts with a computer software vendor to provide a subscription-based or licensed-based Learning Management System Suite, which will include both a Learning Management System and a Learning Content Management System, and related services, for a period of one year, with three one-year option to renew, exercisable by the Director of Port Control.

Background/Purpose:

The Director of Port Control shall be authorized to enter into one or more contracts with a computer software vendor specializing in Learning Management Systems (LMS) to provide a subscription-based or licensed-based computer software for an aviation-related enterprise Learning Management System (LMS), which will include both a Learning Management System and a Learning Content Management System for the various Divisions of the Department of Port Control (Department), for a period of one year, with one three-year option to renew.

Scope:

The scope of work consists of, but shall not be limited to, implementation, content development, training, testing, maintaining, technical support, and other related services, for a term of one year, with three (3) one-year options to renew, exercisable by the Director of Port Control.

The Department has a particular need for the vendor to have the requisite, demonstrable competence and experience in developing and delivering Learning Management System suites for aviation-related environments, particularly Airports, as well as knowledge of standard Federal Aviation Administration regulations, FAR Part 139. The vendor shall be capable of demonstrating past experience with developing and delivering a centralized LMS including, but not limited to:

- A. LMS shall be capable of managing at least 6,000 active users and maintain records of inactive employees for a set amount of time (record retention);
- B. Vendor experienced in similar trainings for facilities comparable in needs to the Cleveland Airport System;
- C. The LMS shall support Cleveland Hopkins International and Burke Lakefront Airports, which have their own unique training components.
- D. The LMS shall provide a catalog of mandatory trainings including, but not limited to SIDA, airfield driving, customer service, etc.
- E. The LMS shall maintain records of in-person courses and practical assessments

- F. The LMS shall integrate with external systems including, but not limited to Airport's badging program, Everbridge emergency notification systems, Sharepoint Online, etc.
- G. The Vendor shall demonstrate their experience implementing an LMS in the airport environment, including with FAA Part 139 training requirements
- H. The LMS shall produce out of the box reports, documentation and recordkeeping in the standards set by the Federal Aviation Administration; and
- I. The LMS shall provide Safety Management System (SMS) and email notifications to alert users of upcoming scheduled training or expiration of currency on specific training types.

Justification/Urgency:

The Department of Port Control (Department) does not currently own a software program or learning management system that tracks and monitors its employee trainings. The Department utilizes its subscription to the American Association of Airport Executives (AAAE) for most of its training needs. The tracking of trainings and certifications within a centralized learning management system will allow the Department to maintain complete and comprehensive training documentation. This thorough recordkeeping is FAA-mandated, as stipulated in FAR Part 139, and other regulatory agencies. Simplifying training recordkeeping makes it easier to determine if there are any deficiencies throughout the report creation process.

Other benefits would include the seamless integration of Everbridge to facilitate communication of emergency information throughout the department, eliminate the need for single-use workstations in the Airport's Security and Badging Office, and shed the cost of limitations of video-based training.

The above benefits shall aid us in our quest to increase operational efficiency, decrease cost, and thereby positioning the Cleveland Airport System as a world-class airport.

Anticipated Cost:

\$113,500.00

Schedule or Term of Contract:

The term of the contract is for one year, with three (3) one-year options to renew.