

Request for Proposal (RFP)

Policy Management, Learning Management System (LMS), and Healthcare Compliance Content Platform

**Proposals must be submitted
no later than 4:30 PM, July 2, 2026, to:**

**Brandy Thorne
Director of Human Resources
2400 Marshall Street, Suite A
Wausau, WI 54403
Electronic Submissions: bthorne@norcen.org**

LATE PROPOSALS WILL BE REJECTED
There will not be a public opening for this proposal.

For further information regarding this RFP contact
Brandy Thorne at 715-848-4487 or email
bthorne@norcen.org



North Central Health Care

Person centered. Outcome focused.

1. RESPONDENT ADMONISHMENT

Respondents are reminded that it is their responsibility to:

- Carefully read all the content of this entire document and address all requirements and follow all procedures of this Request for Proposal
- Ask for clarification before final due date of questions
- Immediately inform North Central Health Care (NCHC) of any problems with this Solicitation
- Be complete in Response
- Submit all responses by the required dates and times

Failure to comply with the requirements outlined in this RFP may result in disqualification of the proposal.

2. INTRODUCTION

North Central Health Care (NCHC) is seeking proposals from qualified vendors to provide a single, integrated platform that combines Policy Management, Learning Management System (LMS) functionality, compliance tracking, employee attestation management, reporting, and healthcare compliance content.

NCHC's preference is for a unified solution delivered through a single platform and vendor relationship. Vendors proposing multiple software products, third-party applications, separately licensed modules, or loosely integrated solutions must clearly identify all components and describe how they function as a seamless user and administrative experience.

The selected solution will support the organization's needs for:

- Policy governance and lifecycle management
- Workforce training and compliance education
- Employee policy acknowledgement and attestation tracking
- Regulatory compliance documentation
- Reporting and audit readiness

The system must support multiple healthcare environments and regulatory frameworks while providing a centralized platform for managing policies, training, and compliance requirements.

3. ORGANIZATIONAL BACKGROUND

NCHC employs approximately 630 staff across behavioral health services, substance use treatment programs, crisis services, and long-term care / skilled nursing services. NCHC operates under multiple regulatory frameworks including Wisconsin Department of Health

Services (DHS), Centers for Medicare and Medicaid Services (CMS), and Joint Commission standards.

4. PROPOSED RFP TIMELINE

All sealed proposals must be received at North Central Health Care Human Resources Department 2400 Marshall Street, Suite A, Wausau, WI 54403 no later than 4:30 P.M. on Thursday, July 2, 2026. Proposals received after that date and time will not be accepted. Actual receipt is required to meet the submission deadline; deposit in the mail is insufficient.

It is anticipated that the contract for this study will be awarded as soon as July 27, 2026, with the goal of implementation beginning in September 2026.

Milestone	Date
RFP Issued	June 8, 2026
Vendor Questions Due	June 15, 2026
Responses to Questions Issued	June 19, 2026
Proposal Submission Deadline	July 2, 2026
Notify selected vendors of interview date/time and notify vendors not selected	July 10, 2026
Vendor Demonstrations / Interviews	July 20-24, 2026
Vendor Selection and Notification	July 27, 2026
Implementation Start	September 7, 2026

5. SCOPE OF SERVICES

The selected vendor will provide a comprehensive platform that includes the following capabilities:

- Enterprise policy management system with version control and approval workflows
- Employee policy acknowledgement and attestation tracking
- Learning management system for online and instructor-led training
- Healthcare compliance content library (Skilled Nursing and Behavioral Health focused)
- Integration with NCHC's current HRIS and workforce systems, including UKG Pro, while supporting future integration with other HRIS, identity management, payroll, and workforce management platforms through configurable APIs, file-based integrations, or other industry-standard methods.
- Single sign-on (SSO) capabilities utilizing industry-standard authentication protocols (SAML, OAuth, OpenID Connect, or equivalent)
- Reporting and compliance dashboards
- Implementation services and administrator training
- Ongoing vendor support and maintenance

Solutions requiring multiple independent systems, separate administrative environments, or multiple end-user interfaces may be evaluated less favorably than unified platform solutions.

6. EVALUATION OF PROPOSAL

Proposals will be evaluated using the following criteria:

Evaluation Category	Points
Vendor Experience and Healthcare Expertise	150
Policy Management Capabilities	200
Learning Management System Capabilities	200
Healthcare Compliance Content Library	150
Implementation and Support	100
Cost Proposal	200

Each proposal will be reviewed and evaluated by a committee of qualified personnel. NCHC reserves the right to request additional information, conduct vendor demonstrations, and interview selected vendors prior to final selection.

Respondents must address each section below in the order presented and clearly label their responses to correspond with the section numbers.

6.1 Vendor Demonstrations

NCHC reserves the right to invite selected vendors to participate in system demonstrations as part of the proposal evaluation process.

Vendors selected for demonstrations will be notified following the initial proposal review.

Demonstrations will be conducted virtually or onsite and are expected to focus on the functionality of the proposed system as it relates to the requirements outlined in this RFP.

Demonstrations should include, at a minimum, the following system capabilities:

Policy Management

- Creating and editing a policy
- Policy approval workflow
- Policy version control
- Employee policy acknowledgement and attestation tracking
- Policy reporting and audit documentation

Learning Management System

- Assigning compliance training to employees

- Creating learning pathways or training curricula
- Tracking course completion and compliance status
- Managing instructor-led training events
- Reporting dashboards for training compliance

Healthcare Compliance Content

- Browsing available training content
- Example behavioral health training module
- Example long-term care or skilled nursing training module
- Demonstration of regulatory alignment (DHS, CMS, Joint Commission)

Administrative Reporting

- Compliance reporting dashboards
- Training completion reports
- Policy acknowledgement reports

NCHC may request that vendors demonstrate specific scenarios or workflows during the demonstration process.

6.2 Vendor Experience and Healthcare Expertise (150 Points)

Provide a detailed description of your organization's experience providing Policy Management Systems, Learning Management Systems, and healthcare compliance content to healthcare organizations.

The response should include:

A. Organizational Overview

Provide a summary of your organization including:

- Years in business
- Headquarters location
- Total number of employees
- Number of healthcare clients
- Number of clients in behavioral health, substance use treatment, or long-term care settings
- Financial stability of the organization

B. Relevant Experience

Provide descriptions of no more than five projects similar to the solution requested in this RFP. For each project include:

- Organization name
- Organization size
- Industry (behavioral health, long-term care, hospital, etc.)
- Scope of services provided

- Implementation timeline
- Challenges encountered
- Outcomes achieved

Preference will be given to vendors with demonstrated experience supporting:

- Behavioral health providers
- Substance use treatment programs
- Long-term care / skilled nursing facilities
- Public or county healthcare systems

C. Client References

Provide at least three client references including:

- Organization name
- Contact name
- Title
- Phone
- Email
- Description of services provided

6.3 Policy Management Capabilities (200 Points)

Describe the functionality and capabilities of the proposed Policy Management System. Responses should include details regarding:

A. Policy Lifecycle Management

Describe how the system supports:

- Policy creation and editing
- Policy approval workflows
- Policy review schedules
- Policy version control
- Archiving previous versions

B. Policy Governance and Compliance

Explain how the system supports:

- Policy ownership and accountability
- Policy review notifications
- Expiration alerts
- Documentation of policy approvals

C. Policy Attestation

Describe the system's ability to:

- Assign policies to employees
- Track employee acknowledgement
- Require electronic attestations
- Generate compliance reports

D. Policy Accessibility

Describe:

- Search capabilities
- Role-based access
- Mobile access
- Integration with training requirements

E. Reporting and Audit Support

Explain how the system supports:

- Compliance reporting
- Audit documentation
- Historical tracking of policy acknowledgements
- Preference will be given to systems that support linking policies to required training assignments.

F. Survey and Accreditation Readiness

Describe how the proposed solution supports regulatory survey preparation and accreditation readiness, including:

- CMS survey readiness
- Joint Commission readiness
- Wisconsin DHS inspections and audits
- Rapid retrieval of policies during surveys
- Survey-ready reporting packages
- Evidence documentation and audit trails
- Historical policy access and version tracking
- Identification and monitoring of compliance gaps

Preference will be given to systems that support proactive compliance monitoring and survey preparation activities.

6.4 Learning Management System Capabilities (200 Points)

Provide a detailed description of the capabilities of the proposed Learning Management System (LMS).

A. Training Administration

Describe how the system supports:

- Course assignment
- Training curricula
- Learning pathways
- Automated training reminders
- Recurring training requirements

B. Training Delivery

Describe the LMS capabilities for delivering:

- Online learning modules
- Instructor-led training
- Virtual training sessions
- Blended learning programs

C. Compliance Tracking

Explain how the system supports tracking of:

- Required compliance training
- Training completion
- Expiring certifications
- Continuing education credits

D. Clinical Competency Tracking

Describe how the LMS supports:

- Clinical skills validation
- Competency assessments
- Supervisor sign-off
- Skills checklists

Preference will be given to systems that support healthcare clinical competency validation.

E. System Functionality

Describe whether the LMS supports:

- SCORM compatibility
- Mobile learning
- Learning dashboards
- Automated reporting

F. Compliance and Survey Readiness Reporting

Describe the system's ability to support organizational compliance and regulatory readiness through:

- Real-time compliance dashboards
- Department-level compliance reporting
- Training compliance monitoring
- Certification and licensure tracking
- Historical training records
- Audit-ready reporting
- Corrective action tracking
- Survey preparation reporting for CMS, Joint Commission, and Wisconsin DHS requirements

Preference will be given to systems that provide configurable compliance dashboards and executive-level reporting.

6.5 Healthcare Compliance Content Library (150 Points)

Provide detailed information regarding the healthcare training content library included in the proposed solution.

A. Content Coverage

- Describe the available training content in the following areas:
- Behavioral health
- Substance use treatment
- Long-term care / skilled nursing
- HIPAA privacy and security
- Infection control
- Patient rights
- Abuse and neglect prevention
- Workplace safety / OSHA
- Cultural competency

B. Regulatory Alignment

Explain how the content supports compliance with:

- Wisconsin DHS regulations
- CMS requirements

- Joint Commission standards

C. Content Development

Describe:

- How training content is developed
- Frequency of updates
- Subject matter expert involvement
- Accreditation status

D. Continuing Education Credits

Describe whether the content library includes:

- CEU-eligible training
- Accreditation sources
- CE tracking capabilities

6.6 Implementation and Support (100 Points)

Provide a detailed description of the implementation approach for deploying the proposed solution.

A. Implementation Plan

Include:

- Proposed project timeline
- Key milestones
- Project phases

B. Project Management

Describe the vendor's approach to:

- Project planning
- System configuration
- Testing
- Deployment

C. Data Migration

Describe how the vendor will assist with:

- Policy migration
- Training record migration
- System configuration

D. Training and Adoption

Explain how the vendor will provide:

- Administrator training
- End-user training
- Implementation support

E. Ongoing Support

Describe:

- Customer support structure
- Service level agreements
- Technical support availability

F. Security, Privacy, and Technical Requirements

Provide detailed information regarding the security and privacy controls of the proposed solution, including:

- SOC 2 Type II certification or equivalent independent security audit
- Data encryption at rest and in transit
- Multi-factor authentication (MFA)
- Role-based security permissions
- Audit logging capabilities
- Single sign-on (SSO) support
- Disaster recovery and business continuity planning
- Incident response procedures
- Data retention and destruction practices
- Data hosting locations
- Cyber liability insurance coverage
- History of material security incidents within the past five years

Provide copies of relevant certifications, audit reports, or security documentation where available.

NCHC reserves the right to request completion of a cybersecurity review conducted by NCHC, CCITC, or designated technology partners prior to contract execution.

6.7 Cost Proposal (200 Points)

Provide a detailed cost proposal including all costs associated with the proposed solution.

The cost proposal must include:

A. Software Licensing

Provide pricing for:

- Policy management system
- Learning management system
- Content library

B. Implementation Costs

Include:

- Implementation services
- Configuration costs
- Integration costs

C. Ongoing Costs

Provide pricing for:

- Annual licensing
- Support services
- Content updates

D. Optional Services

Identify costs for optional services including:

- Additional training content
- Advanced reporting tools
- All pricing must be provided in U.S. dollars.

Pricing Template:

Cost Category	Vendor Price
Software licensing	
Implementation services	
Policy management module	
LMS module	
Healthcare content library	
Integration costs	
Training costs	
Annual maintenance/support	

7. REQUIRED CONTENT OF PROPOSAL

Respondents must structure their proposal in the following order and address each section as outlined below.

7.1 Proposal Submission

Respondents must submit **four (4) copies of the proposal** within a single sealed envelope or container. The lower left corner of the envelope should include the notation:

“PROPOSAL FOR POLICY MANAGEMENT AND LEARNING MANAGEMENT SYSTEM PLATFORM.”

Alternatively, proposals may be submitted electronically to bthorne@norcen.org.

7.2 Proposal Format

Proposals must include the following information in the order listed:

1. Vendor Experience and Healthcare Expertise
2. Policy Management Capabilities
3. Learning Management System Capabilities
4. Healthcare Compliance Content Library
5. Implementation and Support
6. Cost Proposal

Responses should clearly reference the section numbers used in this RFP.

7.3 Implementation Timeline

The proposal must include an estimated project timeline including:

- Project start date
- Major project milestones
- System configuration phases
- Data migration activities
- System testing
- Go-live timeline

7.4 Vendor Staffing

Identify the individuals who will be responsible for implementing the system and supporting the project.

Include:

- Name and title
- Relevant experience
- Role on the project

7.5 Contract and Service Agreement

Provide a copy of any standard contract, service agreement, or licensing agreement typically used by the vendor.

7.6 Optional Services

Clearly identify any optional services available beyond the base proposal and include pricing where applicable.

8. SUBMITTAL INSTRUCTIONS

Proposals shall be received by **4:30 P.M. Thursday, July 2, 2026** by:

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Human Resources Department
2400 Marshall Street, Suite A
Wausau, WI 54403

Late proposals will not be accepted.

Questions regarding this RFP may be directed to:

Brandy Thorne

North Central Health Care
Phone: 715-848-4487
Email: bthorne@norcen.org

9. PROPRIETARY INFORMATION

It is the intention of North Central Health Care to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities.

Any proposals submitted in response to this Request for Proposal may become public records and may be subject to inspection under Wisconsin Public Records Law.

If a proposal contains confidential or proprietary information, the respondent must clearly identify such information within the proposal.

10. TERMS AND CONDITIONS

Any contract resulting from this Request for Proposal will include provisions necessary to define the responsibilities and rights of both parties.

At a minimum, the agreement will include provisions addressing the following:

- Pricing and payment terms
- Scope of services
- Contract modifications
- Termination rights
- Insurance requirements
- Compliance with federal and state laws
- Indemnification provisions
- Public records compliance
- Governing law of the State of Wisconsin

The selected vendor will be required to comply with all applicable federal and state laws, including non-discrimination requirements.