**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **General Requirements and Definitions**
       1. Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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| Proposed Definitions for Inclusion:  To promote clarity and ensure shared understanding throughout contract implementation, SafeMetrics proposes the following terms and definitions be incorporated into the agreement:   * Learning Management System (LMS): A web-based platform used to deliver, manage, and track online training, user progress, assessments, and certifications. * SCORM (Sharable Content Object Reference Model): A widely adopted eLearning standard that ensures course content is interoperable with compliant LMS platforms. * xAPI (Experience API or Tin Can API): A modern learning data standard enabling tracking of formal and informal learning experiences across systems and devices, including offline activity. * Responsive Design: A user interface design approach that ensures optimal display and functionality across desktop, tablet, and mobile devices. * Accessibility Compliance: Conformance with accessibility standards (e.g., WCAG 2.1 AA, Section 508) to ensure usability by individuals with disabilities, including features such as keyboard navigation, screen reader compatibility, and captioning. * Marketing Website: A public-facing informational site supporting outreach and user onboarding. It may include FAQs, registration instructions, contact information, or promotional media. This is distinct from the LMS and does not store user data or track training progress. * White-Labeled LMS: A customized version of the LMS presented under the State’s branding (e.g., logos, colors, domain). The platform appears as a native extension of SafeDigIndiana while being maintained by SafeMetrics and its subcontractors. * Automated Certification: A system-generated certificate issued upon successful course completion. Certificates may include the learner’s name, course title, date, and unique identifier, and are available for download or print. * Post-Course Survey: A learner feedback form presented at the end of a course to collect insights on content clarity, effectiveness, and user experience. Survey results can be viewed in aggregate or by individual session. * LMS User Roles: * Super Admin: Manages global platform settings, content libraries, user permissions, and reporting across all organizations or tenants. * Company Admin: Oversees all users and training activity within an assigned company or group. Capable of enrolling users, assigning training, and pulling reports. * Company Manager: Limited to specific departments or locations. Can view user progress, assign content, and access team-level reports. * Employee / Individual: End user role with access to assigned courses, personal progress data, and certificates. * State-Owned Cloud Tenant: A hosting environment (e.g., AWS) provisioned and managed by the State of Indiana, in which third-party applications may be deployed under State oversight and subject to Indiana Office of Technology (IOT) protocols. * Course Authoring Tools: Software used to build interactive eLearning content, including assessments, video, and animations. Content is typically SCORM or xAPI compliant and may be created using industry-standard tools (e.g., Articulate Storyline, Rise) or custom-built platforms. * Modular Course Design: A course structure composed of discrete learning units or modules. This format facilitates targeted updates, reusability, and learner flexibility. * Interactive Training Content: Instructional materials designed to engage learners through interactivity—e.g., quizzes, simulations, branching scenarios, and video decision points—to enhance retention and comprehension. * User Progress Tracking: LMS functionality that monitors course activity, completions, quiz performance, and certifications. Data is accessible to administrators via dashboards and downloadable reports. * Scheduled Reminders: Automated emails or alerts triggered by due dates or inactivity. Configurable by role or training type to support compliance and reduce administrative burden. * Data Export: Administrative functionality that allows export of training data—including progress, completions, and survey results—into standard formats such as Excel, CSV, or PDF. * Audit Trail: A secure, time-stamped log of system activity, including logins, course access, quiz attempts, and administrative actions. Supports internal review and compliance auditing. |

* + - 1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after the award, during contract finalization and implementation.

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| SafeMetrics, in coordination with our subcontractor Home of Training, has carefully reviewed all requirements outlined in RFP Section 1.4. Based on our proposed solution and implementation plan, we do not submit any formal exceptions or substitutions at this time. We are prepared to meet the requirements as written.  We respectfully submit the following clarifications and implementation conditions for the State’s consideration:   * Hosting Environment (Section 1.4.3.10): The LMS is currently hosted in a secure Amazon Web Services (AWS) environment. As required, Home of Training is prepared to deploy a white-labeled version of the platform within a State-controlled AWS tenant, contingent upon appropriate technical access and configuration coordination with the Indiana Office of Technology (IOT). * Accessibility (Section 1.4.3.2): All content developed by Home of Training adheres to WCAG 2.1 AA accessibility standards. For any externally sourced media (e.g., excavation footage provided by the State or third parties), we will collaborate with the State to ensure compliance through captions, transcripts, and alternative text, as appropriate. * Language Translation (Section 1.4.3.4): The LMS can be easily translated into the language choice of the user. Further, it supports multilingual delivery of training content. Translation services for videos and courses—including on-screen text, closed captions, and voiceovers—can be provided on a per-course basis in alignment with State priorities and available budgets. * Automated Notifications (Section 1.4.3.5): The platform supports automated email reminders and alerts, triggered by due dates, training deadlines, certificate expirations, or user inactivity. Notifications can be customized based on user role, training assignment, or employer group. * Reporting and Data Export (Sections 1.4.3.3 & 1.4.3.6): Real-time administrative reporting is available through downloadable formats (CSV, Excel, PDF). Reports include course completions, learner activity, certification status, and survey data. Training records are retained for a minimum of seven (7) years, with extended archival options available upon request. * Security & SOC 2 Certification (Sections 1.4.3.7 & 1.4.3.11): The LMS uses secure login protocols, role-based permissions, and activity audit logs. Home of Training is currently undergoing SOC 2 compliance checks and audit through an independent auditor, with completion anticipated by January 2026.   These clarifications are provided to support transparency and ensure alignment between the State’s expectations and our proposed implementation. |

* + - 1. Review the State’s [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/) at <https://www.in.gov/iot/iot-vendor-engagement/> and either confirm that your company conforms to the policy or provide explanation to the areas for which your company does not conform. Please be advised that Respondents will be required to sign a Non-Disclosure Agreement (NDA) to access the IOT Information Security Framework.

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| Home of Training is serving as a subcontractor under this proposal. SafeMetrics, as the primary contractor, has executed the required Non-Disclosure Agreement (NDA) and completed a full review of the Indiana Office of Technology (IOT) Information Security Framework (ISF) on behalf of the project team.  Based on that review, SafeMetrics confirms that Home of Training’s platform, security architecture, and operational practices align with the requirements outlined in the ISF.  Home of Training is also prepared to execute the NDA independently and communicate directly with IOT, if requested.  The LMS infrastructure and administrative protocols reflect conformance in the following areas:   * Secure hosting within a State-controlled AWS environment (if required) * Role-based access control and user authentication * Encryption of data both in transit and at rest * Logging of system activity and administrative actions * Ongoing efforts toward SOC 2 Type II certification (target completion: January 2026)   At this time, no areas of non-conformance have been identified. |

* + 1. **Provision of Learning Management System** 
       1. Please provide the name and a full description of the Learning Management System (LMS) respondent would use.

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| Learning Management System Name: Home of Training LMS (Custom-Built)  SafeMetrics proposes the use of a proprietary, custom-developed Learning Management System (LMS) built and maintained by our subcontractor, Home of Training. The platform was purpose-built to deliver workforce training and certification programs at scale, with a focus on compliance-heavy environments. It is currently in use across multiple industries for compliance with various employment-related laws.  Unlike commercial off-the-shelf solutions, the Home of Training LMS is not licensed from a third-party provider. It was developed in-house, allowing for full control over functionality, data security, user experience, and adaptability to project-specific needs. This architecture enables SafeMetrics to tailor the platform precisely to the Safe Digging training initiative and the requirements of the State of Indiana.  Key Capabilities:   * State-Branded Deployment: The LMS will be launched under a customized domain with a visual identity consistent with the State’s SafeDigIndiana program. Logos, messaging, automated email templates, and other user-facing elements are fully configurable. * Defined User Roles: Role-based access includes Super Admin, Company Admin, Company Manager, and Learner tiers. Each role has defined permissions for enrollment, progress tracking, reporting, and user management. * Flexible Registration: Supports both individual self-registration and bulk enrollment for contractors, employers, and utility groups. * Automated Notifications: Learners receive system-generated alerts for incomplete training, upcoming deadlines, or certificate expirations, improving compliance and completion rates. * Post-Course Feedback: Built-in learner surveys are triggered upon course completion to capture input on training relevance, usability, and platform performance. * Mobile-Responsive & Accessible: The LMS is fully responsive across devices and meets WCAG 2.1 AA accessibility standards to ensure universal usability. * Multilingual Support: Training content and platform UI can be translated into multiple languages, including support for subtitles and voiceovers. * Real-Time Administrative Reporting: Admin dashboards provide downloadable reports on user activity, completions, quiz performance, and survey results. * Security Infrastructure: The LMS is currently hosted in an encrypted AWS environment with role-based access control, audit logs, and layered security protocols. Home of Training is actively pursuing SOC 2 audit report, expected to be finalized by January 2026. * Ready for State-Controlled Hosting: While the LMS is currently hosted by Home of Training, SafeMetrics can support a full migration to a State-controlled AWS tenant. Our team will ensure the transition is secure, seamless, and compliant with State IT policies. |

* + - 1. Is the LMS respondent’s own LMS or a commercially available LMS platform? If commercially available, provide a description of the platform and respondent’s intended licensing agreement.

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| The LMS proposed by SafeMetrics is a proprietary, custom-built platform developed, owned, and maintained by Home of Training, our subcontractor.  Although the platform is commercially deployed to a variety of regulatory and workforce training clients, it is not a third-party or off-the-shelf system. Home of Training does not license the LMS from any external vendor, and all development, hosting, and operational control remain in-house.  SafeMetrics has subcontracted Home of Training for the delivery, maintenance, and support of the LMS under this engagement. No external licensing agreement is required, and all services are governed under the subcontractor relationship between SafeMetrics and Home of Training. |

The respondents’ LMS must provide substantially the same training that is currently available at [www.SafeDigIndiana.com](http://www.SafeDigIndiana.com). Please describe how respondents will provide substantially the same training through their LMS and describe any deviations.

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| SafeMetrics will provide training through a dedicated LMS instance that delivers substantially the same instructional content, regulatory focus, and certification outcomes as currently available at [www.SafeDigIndiana.com](https://www.SafeDigIndiana.com).  Home of Training will support the technical implementation, content migration, and ongoing maintenance of the system under SafeMetrics’ direction.  We understand the current SafeDigIndiana system provides:   * Indiana 811 training aligned with State law and regulatory expectations * Instructions on safe excavation practices * User-friendly digital access to training and certification * Completion tracking and verification for compliance   SafeMetrics will ensure the new platform maintains:   * Equivalent learning objectives and course flow * SCORM-compliant delivery to support interoperability and tracking * Accessibility (WCAG 2.1 AA) * Mobile and multilingual support   See Exhibit “A” attached hereto to view the potential design for the SafeDigIndiana  All content will be reviewed and updated where appropriate to align with current best practices and ensure fidelity to the original SafeDigIndiana objectives.  Minor anticipated differences include:   * Addition of optional learner feedback surveys at the conclusion of each course * Upgraded administrative reporting tools and dashboards * Use of Home of Training’s native LMS interface, which may differ slightly in layout but preserves the user experience and instructional integrity   These updates are intended to enhance system usability, learner engagement, and oversight capabilities without altering the substance or purpose of the original training program. |

Detail the methodology respondent will use to populate its chosen LMS with the existing content and ensure proper ordering, organization, and functionality of the training modules, the content, and quizzes.

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| SafeMetrics and Home of Training will implement a structured and quality-assured process to transfer and configure the SafeDigIndiana.com training content into the custom-built LMS. The goal is to preserve the instructional integrity of the current training, ensure accurate learner tracking, and optimize usability for both end users and administrators.  Content Transfer & Setup Methodology:   1. Course Audit & Mapping All existing training modules (video segments, content screens, quizzes, and certificates) will be reviewed and catalogued. Each course will be assigned a corresponding module ID and title within the LMS. Where applicable, original SCORM packages will be uploaded directly to ensure consistency in behavior, functionality, and tracking. 2. SCORM Compliance Home of Training’s LMS is fully SCORM 1.2 and 2004 compliant and supports accurate data capture for each training module. Upon deployment, SCORM data will be tracked and made available to authorized administrators and employer accounts. Captured data includes:    * Launch date/time    * Time spent in module    * Completion status    * Pass/fail status    * Quiz score    * Responses to individual assessment items (when applicable) 3. Module Organization & Sequencing Courses will be organized within the LMS based on categories defined by the State (e.g., Safe Dig Law, Excavator Responsibilities, 811 Process). Each user will see only the courses applicable to their assigned role or registration pathway. Sequencing rules can be applied where modules must be completed in a specific order. 4. Role-Based Access Course visibility will be managed by LMS user role. Employers may enroll entire teams into training modules, while individuals can self-register and access applicable courses. Roles are pre-defined in the LMS as: Super Admin, Company Admin, Company Manager, and Individual Learner. 5. Post-Course Surveys and Certification Upon completion of each course, users will be prompted to complete a brief feedback survey (optional). A certificate of completion will then be automatically generated and stored in the user’s LMS account, with a downloadable PDF copy. 6. Simplified Navigation and Assignment Courses will be assigned directly to learners or grouped into easily navigable categories on the LMS dashboard. 7. Quality Assurance & Testing All modules will be tested in staging prior to deployment to confirm:    * Proper launch and playback behavior    * Completion tracking and quiz scoring    * Survey functionality    * Certificate issuance    * Admin reporting accuracy   This approach ensures the training content is faithfully migrated, logically presented, and fully functional within the new LMS environment, while also enabling clear progress monitoring and certification tracking. |

Explain how you will include text, close captioned videos, and quizzes in each module.

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| SafeMetrics and Home of Training will ensure that each training module within the LMS is fully accessible and instructionally complete by including a combination of structured text content, closed captioned video, and interactive quizzes. This integrated approach supports diverse learning styles, ADA compliance, and effective knowledge retention.  1. Text-Based Instructional Content Each module will include clear, concise, and structured instructional text. This may appear:   * As standalone pages/screens before or between video segments * As text overlays in video content * As supplemental reading material, policy summaries, or visual guides   All text content will be written in plain language appropriate for the target audience and formatted for readability across desktop and mobile devices.  2. Closed Captioned Videos All video content will be delivered with synchronized closed captioning enabled by default. Captions will:   * Appear directly on the video player * Match spoken dialogue and on-screen audio cues * Be formatted for compliance with WCAG 2.1 AA and Section 508 standards   3. Quizzes and Knowledge Checks Each module will conclude with an interactive quiz designed to reinforce key learning objectives. The LMS supports:   * Multiple question types (e.g., multiple choice, true/false, drag and drop) * Randomized question banks (if desired) * Configurable pass/fail thresholds * Remediation settings to allow re-attempts after failure   Quiz results are tracked via SCORM and available to administrators for compliance and reporting purposes. Learners must pass the quiz to receive a certificate of completion for the module.  4. Consistent Module Structure Every course will follow a consistent layout:   * Welcome or instruction screen * Instructional text and/or video (with captions) * Interactive quiz * Post-course survey (optional) * Certificate issuance   This structure ensures clarity and ease of use for all learners, including those with accessibility needs or limited digital literacy. |

Describe how the respondent will be able to edit or allow the IURC to edit all modules to allow for changes if there is new legislation or updated best practices.

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| Home of Training has designed the proposed LMS and content development model to support rapid updates and seamless content maintenance in response to legislative changes, regulatory updates, or evolving industry best practices.   1. Editable modular course structure All training modules are built using a modular design, allowing each component (text, video, quiz, or image) to be updated independently without needing to redevelop the entire course. This means:  * A single lesson or screen can be revised without affecting the full module * Changes can be reviewed and deployed quickly with minimal system downtime  1. State-initiated edits via formal content review workflow The Indiana Utility Regulatory Commission (IURC) may request edits at any time by submitting revision details, updated scripts, or amended legal text to SafeMetrics. Upon receipt:  * Home of Training will implement the requested changes * A draft version will be made available for IURC review in a staging environment * Once approved, updates will be published to the live system immediately or on a scheduled release timeline, based on IURC preference  1. Ongoing content maintenance support As part of our managed LMS service, SafeMetrics and Home of Training will support:  * Annual content audits to ensure regulatory compliance * Rapid response editing when urgent changes are required (e.g., newly passed legislation) * Version control to maintain historical records of content updates  1. Optional administrator access for limited updates If the IURC requests the ability to make certain updates internally (e.g., terminology changes, logo swaps, text-only edits), SafeMetrics can provide access to a secure administrator portal for limited updates, subject to training and access restrictions. 2. Technical format flexibility Courses developed using SCORM and/or xAPI formats are fully editable using industry-standard tools (e.g., Articulate Rise, Storyline), allowing for fast turnaround of:  * Text changes * Caption/subtitle updates * Quiz question revisions * Video swaps  1. Rapid change deployment timeline Non-video changes (e.g., text, quiz updates) can typically be implemented and deployed within 1 business day of receiving IURC approval. Video updates may require 7–14 days depending on production complexity. |

Explain the functionality that will generate a user certificate at the completion of each module that the user can save or print.

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| The LMS will provide automatic certificate generation upon successful completion of each training module. This functionality is built directly into the LMS and does not require any manual administrator action.  When a user completes a module and passes the required quiz or assessment (based on predefined score thresholds), the LMS immediately generates a personalized certificate of completion. Each certificate includes:   * Learner’s full name * Module or course title * Date of completion * Unique certificate ID or tracking number * Program branding (e.g., SafeDigIndiana logo)   The certificate is available for immediate download or printing from the learner’s dashboard. Users can access their historical certificates at any time through their profile.  Certificates are generated in PDF format and can be customized to meet the visual identity and compliance requirements of the State of Indiana. Admins also have access to all issued certificates through the reporting dashboard for compliance tracking or audit purposes. |

Provide full detail for the respondent’s hosting plan to host the LMS at SafeDigIndiana.com. Will respondents use a third-party hosting service? If so, state the service and the hosting service respondent intends to utilize.

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| SafeMetrics, in partnership with its subcontractor Home of Training, proposes to host the Safe Digging LMS at [www.SafeDigIndiana.com](http://www.SafeDigIndiana.com) using a secure, cloud-based hosting infrastructure built on Amazon Web Services (AWS).  Home of Training currently maintains a scalable AWS environment that supports multiple high-compliance LMS deployments. This environment will be used as the foundation for the SafeDigIndiana LMS, with the option to transition hosting to a State-controlled AWS tenant. This ensures flexibility, transparency, and compliance with State security and data governance requirements.  Key elements of the hosting plan include:   * Cloud hosting provider: Amazon Web Services (AWS) * Primary hosting model: Initially hosted by Home of Training under a white-labeled domain (e.g., [www.SafeDigIndiana.com](http://www.SafeDigIndiana.com)), with a dedicated environment for the State’s implementation * Migration: The LMS can be redeployed within a State-owned AWS tenant, with full support from the development team to complete a secure transition * High availability: The AWS hosting environment uses auto-scaling, load balancing, and multi-zone redundancy to ensure uptime and performance * Security measures:   + Encryption of all data in transit (TLS 1.2+) and at rest   + Role-based access control   + System and access logs   + Firewall and DDoS protection through AWS Shield   + Regular vulnerability scanning and updates * Compliance: Hosting environment is aligned with NIST and SOC 2 principles. Home of Training is in the process of completing SOC 2 audit, expected by January 2026 * Backup and recovery: Daily encrypted backups with disaster recovery protocols to ensure business continuity * Custom domain management: The SafeDigIndiana.com domain will be configured to point to the LMS instance, with HTTPS enabled and branded to match State identity guidelines   This hosting plan ensures both immediate readiness for deployment and a clear path to full State ownership of hosting infrastructure, if desired. SafeMetrics and Home of Training will coordinate closely with IOT on domain setup, access controls, and ongoing system monitoring. |

Provide information to show that respondents can provide a minimum of 3,000 licenses and it shall be made available for active users at any time. These licenses automatically move between users as they login and log out.

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| SafeMetrics and Home of Training confirm the ability to support at least 3,000 users with no fixed limit on concurrent or active licenses.  The LMS is hosted on AWS, which provides the infrastructure to dynamically scale resources based on demand. This ensures the system can serve large volumes of users simultaneously without performance degradation.  The LMS currently supports over 40,000 registered users across multiple sectors and is designed to accommodate even higher volumes as needed. There is no restriction on the total number of users who may register, log in, or access content at the same time.  Licensing is based on an active-use model, where:   * Access is not tied to named seats or static user limits * Users can log in and out freely, with no need for manual reassignment of licenses * The system automatically handles scaling and access distribution * The State is not limited by artificial seat counts or per-user administrative processes   This flexible licensing and infrastructure model enables efficient, scalable delivery of training content and ensures uninterrupted access for the State of Indiana and all authorized users at any time. |

Explain how the respondent will be able to capture the following data:

Emails address for users that have taken each training module

Number of users

Searchable database of testing results that can be exported

Number of visits to the website and each module categorized by device type

Data from each user as part of the free registration process, including name, email address, type of used, company name and type, address, age, gender, level of education, level of excavation experience, testing results, and how the user heard about SafeDigIndiana.com

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| The LMS includes a comprehensive registration and tracking framework, supported by real-time reporting and export functionality.  1. Email Addresses for Users per Training Module The LMS captures and associates each learner’s email address with all training activity, including module access, progress, and completion. Administrators can generate reports filtered by module to view lists of users (and their email addresses) who have taken each training.  2. Number of Users Total user counts are tracked continuously and can be reported in real time. Reports can be segmented by user type, registration date, company, or activity status.  3. Searchable Database of Testing Results All quiz and assessment results are stored in a searchable database within the LMS. Administrators can search by user, course, date range, or performance level. This data is exportable in CSV, Excel, or PDF formats for audit, compliance, or program evaluation purposes.  4. Website and Module Visit Counts by Device Type Web traffic analytics (via integrated tools such as Google Analytics or AWS CloudWatch) provide reporting on total visits to the marketing website and LMS. These analytics include device-level data (e.g., mobile, tablet, desktop), page views per module, time on page, bounce rate, and referral sources.  5. Registration Data Fields During the free user registration process, the LMS captures the following information:   * Full Name * Email Address * User Type (e.g., contractor, homeowner, municipal employee) * Company Name and Type * Physical Address * Age * Gender * Level of Education * Level of Excavation Experience * Testing Results * How the User Heard About SafeDigIndiana.com   All registration fields can be made required or optional depending on the State’s preferences. Data is stored securely in the LMS database and may be exported or reviewed by authorized administrators at any time.  This architecture ensures the State has access to the full scope of participation, performance, and demographic data necessary for outreach, compliance, and program refinement. |

* + - 1. How will respondent provide an LMS that will be operating system independent and that all training shall be similarly functional on Mac and PC, desktop, as well as Android and Apple mobile platforms. Also describe how the respondent will ensure the content will auto-scale to fit different devices

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| The LMS is fully operating system independent and designed to function consistently across all major platforms and devices, including:   * Windows and Mac desktop environments * Apple iOS (iPhone and iPad) * Android phones and tablets * All modern browsers (Chrome, Safari, Edge, Firefox)   The LMS and all training content are developed using responsive web design principles. This ensures that the platform automatically detects and adjusts to the learner’s device type, screen resolution, and orientation. Content dynamically scales, reflows, and restructures itself to ensure optimal readability and usability, whether accessed from a smartphone, tablet, laptop, or large desktop monitor.  Key features that support cross-platform functionality include:   * HTML5-based course design with no dependency on Flash or legacy plugins * Mobile-friendly navigation with touch-optimized buttons and controls * Scalable video playback with adaptive resolution settings * Auto-adjusting quiz and assessment interfaces * System-wide testing to confirm compatibility across devices and screen sizes   This approach guarantees a consistent and accessible learning experience for all users, regardless of the device or platform they choose to use. |

* + - 1. Describe how respondents will migrate existing content to the respondent’s LMS. The respondent must ensure the modules properly function, including but not limited to tests and quizzes, videos, and completion certificates.

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| SafeMetrics, with implementation support from Home of Training, will oversee the full migration of existing training content from SafeDigIndiana.com into the proposed Learning Management System (LMS). The process will be carefully managed to ensure all modules function as intended, including quizzes, videos, learner progress tracking, and completion certificate generation.  The migration process includes the following phases:   1. **Content Intake and Mapping** SafeMetrics will coordinate with the State and the current vendor to obtain all legacy course files, including SCORM packages, xAPI modules, videos, quiz files, and support materials. Each item will be cataloged and mapped into the new LMS structure, ensuring proper sequence and user flow. 2. **Format Conversion (if needed)** If existing courses are not in SCORM or xAPI format, Home of Training will repackage the content into a compliant format using its proprietary authoring tools or industry-standard platforms like Articulate Storyline or Rise. This ensures seamless LMS integration. 3. **Video Conversion (if needed)**   If the State requires existing videos to be updated, Home of Training can edit or recreate the videos to the State’s requirement. Home of Training created a quick example of a video re-created for the State’s review. See Exhibit “A” link to course sample.   1. **Platform Integration** All content will be uploaded into the LMS with appropriate settings for access control, learner tracking, and automated completion certificate triggers. Videos will be embedded using responsive players, and quizzes will be configured using the LMS’s built-in assessment engine or maintained within SCORM logic, depending on the original course setup. 2. **Functionality Testing** A full QA cycle will confirm:    * All videos play correctly across device types    * All quizzes load, score, and record responses properly    * Certificates are issued automatically upon successful completion    * Progress tracking and pass/fail status are recorded accurately    * Accessibility and responsive layout are functioning as expected 3. **State Review and Approval** SafeMetrics and Home of Training will provide test accounts and staging access so State representatives can verify each module before the public launch. This structured approach ensures a clean migration, full functionality of all training elements, and a smooth transition for existing users. |

* + - 1. Explain the method the respondent will use to ensure compliance with the following:

• Periodic software updates to the website to maintain current browser standards.

• Data backups of all dates at least every 24 hours.

• A monthly report summarizing the captured data listed above.

• Inclusion of a user survey inside the course programming.

• The ability to provide follow up messaging to users upon request of the IURC.

• The ability for users to register for the training modules for free at SafeDigIndiana.com with a valid email address.

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| SafeMetrics and Home of Training will ensure full compliance with all operational, reporting, and communication requirements listed below. The following practices are built into the LMS infrastructure and standard maintenance protocols:  **• Periodic Software Updates** Home of Training maintains an internal release schedule for platform updates, including quarterly browser compatibility reviews. The LMS is updated on a rolling basis to support the latest versions of Chrome, Safari, Edge, and Firefox. Compatibility testing is conducted as part of every front-end release cycle.  **• Daily Data Backups** The LMS is hosted on Amazon Web Services (AWS), where full system backups are performed automatically every 24 hours. Backups include user data, training records, certificates, and registration profiles. Redundant storage is implemented across multiple AWS availability zones to ensure high availability and disaster recovery.  **• Monthly Data Summary Reports** The LMS provides exportable reports on key metrics, including user registrations, completions, quiz results, survey feedback, and module usage. Home of Training will generate a comprehensive monthly report and deliver it to SafeMetrics and IURC in the requested format (Excel, CSV, or PDF).  **• In-Course User Surveys** Each course module includes a post-completion survey presented to the user immediately after the final screen. Survey results are captured and viewable through the LMS dashboard. Questions may be standardized across all courses or customized based on State preference.  **• Follow-Up Messaging to Users** The platform supports system-wide messaging tools that allow administrators to send email or in-platform messages to users based on registration criteria, training status, or other filters. Home of Training will provide this messaging capability for IURC to conduct outreach, reminders, or follow-up campaigns upon request.  **• Free User Registration with Email Verification** All users will be able to self-register at SafeDigIndiana.com at no cost. A valid email address is required to complete registration and receive access to training. Email verification and password reset features are included by default.  These measures ensure technical reliability, ongoing transparency, and strong alignment with IURC’s operational oversight needs. |

* + 1. **Creation of New Modules**

Describe in detail how respondents will create new modules. All created content shall be created in a portable, universal LMS format such as SCORM, XAPI or equivalent.

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| SafeMetrics, with content development services provided by Home of Training, will create all new training modules using industry-standard, portable LMS formats such as SCORM 1.2 or SCORM 2004 depending on the State’s technical preferences.  Home of Training maintains a full in-house training development team, including:   * Experienced instructional designers to structure course flow and learning objectives * Content writers to develop accurate, engaging training scripts * Multimedia creators and editors to produce high-quality video, animation, and voiceover * SCORM developers who build interactive, standards-compliant modules using industry tools   The content development process follows these steps:   1. Instructional Design and Storyboarding Based on the learning goals and any regulatory requirements, a detailed storyboard is developed to guide scripting, media development, and user interactivity. 2. Content Authoring in Articulate Tools SCORM modules are primarily built in Articulate Storyline and Articulate Rise, allowing for full interactivity, embedded quizzes, video integration, and responsive design. These tools also ensure compatibility with any SCORM- or xAPI-compliant LMS. 3. Multimedia Integration Home of Training’s team produces custom video content, voiceover narration, and visual aids to enhance learner engagement. Closed captions, alt text, and other accessibility features are built in from the start. 4. Export and Testing Modules are exported in SCORM 1.2 or xAPI format and tested in a staging environment to ensure tracking, quiz scoring, and certificate triggering function correctly across platforms. 5. Review and Deployment IURC or other designated reviewers are provided access to preview modules before publication. Finalized content is uploaded to the LMS and made accessible to users.   This end-to-end content creation process guarantees that all modules are portable, future-proof, and easily maintainable—regardless of the hosting environment or LMS used. |

Provide the intended method respondent will use to procure actors and produce video content

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| SafeMetrics’ subcontractor, Home of Training, provides in-house video production services to support the creation of high-quality, scenario-based training content.  Procurement of Actors: Home of Training engages professional on-screen and voiceover talent through established vendor platforms to support course narration and scenario filming. Talent is selected based on their alignment with the target audience, training tone, language needs, and experience in instructional or regulatory content. When appropriate, SafeMetrics and Home of Training will also work with the State to feature industry professionals or subject matter experts in training footage, pending appropriate permissions.  Video Production Process: All content is produced by Home of Training’s internal multimedia team, including:   * Instructional designers and scriptwriters * Videographers and editors * Motion graphics specialists   The production process includes:   1. Script Development – Based on learning objectives and approved by the State 2. Talent Selection and Filming – Filmed on-site or in studio, depending on scenario 3. Editing and Accessibility – Includes captioning, visual transitions, and branded elements 4. SCORM Integration – Videos are embedded into training modules with testing and certificate logic   Responsible Use of AI: To accelerate development without compromising quality, Home of Training may use AI tools for draft scripting, captioning, or multilingual voice generation. All AI-generated elements are reviewed and finalized by human instructional designers and production staff prior to publication, ensuring alignment with content goals and compliance with the State’s AI usage requirements. |

Explain how respondents will generate a draft script using SMEs, if applicable.

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| SafeMetrics will coordinate closely with the Indiana Utility Regulatory Commission (IURC) and its designated subject matter experts (SMEs) to support the development of accurate and effective training scripts. All final content direction and subject matter will be provided by the IURC.  Script Development Process:   1. SME Collaboration: SafeMetrics will work with the IURC to gather input and materials from agency experts. This input will be used to guide the development of training modules that reflect current regulations, excavation safety procedures, and State-specific guidance. 2. Instructional Design and Scriptwriting: Home of Training, as the subcontractor, will lead the instructional design process. Their team of experienced designers and writers will translate SME input into clear, structured scripts that include narration, on-screen text, visual direction, and interactive elements. 3. AI-Assisted Drafting (When Appropriate): AI tools may be used to assist with first drafts or voiceover options. All AI-generated content will be reviewed and approved by human instructional designers and SMEs to ensure accuracy and tone. 4. Review and Approval: Draft scripts will be returned to the IURC for review and revisions prior to video production or LMS upload. This process ensures that all content is fully aligned with agency requirements.   This structure ensures that training content is State-directed, instructionally sound, and built for long-term compliance and effectiveness. |

Explain how respondents will produce graphics as needed for the new module.

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| Graphics used in new training modules will be developed based on the instructional needs of the course and aligned with the visual branding of the SafeDigIndiana training program.  Home of Training will lead the development of graphics through a combination of the following approaches:   1. Licensed Stock Assets: Where appropriate, high-quality stock photos, video clips, icons, and illustrations will be sourced from licensed content libraries to support instructional clarity and visual consistency. 2. AI-Generated Graphics: In select cases, artificial intelligence tools may be used to create preliminary visuals, icons, or concept images. All AI-generated content will be reviewed and refined by human designers to ensure relevance, accuracy, and compliance with State expectations. 3. Custom Graphics via Designers: For training elements that require original visuals—such as diagrams, process illustrations, or branded infographics—Home of Training may engage third-party design professionals under their direction to produce custom assets.   All graphics will be optimized for accessibility, mobile responsiveness, and LMS compatibility, and will follow any State branding guidelines provided for the SafeDigIndiana initiative. |

Provide the method by which respondent will allow review of the content by the IURC at regular intervals, or at minimum after each section of a module is created. Content must be approved by the IURC before the respondent may start working on the next section’s content creation. A module must be approved by the IURC before the respondent publishes the module online.

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| SafeMetrics, with support from its subcontractor Home of Training, will follow a structured, collaborative content development process that ensures the Indiana Utility Regulatory Commission (IURC) has full visibility and control at key checkpoints throughout the creation of each training module.  The process includes the following stages:   1. Storyboard Development and Review A detailed storyboard will be created for each module, outlining instructional objectives, visual direction, and planned interactions. This will be submitted to IURC for review and feedback prior to scriptwriting. No scripting begins until storyboard approval is received. 2. Scriptwriting and Approval Based on the approved storyboard, a full script will be drafted and submitted to IURC. SafeMetrics anticipates up to two rounds of revisions at this stage to refine messaging, technical accuracy, and tone; however, we will continue to revise collaboratively until IURC approval is granted. 3. Course Production and Review After script approval, the full SCORM-compliant module will be produced, including voiceover, interactivity, visual assets, and assessments. IURC will be provided with a working version of the module for review. Any requested revisions can be incorporated to ensure the content meets all expectations. 4. Final Approval and Publication No module will be published to the LMS until IURC has given formal approval. All review cycles will be tracked and documented for transparency and version control.   This process ensures quality, compliance, and alignment with IURC expectations at every stage of development—while maintaining flexibility to accommodate feedback and changes as needed. |

Describe how respondents will create quizzes and testing for each module that will ensure the trainee understands the material.

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| SafeMetrics, in collaboration with Home of Training, will develop and deliver quizzes and final assessments directly through the LMS, ensuring alignment with instructional objectives and ease of data tracking.  Key features of our assessment strategy include:   1. Instructionally-Aligned Quiz Development Each module includes quiz questions written by instructional designers and subject matter experts to reinforce core learning objectives. Questions may be multiple choice, scenario-based, or include knowledge checks embedded within the content. 2. LMS-Delivered Final Exams All final exam questions are stored, managed, and delivered within the LMS. This enables real-time scoring, version control, and consistent administration across users. 3. Adjustable Passing Score The passing threshold is configurable within the LMS (e.g., 70%, 80%, or higher) and can be set in consultation with IURC to meet program requirements. Learners who do not pass are directed to review the training content before retaking the exam. 4. Real-Time Feedback and Retake Logic The system can provide immediate feedback on quiz results and can be configured to limit retakes, randomize question banks, or reinforce missed content prior to a second attempt. 5. Data Capture and Reporting Quiz results, including scores, attempts, completion times, and question-level performance, are captured by the LMS and made available to administrators through downloadable reports and dashboards. 6. IURC Review and Approval SafeMetrics will provide IURC with access to review all quiz and exam content as part of the content approval process. Questions can be updated as needed in response to feedback or regulatory changes.   This approach ensures a secure, consistent, and measurable assessment experience for all users. |