

**CONNECTICUT HEALTH INSURANCE EXCHANGE  
d/b/a ACCESS HEALTH CT**

**REQUEST FOR INFORMATION (RFI)  
FOR  
LEARNING MANAGEMENT  
SYSTEM**

**May 21, 2026**



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## I. BACKGROUND

The primary mission of the Connecticut Health Insurance Exchange d/b/a Access Health CT (“Access Health CT” or the “Exchange”), Connecticut’s official state-based health insurance marketplace, is to decrease the number of uninsured residents, improve the quality of healthcare, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health coverage that gives them the best value. To accomplish this mission and meet certain requirements of the Patient Protection and Affordable Care Act (“ACA”), Access Health CT has developed an online shopping and enrollment experience for state residents and small businesses, as well as an extensive marketing and communication infrastructure, to raise awareness of health insurance options and facilitate consumer enrollment into healthcare coverage.

### Our Values in Action

*At Access Health CT, it is with our customers and our employees in mind that we seek to promote these collective values and to live by these behaviors. Our culture of acceptance welcomes and values everyone. We challenge the status quo to find new ways to grow and improve our community, our company and ourselves. Our people take pride in the service we provide, and in the spirit of the common good that we share.*

- ❖ **Authenticity:** Act with sincerity, credibility and self-awareness
- ❖ **Integrity:** Commit to doing the right thing with genuine intention
- ❖ **Excellence:** Aim high and challenge the status quo
- ❖ **Ownership:** Take responsibility and initiative
- ❖ **One Team:** Collaborate to succeed
- ❖ **Passion:** Dedication to creating opportunities for great health and well-being

Access Health CT provides education, outreach, and training to internal staff, Certified Brokers, Certified Application Counselors, Issuer Affiliated Application Counselors and call center representatives through a Learning Management System (LMS). The Exchange currently supports as many as 2,000 active Exchange and non-Exchange users through the LMS for certification, compliance, and annual training. The Exchange is exploring modern LMS solutions to enhance usability, reporting, and integration capabilities.

## II. CURRENT LEARNING MANAGEMENT SYSTEM

Currently, Access Health CT has approximately 100 employees and engages with several external partners/groups including: (i) approximately 750 certified independent health insurance brokers; (ii) 140 Certified Application Counselors (health program enrollment specialists); (iii) 26 Issuer Affiliated Certified Application Counselors, who assist with insurance applications and work directly for an insurer that offers health plans through the Exchange; and (iv) 250-350 employees of the Exchange's call center vendor who facilitate enrollment into healthcare coverage on behalf of the Exchange.

The current Learning Management System (LMS) is used primarily by the Exchange's training department to administer classroom trainings as well as annual online certification curricula and exams. The peak usage of the current LMS occurs between August and October of each year; however, the Learning Management System is utilized throughout a calendar year.

### III. RFI GENERAL INFORMATION

Access Health CT is issuing this Request for Information (RFI) to gather information from qualified vendors on available Learning Management System (LMS) solutions.

An available LMS solution must have an intuitive and well-organized user interface, which must deliver a positive user experience for LMS administrators and learner end-users alike. The configuration of the LMS should be aimed at satisfying the unique business needs and challenges of the Exchange. Highly responsive and accessible technical support for LMS administrators is expected. Robust and accessible out-of-the-box LMS administrator and learner training tools and instruction guides are required to assist with simplifying system navigation and providing an overall enjoyable user experience.

An LMS solution should be able to accommodate as many as 2,500 active users, as the Exchange’s business needs vary year to year. Additionally, all existing LMS user records and many of the learning objects, including SCORM 1.2 files, course curricula with exams, reports and other media must be capable of being migrated efficiently and effectively to any newly acquired LMS.

This RFI is for informational and planning purposes only and does not constitute a solicitation for bids, proposals, or quotes. Responses will assist the Exchange in evaluating market capabilities and shaping a potential future solicitation.

Vendors are invited to provide information addressing the following areas:

- ❖ System Capabilities – Describe your LMS functionality including course management, user management, reporting, certification tracking, and integration with third-party systems.
- ❖ User Experience – Discuss customization options, accessibility features, and mobile usability.
- ❖ Implementation and Migration – Outline implementation timelines, data migration processes, and onboarding support.
- ❖ Technical Support – Describe customer support models, service levels, and availability.
- ❖ Security and Compliance – Provide details on cybersecurity protocols, data encryption, and compliance with federal and state privacy requirements.
- ❖ Cost Estimate – Provide a high-level, non-binding pricing estimate for licensing, implementation, and ongoing technical support. The estimate should reflect any discounted rates available to government, non-commercial or not-for-profit entities. Respondents should refer to the chart below when preparing their estimate and include any additional costs that may be necessary for implementation and to meet the Exchange’s requirements.

Estimated Costs by Engagement Area	(\$)
LMS Unique User Licenses	
Unique Administrator Licenses	
Implementation Services	
Hosting Services	
Hardware, Software & Security	
Technical Support	
Other Available Languages (spoken, written)	
<b>Total Cost</b>	

- ❖ References – Include examples of LMS implementations for similar organizations or state agencies.

## IV. RESERVATIONS OF RIGHTS BY EXCHANGE

The issuance of this RFI does not guarantee that the Exchange will engage in an RFP process or award a contract to any Respondent. The Exchange reserves the right to withdraw, extend or otherwise modify the RFI or the related schedule or process, in any manner, solely at its discretion.

The Exchange also reserves the right to:

- Consider any source of information in evaluating responses;
- Omit any planned evaluation step if, in the Exchange's view, the step is not needed;
- At its sole discretion, reject any or all responses at any time;
- Waive any immaterial defect or informality in any response or response procedure;
- Request additional information and data from any or all Respondents;
- Disqualify any Respondent who fails to provide information or data requested herein or who provides inaccurate or misleading information or data;
- Disqualify any Respondent based on any real or apparent conflict of interest;
- Disqualify any Respondent based on past performance on other projects; and
- If applicable, rely on information provided in this RFI, including pricing information, in its evaluation of Respondents to a related RFP issued by the Exchange in the future

All responses will become the sole property of the Exchange and will not be returned.

## V. PROPRIETARY MATERIAL/FREEDOM OF INFORMATION

The Exchange is a quasi-public agency and its records are public records. *See, e.g.*, Conn. Gen. Stat. § 1-200, *et seq.*; Conn. Gen. Stat. § 1-210 (b)(4); Conn. Gen. Stat. § 1-210 (b)(5)(B). Due regard will be given to the protection of proprietary or confidential information contained in all RFI responses received. However, all materials associated with this RFI are subject to the terms of the Connecticut Freedom of Information Act ("FOIA") and all applicable rules, regulations and administrative decisions.

If a Respondent wishes to preserve the confidentiality of any part of its RFI response, it will not be sufficient merely to state generally in the response that the response is proprietary or confidential in nature and not, therefore, subject to release to third parties. Instead, those sentences, paragraphs, pages or sections that a Respondent believes to be exempt from disclosure under FOIA must be specifically identified as such. A convincing explanation and rationale to justify each exemption consistent with § 1-210(b) of FOIA must accompany the response. The rationale and explanation must be stated in terms of the reasons the materials are legally exempt from release pursuant to FOIA. Respondents should not request that their entire response, or the majority of the response, be confidential. The Exchange has no obligation to initiate, prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information that is sought pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue.

In no event shall the Exchange have any liability for the disclosure of any documents or information in its possession that the Exchange believes are required to be disclosed pursuant the FOIA or any other law.

## VI. RESPONSES TO RFI

### Key Dates:

Activity	Date
Issuance of RFI	May 21, 2026
Written Questions Due	May 29, 2026 by 4:00 p.m. EST
Answers Posted	June 5, 2026
RFI Response Due	June 12, 2026 by 4:00 p.m. EST

### How to Deliver the Response:

- RFI RESPONSE DUE DATE:** Responses must be received by email no later than 4:00 p.m. EST on June 12, 2026. The Exchange will not consider responses received after 4:00 p.m. EST on June 12, 2026.
- RESPONSES MUST BE SENT BY EMAIL TO:** AHCT.LMS\_RFI\_Responses@ct.gov  
  
Responses sent by U.S. Mail will not be accepted.
- RESPONSE EMAIL SUBJECT LINE MUST STATE:**  
  
<Insert Company Name> Response to Access Health CT RFI – Learning Management System
- RESPONSES MUST BE ADDRESSED TO:** Helga McKinley

### Introductory Cover Letter

An introductory cover letter must accompany the RFI response. The cover letter must be dated and should introduce the Respondent's RFI response, list a primary contact name, email address, and phone number, and should be signed by an authorized official.

### Format and Content of RFI Responses

Total length of the RFI response should not exceed thirty (30) pages. The length of the introductory cover letter or the completed Requirements Traceability Matrix will not be counted in the thirty (30) page criteria.

Each RFI response shall provide the information described in the "Minimum Qualifications" section, below, along with the introductory cover letter and any other information required in this RFI. Clarity and completeness are important.

**Written Questions and Clarifications:**

1. **WRITTEN QUESTIONS DUE DATE:** Written questions must be received by email no later than 4:00 p.m. EST on May 29, 2026. The Exchange will not answer questions received after 4:00 p.m. EST on May 29, 2026.

2. **QUESTIONS MUST BE SENT BY EMAIL TO:** AHCT.LMS\_RFI\_Responses@ct.gov

3. **QUESTIONS EMAIL SUBJECT LINE MUST STATE:**

*<Insert Company Name>* Question or Clarification re: Access Health CT RFI – Learning Management System

4. **QUESTIONS MUST BE ADDRESSED TO:** Helga McKinley

At the discretion of the Exchange, relevant questions and the corresponding answers will be made available on or before June 5, 2026, only in the form of one or more addenda to this RFI and made available on the Exchange’s website, <https://agency.accesshealthct.com/solicitations>, under the “Contact Us” tab beneath the “Solicitations” heading.

**Contact Protocol**

Respondents may not contact anyone other than the person(s) identified above in this RFI with respect to inquiries and responses to this RFI. Inquiries must be made in writing via email. No questions will be answered orally. No questions will be accepted by telephone.

Failure to comply with the stated contact and response procedures articulated in this RFI will result in the Respondent being disqualified from further consideration in the sole discretion of the Exchange.

## VII. MINIMUM QUALIFICATIONS

Respondents must, at a minimum, include the following in their RFI response:

1. Your Company's relevant experience and expertise in providing LMS solutions and technical LMS support, including examples of LMS implementations for similar organizations or state agencies.
2. The personnel and other resources available for the project.
3. The experience and qualifications of your key personnel and the name of the primary contact(s) for the Exchange.
4. A cost estimate that meets the requirements set forth in Section III. of this RFI.
5. A clear approach and plan demonstrating that your Company has effectively managed a transition from an existing LMS vendor to yours. If your Company has experience transitioning services from the Exchange's current vendor, Noverant, Inc., please provide an overview of that experience. Please outline your transition plan and services, including, but not limited to:
  - i. Data Transition and Migration
  - ii. Historical Management Information Data and Reports
  - iii. Components of cost (one time and recurring) involved in transitioning services from a prior vendor
  - iv. Please include and illustrate any other services or value-added transition areas you would provide to the Exchange.
6. RFI responses should also include a description of the Respondent's:
  - i. System
  - ii. User Experience
7. Detailed responses to each of the requests for information made in Section III. of this RFI.
8. A completed Requirements Traceability Matrix.

## VIII. REVISIONS TO RFI

If it is necessary to revise any part of the RFI, timely addenda will be posted on the Exchange's website, <https://agency.accesshealthct.com/solicitations>, under the "Contact Us" tab beneath the "Solicitations" heading. Interested Respondents are solely responsible for checking the Exchange website for RFI changes before responding.

## IX. ALIGNMENT TO EXCHANGE REQUIREMENTS

A Respondent must complete the Requirements Traceability Matrix (RTM) grids in **Appendix A** to indicate their proposed LMS solution's level of fit with specific Exchange requirements.

A Respondent will be required to submit a completed set of RTM grids as part of its Proposal:

- The Respondent will perform a self-assessment on its ability to meet requirements.
- For each subsection outlined, the Respondent must indicate, using the below descriptors, how its proposed capabilities meet the Exchange's requirements.
- The Exchange will assume that any requirement in an RTM grid that the Respondent fails to respond to cannot be met by Respondent.

A Respondent must use the following descriptors to describe its ability to meet requirements:

**Meets the Requirement**  
**"MTR"**

Meets all requirements as written in the subsection (e.g., well-defined support system, flexibility, considerable implementation experience, has performed function in previous capacity)

**Requires Minor Modification**  
**"RMM"**

Demonstrates capabilities to meet requirements with slight adjustments (e.g., well-defined approach/plan to meet requirements with adjustments, performed similar but not exact function in past projects)

**Requires Significant Modification**  
**"RSM"**

Current Respondent's standard configuration does not demonstrate capabilities to meet requirements as written (e.g., insufficient support, no functionality built to meet requirement) and would have to make major changes in order to comply

**Does Not Comply or Unable to Deliver Capability**  
**"DNC"**

Not able to comply - or - No capability - or - No response provided

## **APPENDIX A: Requirements Traceability Matrix**

The Requirements Traceability Matrix (RTM) is a Microsoft Excel file that is located at: <https://agency.accesshealthct.com/solicitations>. The file consists of several sheets, and each sheet features several columns with blank, fillable cells.

With the exception of the first sheet, titled "Instructions," the Exchange's business requirements (each requirement a "Business Requirement") can be found in each sheet's first, second, and third columns.

With the exception of the first sheet, the fourth column in each sheet indicates whether a Business Requirement is necessary, nice to have (but not strictly necessary), or not necessary.

Lastly, with the exception of the first sheet and the seventh sheet, titled "Security," the penultimate and ultimate columns in each sheet are titled "Compliance" and "Comments," respectively. The "Compliance" and "Comments" columns in the seventh sheet are columns E and F, respectively. Respondents must review and answer all "Compliance" and "Comments" cells for each Business Requirement in each sheet in accordance with the below instructions. **Respondents must then submit a completed RTM, in a PDF format, as part of their Proposal.**

### **RTM Instructions**

1. If a Respondent expects to meet a Business Requirement as written, the Respondent should enter "MTR" in the corresponding "Compliance" cell. ("MTR" stands for "MEETS THE REQUIREMENT" and indicates that the Respondent can meet the Business Requirement as written.)

If the Respondent does not agree to comply with a Business Requirement as written, or has some proposed modification(s) to the requirement language, the Respondent should do one (1) of the following:

a. If the Respondent does not agree to comply with the Business Requirement – The Respondent should enter "DNC" in the corresponding "Compliance" cell. ("DNC" stands for "DOES NOT COMPLY OR UNABLE TO DELIVER CAPABILITY" and indicates that the Respondent does not agree or will not be able to comply with the Business Requirement as written.)

b. If the Respondent has some minor modification to the Business Requirement – The Respondent should enter "RMM" in the corresponding "Compliance" cell. ("RMM" stands for "REQUIRES MINOR MODIFICATION" and indicates that the Respondent has to implement minor modifications to comply with the Business Requirement as written.)

c. If the Respondent has some significant modification to the Business Requirement – The Respondent should enter "RSM" in the corresponding "Compliance" cell. ("RSM" stands for requires "REQUIRES SIGNIFICANT MODIFICATION" and indicates that the Respondent has to implement significant modifications to comply with the Business Requirement as written.)

2. A Respondent who enters "RMM" or "RSM" in a "Compliance" cell must perform the following:

First, the Respondent must copy and paste the corresponding Business Requirement as written from the "Requirement" cell into the corresponding "Comments" cell.

Second, the Respondent should **strike (using red font)** the original text (if necessary) and/or add proposed new text in **blue font** to clearly indicate any proposed minor or significant modification(s) to the original text.

Third, **AFTER** completing the proposed revision(s), the Respondent must add a concise explanation of the reason for the proposed minor or significant revision. The explanation should be separate and distinct from the marked-up text.

**3.** Respondents may separately use the “Comments” column to provide optional commentary to any Business Requirement.

**NOTE:** A Respondent should not view the possibility of requesting changes as an opportunity to rewrite the Business Requirements. The Exchange expects a Respondent to comply with the Business Requirements as written. It is generally expected that a Respondent should make changes only for minor clarifications or if the Respondent will not comply with a Business Requirement as written. Significant changes must be accompanied by an explanation of how the proposed change would provide improvements in quality, cost and overall effectiveness of the LMS.

The Exchange will assume that any Business Requirement that a Respondent fails to respond to cannot be met by the Respondent.