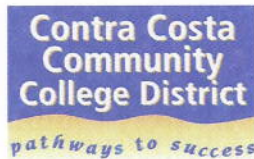


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**Contra Costa Community College District Bid No. 4CD-25
Learning Management Software RFP**

ADDENDUM NO. 1

Question and Answer:

1. "Global item grading. Can view the answers of one question and grade each students for the one question." Is this for specific question types (such as Essay Questions) or for all question types?

Response: Mostly intended for Essay type questions but do not want it limited to just that.

2. "Common discussion board for multiple sections of same course." Can we confirm whether this means you want the same Discussion Forum in each section, or want a single Discussion Forum that all users can participate in regardless of the section of the course they are enrolled in.

Response: A single discussion forum that students in multiple sections of same course can participate. For Example, Course English 101 – we teach 3 sections of this course, can software allow students in these 3 sections to share the discussion board ?

3. "Can create alerts based on faculty action." What types of actions would you like to create the alerts against?

Response: Faculty could have entered a grade, posted a document, posted to discussion board, created an announcement, etc.

4. "If a student withdraws from a section, their grades, classroom work and contact hours can be preserved in the gradebook." Can you please define "contact hours?"

Response: Refers to time spent logged into the LMS, we need to preserve this data for audit purposes.

5. "Ability to provide metadata tagging on content." Can you please explain the use case for tagging content with metadata? This may have a difference in how we respond.

Response: Need the ability to tag certain content pieces, such as images, with metadata to allow for accurate storage and searches. Would not be restricted to images, could include tables, charts, graphs, video, audio, etc.

6. "Institution level assessments that can be shared between sections" How would these assessments look? Would they be similar to a quiz or something more akin to a survey? Are these standard assessments that are embedded in certain courses?

Response: All colleges are required to develop and assess institutional student learning outcomes. These are broad, overarching outcomes that students should achieve. Because these outcomes are college-wide, we need to be able to link assessment results from all areas of the college, including online courses, to ascertain the extent to which the college has achieved the intended outcomes.

7. "Auto updating of quiz and assignment due dates based on individual student start dates and schedules." What is the probability of students joining a course outside of the course start date/students not all starting at the same time?

Response: Low possibility but there could be some. Happens every term. We offer a number of open entry/open exit courses.

8. "Export users in a variety of formats." Do you also want to delete the users? Can we ask why an export be required, and where would it be reused? We may have alternate methods for handling this.

Response: Direct ability to "Delete users" is not needed since the export from SIS should in essence delete/inactivate students who dropped. Export of users may be necessary for faculty to get a list of student into other software (excel, custom grading software/forms,etc.)

9. "Ability to implement faculty evaluations from within the LMS." Can you define "faculty evaluations?" Where would these be located, optimally? How and when would they be used?

Response: Faculty evaluations include contractually negotiated questions that are used in the faculty evaluation process. Questions include likert scale ranked responses with an opportunity for free form comments. District-wide, approximately 500 evaluations are completed every semester, involving upwards of 15,000 student evaluations.

10. How many courses will Contra Costa CCD need to have migrated to the new LMS?

Response: 500

11. Our pricing is based on the total number of ACTIVE USERS of our system. Can you please provide the total number of users you anticipate needing an account with us? It will be on this number that we base our price quote. For guidance, here is language as to how we price:

Our pricing structure does not restrict the length of a course or the number of users allowed within the site like per-license pricing models do. Rather, the per-user pricing model is used to estimate the amount of storage and computing capacity required to efficiently host a client's site. To most effectively facilitate this configuration (and future scalability), we base our estimations of required resources on blocks of 500 active users. Extra storage can always be purchased if needed, but we find this allotment covers the vast majority of our clients' needs.

An active user is considered a uniquely identified person/account who is enrolled in and has logged into at least one active joule course. A user who is enrolled in multiple courses is still considered a single user. Users who are authenticated (added) to the platform but are not currently enrolled in (signed up for) a course are not considered active users.

Response: The number will change over time. Initially we anticipate ~4000 headcount but expect that number to grow.

12. What is the current SIS that Contra Costa CCD currently has in place?

Response: Datatel Colleague

13. Does Contra Costa CCD have a hosting preference? (Cloud hosting, on-premise, self-hosted?)

Response: No

14. What specific pain points does Contra Costa CCD have with their current LMS that Contra Costa CCD hopes to solve with the new LMS?

Response: Our requirements outline our needs.

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15. What are Contra Costa CCD's policies around requesting evaluation criteria after a vendor is rewarded the contract and how many days after the awarded contract are vendors allowed to challenge/request information?
Response: Vendors have 5 calendar days from the date of award to challenge/request information.
16. What SSO/authentication method does Contra Costa CCD currently have in place?
Response: Active Directory
17. What type of e-mail system does Contra Costa CCD currently use?
Response: Live@edu
18. Does Contra Costa CCD currently use or need a Digital Repository?
Response: Currently don't have one. Would like optional pricing.
19. Does Contra Costa CCD currently use or need an E-portfolio solution?
Response: Currently don't have one. Would like optional pricing.
20. Does Contra Costa CCD currently use any synchronous or Web conferencing tools?
Response: Some faculty use the office hours feature of CCCConfer hosted by our State Chancellor's Office.
21. Does Contra Costa CCD currently use a plagiarism tool?
Response: No (Not one system used Districtwide. Individual faculty at colleges use different plagiarism tools)
22. How many and of which roles does Contra Costa CCD expect will need application training? Does Contra Costa CCD have any preference in delivery method (online, webinars, onsite)?
Response: Not determined at this point.
23. How many average years of experience does Contra Costa CCD's administration and staff currently have with online learning?
Response: 10+ years
24. What is the desired time line for implementation and/or migration of courses to the new LMS?
Response: 6-12 months
25. How many active courses will need to be converted to the new LMS and what is the average size of a typical course?
Response: Approximately 500 courses (average size 35).
26. What types of multimedia/content is used/ or stored (i.e. within the LMS, in an external repository, etc.) in a typical course?
Response: Images, text documents, video...

27. What tools, if any, does Contra Costa CCD have in place for content recovery or archiving procedures?

Response: None currently

28. For section 3.2, under the Scope of Work heading, does Contra Costa CCD require responses to the requirements in that section or is it simply a guideline as to what Contra Costa CCD expects from vendors?

Response: Submissions must meet these criteria.

29. Could you clarify the required format, sections, and organization for the RFP proposal? For example, it is not clear if "SECTION II" is the first section of the RFP. Or, is the order flexible?

Response: It is to your best interest to follow the order in which each requirement is listed. So, yes, Section II should be the first in the order.

30. Can the letters of Recommendation be printed copies of pdf's from our references? Given the timing of the RFP (Christmas / winter break), electronic letters may be what we can get quickly.

Response: You're only required to list your references. Include all contact information.

31. Should the electronic copy (pdf version) of the response be emailed to Ben Cayabyab?

Response: Absolutely not! This is a sealed bid document. Burn it on a cd or copy it on a flash drive and submit it with your proposal.

32. When do you plan to switch off your current lms solutions and when do you plan to go live 100%?

Response: We are planning to go live with 'early adopters' for Fall 2012 term. Full implementation date will depend on training and ease of use of the software.

33. Do you expect to run your current lms's and selected lms concurrently?

Response: Yes, we will run the current system(s) along with new in parallel.

33a. Free pilot?

Response: This will depend on which solution the district chooses.

34. Our hosting levels / pricing are based on seats –enrollments served by an institution in our LMS solution. For accurate quotes, please provide enrollment data for each of your three institutions:

a. Contra Costa College –

--Total enrollments (duplicated head count) during your highest term. 8,700 headcount, 19,800 seat count

--Total enrollments (duplicated head count) using your LMS systems (highest term)

b. Diablo Valley College / San Ramon Valley Center

--Total enrollments (duplicated head count) during your highest term. 22,000 headcount, 50,600 seat count

--Total enrollments (duplicated head count) using your LMS systems (highest term) about 13,000 seat count

c. Los Medanos College / Brentwood Center

--Total enrollments (duplicated head count) during your highest term. 10,500 headcount, 20,900 seat count

--Total enrollments (duplicated head count) using your LMS systems (highest term)

35. Regarding the 4000 sections in total (each term) for your 3 colleges and 2 centers... What is the breakdown of these 4000 sections for each college and center, per term (approximate is OK)?

Response: Sections offered during Fall 2011 are: Approximate CCC 700, DVC 2000, LMC 750

36. What is the average class size at 4CD? If it varies per college / center, please specify variation.

Response: The average is 30 (varies from 8/section to over 100/section).

37. What management (DE Coordinator or DE Dean) and support staff (for student help, faculty support, or LMS training) do you have in your DE programs at each of your colleges and centers?

Response: CCC .5, DVC 1, LMC .5

38. What is the total number of students on all campuses where the LMS will be installed?

Response: Total number of students will vary term by term, but it will be approximately 35,000 students per term.

Information only: A cleaner pdf version of the rfp has been uploaded to the website. You can cut and paste from this file.

All other facts and specifications to this bid remain unchanged.

 12-5-11

Dave Wetmore
Interim Director of Purchasing



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