



Contra Costa Community College District

RFP # 4CD-25

LEARNING MANAGEMENT SOFTWARE

REQUEST FOR PROPOSAL

Release Date: November 29, 2011

Questions Due by: 2 pm, December 14, 2011

Proposals Due by: 2 pm, January 6, 2012

SECTION I

INSTRUCTIONS AND GENERAL PROVISIONS

The Contra Costa Community College District (District) invites highly experienced firms to submit proposals to provide a Learning Management Software (LMS).

The District consists of 3 colleges and 2 centers: Diablo Valley College in Pleasant Hill, Contra Costa College in San Pablo, Los Medanos College in Pittsburg, Brentwood Center and San Ramon Center. The District serves approximately 62,000 students annually.

PROPOSAL SUBMISSION

A. Sealed offers to be submitted to:

Ben Cayabyab, Purchasing Dept.
Contra Costa Community College District
500 Court Street
Martinez, CA 94553

B Date/Time: Proposals shall be received **before 2pm, January 6, 2012.**

C The face of the sealed envelope or box shall be clearly marked "**4CD-25 LMS RFP**".

D A faxed proposal will not be accepted. Only mailed or hand- delivered, signed offers will be considered. The proposal must be in the possession of the District's Purchasing Department before 2:00 p.m. PST on the closing date. Late proposals will not be accepted and will be returned to the Contractor. The District will not be responsible for late delivery by U.S. mail or any other means. Proposals will NOT be opened at that time.

E Contractors must submit one original hardcopy and one electronic copy in Word or PDF format. Each proposal received in response to this RFP shall remain the property of the District.

QUESTIONS

A. **Questions are due by 2:00pm, December 14, 2011.** All questions regarding proposal preparation, the selection process, specifications and interpretations of the terms and conditions of the Request for Proposal (RFP) shall be submitted in writing by email (preferred) to **Ben Cayabyab, Purchasing Department, bcayabyab@4cd.edu**, or fax to **(925) 370-7512**.

ACCEPTANCE PERIOD. Proposals are firm for a period of ninety (90) days.

ADDENDA/AMENDMENTS ACKNOWLEDGMENT. The District, at its sole discretion, may issue amendments / addenda to this RFP at any time prior to the time set for receipt of proposals. Interested parties should frequently check the District's website for such addenda at <http://www.4cd.edu/webapps/bids/>.

Each contractor shall acknowledge receipt of the addendum by signing the addendum/addenda and submitting it with the proposal. Failure to so acknowledge may result in the proposal being rejected as not responsive. The District shall not be bound by any representations, whether oral or written, made at a pre-proposal, pre-contract or site meeting, unless such representations are incorporated in writing as an amendment to the RFP or as part of the final contract.

AUTHORIZED SIGNATURES. Every proposal must be signed by the person or persons legally authorized to bind the Contractor to a contract for the execution of this contract. Upon request of the District, any agent submitting a proposal on behalf of a Contractor shall provide a current power of attorney certifying the agent's authority to bind the Contractor. If an individual makes a proposal, his or her name, signature and post office street address must be shown. If a firm or partnership makes the proposal, the name and post office address of the firm or partnership and the signature of at least one of the general partners must be shown. If a corporation makes the proposal, the proposal shall show the name of the state under the laws of which the corporation is chartered, the name and post office address of the corporation and the title of the person signing of behalf of the corporation. Upon request of the District, the corporation shall provide a certified copy of the bylaws or resolution of the board of directors showing the authority of the officer signing the proposal to execute contracts on behalf of the corporation.

PUBLIC INFORMATION. Following the award of a contract, responses to this solicitation may be subject to release as public information unless the response or specific parts of the response can be shown to be exempt from public information. Contractors are advised to consult with their legal counsel regarding disclosure issues and take appropriate precautions to safeguard trade secrets and confidential commercial, financial, geological, and geophysical data. The District assumes no obligation or responsibility for asserting legal arguments on behalf of Contractors.

CONFIDENTIALITY. If a Contractor believes that portions of a proposal constitute trade secrets or confidential commercial, financial, geological, or geophysical data, then the Contractor must so specify by, at a minimum, stamping in bold red letters, the term "CONFIDENTIAL" on that part of the proposal which the Contractor believes to be protected from disclosure. The Contractor must submit in writing

specific detailed reasons, including any relevant legal authority, stating why the Contractor believes the material to be confidential or a trade secret. Vague and general claims as to confidentiality will not be accepted. The District will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers that are not marked as confidential may be automatically considered public information after the contract is awarded. The Contractor is hereby notified that the District may consider all parts of the offer public information under applicable law even though marked confidential.

AWARD OF CONTRACT. Award of a contract will be made to the Contractor offering the most advantageous proposal after consideration of all Evaluation Criteria set forth below; however, the District will not be limited solely to the evaluation factors in making its final decision. The criteria are not listed in any order of preference. An Evaluation Committee will be established by the District. The District shall not be obligated to accept the highest commission, or any commission offered, and will make an award in the best interests of the District after all factors have been evaluated.

CANCELLATION OF SOLICITATION. The District may cancel this solicitation at any time.

FORMATION OF CONTRACT. The Contractors' signed proposal and Contra Costa Community College District's Request for Proposal shall be incorporated into a contract with our without negotiation.

INFORMED CONTRACTOR. The Contractor is expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at Contractor's own risk and they cannot secure relief on the plea of error.

INK OR TYPEWRITTEN. All information, prices, notations, signatures, and corrections must be in ink or typewritten. Mistakes may be lined through and corrections typed or printed adjacent to the mistake and initialed in ink by the person signing the proposal.

NON-COLLUSION AFFIDAVIT. Contractors are required to submit a Non-Collusion Affidavit with their Proposals. See Exhibit A.

COST OF PREPARATION. The District is not liable for any costs incurred by Contractors before entering into a formal contract.

REJECTION OF PROPOSALS. The District reserves the right to reject any or all Proposals or any part of a Proposal and also to waive informalities, minor irregularities, or other requirements in our Request for Proposal and /or offers received, and/or to accept any portion of the offer if deemed in the best interest of the District. Failure of the Contractor to provide in its proposal any information requested in this RFP, including the signed Contractor's Pricing Page, Non Collusion Statement, etc., may result in rejection for non-responsiveness.

ASSIGNMENT OF RIGHTS OR OBLIGATIONS. Except as noted hereunder, Successful Contractor may not assign, transfer or sell any rights or obligations resulting from this solicitation without first obtaining the specific written consent of the District.

ATTORNEY FEES. In the event a suit or action is instituted in connection with any controversy arising out of this contract, the prevailing party shall be entitled to receive, in addition to its costs, such sum as the court may adjudge reasonable as to attorney's fees and costs.

COMPLIANCE WITH LAWS. All Proposals shall comply with current federal, state, local and other laws relative thereto.

CONTRACT INCORPORATION. The contract embodies the entire contract between the District and the Contractor. The parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein or referenced herein. No changes, amendments, or modifications of any of the terms or conditions of the contract shall be valid unless reduced to writing and signed by both parties. The complete contract shall include the entire contents of this RFP Solicitation, all addenda, all of Contractor's successful submittal; supplemental agreements and any and all written agreements which alter, amend or extend the contract.

FORMATION OF CONTRACT. Contractor's signed Proposal and District's written acceptance or purchase order shall constitute a binding contract.

LAWS GOVERNING CONTRACT. This contract shall be in accordance with the laws of the State of California. The parties stipulate that this contract was entered into in the County of Contra Costa, in the State of California. The parties further stipulate that the County of Contra Costa, State of California is the only appropriate forum for any litigation resulting from a breach hereof or any questions risen here from.

COMPLIANCE WITH ALL LAWS. The Contractor warrants that it will comply with all federal, state and local laws, ordinances, rules and regulations applicable to its performance under this contract including, but not limited to, the Fair Labor Standards Act of 1938, as amended, the Williams – Steiger Occupational Safety and Health Act of 1970 and as amended; the State of California sales and use tax regulations; non-discriminatory employment practices under the Federal Equal Employment opportunity Clause prescribed by Executive order 112465 dated September 24, 1965 as amended. The District does not permit any person or entity using its facilities for commercial purposes to engage in unlawful discrimination.

SEVERABILITY. If any provisions or portion of any provision, of this contract are held invalid, illegal or unenforceable, they shall be severed from the contract and the remaining provisions shall be valid and enforceable.

SECTION II

PROPOSAL REQUIREMENTS

Paragraphs 1.1 & 1.2 below require specific, written responses or confirmations. To be considered for selection, respondents shall meet/provide the following requirements:

1. MINIMUM REQUIREMENTS

- 1.1.** Must be licensed by the State the business is in, if services requested require such licensure.
- 1.2.** Must provide a completed pricing schedule (Section 11) signed by an authorized company signatory.
- 1.3.** Must have carefully read and understand all parts of the RFP and certify that the Proposal is made in accordance therewith.
- 1.4.** Must submit written answers to the respondent questionnaire (section 7). All answers must be in the order in which the questions were asked.

2. SPECIFIC REQUIREMENTS

2.1. Professional and Technical Experience

- 2.1.1.** Must provide a brief description of company, including the date the company was established, a brief corporate history, the name of the LMS product, the original LMS product release date, the current version number of the LMS, the number of companies/institutions using your LMS, the number of higher education clients, and the organization's experience implementing software solutions for organizations similar in size and scope to this one.
- 2.1.2.** Must provide a description of the professional and technical experiences including information regarding support for state and federal law governing higher education, background, qualifications and expertise of the organization's key personnel to be assigned to this project.
- 2.1.3.** Must Provide resumes for any members of your organization who will be actively involved in leading the system implementation, support, and maintenance of 4CD accounts, such as project managers, account managers, support leads, etc.

2.2. Demonstration

2.2.1. Must be able to demonstrate experience by providing live links to either actual or demo systems that indicate capabilities to deliver the required software.

2.2.2. Sustainability and Financial Capability

2.2.2.1. The Proposer must demonstrate through that it is able to sustain high quality services to 4CD. Proposer must provide financial information in one or more of the following formats:

- Dun and Bradstreet report
- Last Annual Report
- Statement of Income and Retained Earnings for the last two years as applicable
- Statement of changes in financial position for the last two years as applicable
- Balance sheet for the last two years as applicable
- Opinions concerning financial statements from a Certified Public Accountant for the last two years as applicable
- Latest interim balance sheet and income statement

2.2.2.2. Customer References

2.2.2.3. In conjunction with Attachment B Bidder's Statement, bidder must provide a detailed description of service for each reference as it relates to Section 5 - Scope of Work. Please provide both a consortia reference and individual college references. References shall include:

- Date of installation
- Description of products and services provided and the scope of the work provided for the reference and the number of faculty / students supported
- Institution name (and/or Consortia name)
- Current contact person
- Address
- Telephone number
- Email address

References must not be from a person, company or organization with any interest, financial or otherwise, in the Proposer organization. 4CD may, at its sole discretion, directly contact other known clients of the Proposer for references. Unfavorable references may result in a lower evaluation score.

3. SCOPE OF WORK

3.1. Contra Costa Community College District current environment

The District consists of 3 Colleges, each with its own LMS. Currently, the following LMS systems in use are:

- Contra Costa College – WebCT 4.1.3
- Diablo Valley College/San Ramon Valley Center – WebCT 4.1.3
- Los Medanos College/Brentwood Center – Blackboard 8.0 and 9.1

3.2. The LMS must be:

3.3. Reliable and Robust (stable, high quality assurance, high uptime, fault tolerant, easy backup and restore strategies, simple disaster recovery).

3.4. Design must be clean and incorporates best web design practices

3.5. Ease of use (intuitive for students and faculty, efficient to manage for administrators, quick to create, edit and/or achieve tasks for students and faculty)

3.6. Seamless functionality (tools interoperate, data between tasks flows smoothly, consistent interface, capable of handling variety of documents (including streaming) formats, easy data interchange/exchange)

3.7. Integration with Microsoft Active Directory (LDAP) for authentication

3.8. System is scalable and can expand with District growth with minimal interruption to services

3.9. Must meet all Federal and State of California ADA standards and compliance.

4. Responding to the Scope of Work

There are two response sections within the scope of work.

4.1. RFP Response Tables (section 5 & 6) allows you to rate various features, services, and integrations of your software.

4.2. RFP Response Narrative (section 7) asks you to describe many of these areas in more detail.

5. RFP Response Tables

How to use these tables: Each section contains a list of abilities, features, or integrations that your system may have.

Rating Scale: For each item enter a Yes if product has full support for the feature and will work without additional programming, or No if the feature is not supported. For partial support, mark ‘No’ and then explain how the product provides partial support in the ‘additional details’ column.

NOTE: Do not change the order of items or add additional items to this list

ESSENTIAL FEATURES AND FUNCTIONS

	Yes/No	Provide additional details if needed
<i>Tests, Surveys & Assignments</i>		
Quiz and Assignment gradebook columns are automatically included into course gradebook		
<u>Assignments / Drop Box</u>		
Assignment drop box (with instructions and due date) is available, attachments or text can be submitted		
Can provide feedback with an attachment on written assignments		
Can download written assignments to review and/or grade offline		
<u>Quizzes and Surveys</u>		
Can randomize questions with an assessment		
Can copy (or import/export) quizzes from one section to another		
Quizzes / Assessments are auto-graded (those with a defined answer – multiple-choice, true or false, etc.).		
Global item grading, can view the answers of one question and grade each students for the one question (example: can view Question 1 for each student and grade just Question 1)		
Browser lockdown option available		
Proctor password can be set		
<u>Question Types</u>		
Multiple choice and/or True/False question type		
Multiple answer question type		
Matching question type (using uploaded images)		
Essay question type		

Fill in the blank question type		
Group management		
Tracking and grading available for student participation within groups		
Groups can be created within the system		
Communication/Collaboration Tools		
Discussions tool		
Instructor can filter posts by student for grading		
Asynchronous discussion/forum/bulletin board tool is available (with option for faculty to enable spell check)		
Tracking available for student participation in discussions		
Auto grading of discussions based on some criteria (quantity and/or date and/or keyword) is possible		
Discussions are threaded		
Can create a moderated topic		
Common discussion board for multiple sections of same course		
Instructor can hide and or remove inappropriate postings		
Chat / Virtual Classroom		
Synchronous chat tool is available		
Course Mail / Messaging		
Messaging tool is available within each section (internal with notification or external)		
Ability to correspond from e-mail/mobile devices back into mail		
Can forward or send a notification to external e-mail when a Message/LMS Mail is received		
Announcements tool		
Can post announcements to a specific section		
Ability to restrict announcement availability by date/time/student		
Alerts and Notifications		
Can create alerts based on items within gradebook		
Instructor specified alerts		
Customize alerts on an institution level		
Alerts can be targeted to specific user roles		
Alerts can be forwarded to email, SMS or RSS		
Can create alerts based on faculty actions (i.e. to monitor faculty responsiveness)		

Can create an alert based on student action		
Calendar / Schedule		
Instructor can add/edit/delete items manually to a calendar for each section		
Due dates can be dynamically added to each section calendar		
Calendar items are 'public' by default and can be changed to 'private'		
Each user can add items to their personal calendar		
Can export calendar items in various formats (.ical, ics, etc.)		
Can import calendar items in various formats (.ical, .ics, etc.)		
Administrator can add global dates (holidays, institution specific) to the institution calendar		
Users can see dates from all calendars in one global view (all due dates, institutional items, private entries)		
Can link to activities (assignments, quizzes, discussions) from a calendar entry		
User profile/Home page		
Students can generate a personalized profile and/or homepage		
Avatar or photo of student appears throughout the LMS (not just within a roster/list)		
Roster Management and Student Tracking		
Instructor has access to student tracking report specifying the last login time and time spent in the section for each student		
Student tracking shows time/date/length of time for each student access to content and activities (this information can be archived when class site is deleted)		
Ability for students to have different start dates for the class and for the start date of each student to appear in the roster.		
Ability to view and access a student's contact information from the roster		
Grade Management/Interface		
Can export from the gradebook into an excel readable format		
Item in any content area should push to the gradebook (single point of data entry)		
Ability to reorder gradebook columns after they have been created		

If a student withdraws from a section, their grades, classroom work and contact hours can be preserved in the gradebook		
Ability to enter grades for all students for a specific gradebook		
Ability to create grading comments that are viewable to the students and instructors		
Customizable calculated formulas can be created (e.g. drop lowest score, double highest score, etc.)		
Ability for faculty to view the gradebook from a student's perspective		
Ability for faculty to hide gradebook columns from student view		
Ability to enter grades for all assignments for a specific student		
Ability to create offline assignments in the gradebook		
Content Management/Interface		
Ability to provide metadata tagging on content		
Search tool available and can search for content within files or tools (discussions, quizzes, etc.)		
Ability to link to subscription (RSS) based media		
Ability to integrate multimedia content such as QuickTime, Flash, Windows Media Player, PDF, Silverlight, etc.		
Ability to create podcast and/or vodcast		
Faculty can view course content from the student's perspective		
Ability for faculty to organize course activities and content into learning sequences		
Language Support		
Instructor can change the language of the interface for a section		
Users can change the language of the interface for themselves		
Can submit assignments and grade (provide feedback) in multiple languages (Unicode support)		
Time Zone Support		
Users can change the Time Zone of the interface for themselves		
WYSIWYG Editor		
WYSIWYG editor is available		

Spell checker is present in the WYSIWYG Editor (with customizable dictionary)		
Can insert and upload images using the editor		
Equation editor is available		
Release of Content / Due Dates		
Can release content or activities based on date		
Can release content or activities based on group membership		
Can release content or activities based on a score in the gradebook		
Can control due dates based on student start date		
Can backup course content and student data into a downloadable file that can be used for full recovery of course information		
File Management		
Can upload multiple files one at a time (drag and drop preferred)		

PREFERRED FEATURES AND FUNCTIONS

	Yes/No	Provide additional details if needed (keep short)
<i>Tests, Surveys & Assignments</i>		
Polling tool is available		
Assignments / Drop Box		
Section level (open) drop box is available (no specific instructions or due date attached)		
Can provide inline feedback on written assignments		
Quizzes and Surveys		
Quiz and Assignment gradebook columns are automatically included into course gradebook		
Institution (higher level) test banks can be created and shared to sections. Can import and export to a test bank (outside of the section)		
Institution level assessments that can be shared between sections		
Can copy (or import/export) questions from one section to another		
Can randomize answers within a question		
Ability to set a time limit on an exam but allow Students to go over the time limit (the system can mark it as over)		
Ability to administer timed examinations by auto submitting after expiration of the time limit		

Can specify individual time limits for students needing accommodations		
Section level Quiz/Exam auditing so instructors can see concurrent sign on access from different IP addresses		
Global item grading, can view the answers of one question and grade each students for the one question (example: can view Question 1 for each student and grade just Question 1)		
Can specify IP address range for proctored exams		
Can set default options for questions		
Ability to record student picture (if camera is available) during any assessment session		
Question Types		
Short answer question type		
Hotspot question type		
Multimedia (audio, video, links) can be posted within a question, either within the question text or using a specific question type		
Students can submit attachments to a quiz question (an attachment question type). Attachments will be scanned for viruses.		
Students can submit audio to a quiz question (an audio/multimedia question type)		
Can use a WYSIWYG editor or HTML code in question text to insert images, web links, and/or multimedia.		
Question groups can be created (example: answer any one question from a group)		
Question branching		
Mathematical/Science equation editor available for students to use when responding to a quiz question and/or assignment (including Chemistry and Physics symbology)		
Group management		
Signup sheets can be used to allow students to self-signup for groups within a section		
Groups can use collaborative tools within the LMS in a private group environment		

Option for Peer Review of assignments is available		
Communication/Collaboration Tools		
Social bookmarking tool (shared list of web links submitted by students) exists		
Section Blog can be created		
Personal Blog and/or Journal can be created for each student within a section		
Wiki tool is available		
Shared File Storage for groups or a section can be created		
Groups can generate a group profile and/or homepage/site		
Discussions tool		
Can create an anonymous topic		
Can set a reading restriction such that a student cannot view the posts of others until after the student's first post		
RSS/Email Digest		
Ability to reply from e-mail/mobile devices back into discussions		
Auto grading of discussions based on some criteria (quantity and/or date and/or keyword) is possible		
Discussions can be locked / closed so that students can access and read but cannot post or modify existing posts		
File attachments can be made to discussion posts (will be scanned for viruses)		
Instant Messaging		
An Instant Messaging tool is available for Instructor and student to interact with. It is presence-aware (you can see who is 'online' by name/photo/avatar)		
Chat / Virtual Classroom		
Can draw on a whiteboard with participants within the chat tool		
Can draw on uploaded images with participants within the chat tool		
Has a hand raise mode for moderation		
Chat tool allows the moderator to use audio (microphone) in addition to text		
Chat tool allows the moderator to use video (camera) in addition to text		
Chat log (text) is kept of each session		

Chat recordings (full video of each session) can be created (if more than text chat is available)		
Can share / upload files to the chat tool		
Can create a poll and have attendees answer		
Can share computer screen (desktop sharing)		
Course Mail / Messaging		
Ability to correspond from e-mail/mobile devices back into mail		
Can forward or send a notification to external e-mail when a Message/LMS Mail is received		
Announcements tool		
Can post announcements to specific user roles		
Can post announcements to all users		
Ability to reuse announcements		
Can post an announcement containing attachments and/or multimedia		
Alerts and Notifications		
Can create alerts based on items within gradebook		
Instructor specified alerts		
Customize alerts on an institution level		
Alerts can be targeted to specific user roles		
Alerts can be forwarded to email and RSS and SMS		
Can create alerts based on faculty actions (i.e. to monitor faculty responsiveness)		
Calendar / Schedule		
Instructor can add/edit/delete items manually to a calendar for each section		
Due dates can be dynamically added to each section calendar		
Each user can add items to their personal calendar		
Can export calendar items in various formats (.ical, ics, etc.)		
Can import calendar items in various formats (.ical, .ics, etc.)		
Administrator can add global dates (holidays, institution specific) to the institution calendar		
Users can see dates from all calendars in one global view (all due dates, institutional items, private entries)		
Can link to activities (assignments, quizzes, discussions) from a calendar entry		
Roster Management and Student Tracking		

Ability to withdraw students from within the LMS		
Grade Management/Interface		
Can create grading rubrics for discussions and written assignments that both the instructor and student can view.		
Ability to create and save customized views of the gradebook for one student or a group of students.		
Ability to create and weigh grading categories		
Can email student from within the gradebook		
Can e-mail gradebook reports		
Instructor can adjust column width to view gradebook most efficiently		
Ability to delete multiple gradebook columns at one time		
Ability to sort gradebook by selected column (example: by last name, by highest grade, by first name)		
Ability for students to have all grades for all sections display in one view		
Ability of faculty to view the gradebook from a student's perspective		
Ability for faculty to assign final grade from within the grade book. Final grade can be automatically exported to Datatel Colleague ERP.		
Content Management/Interface		
Ability to provide metadata tagging on content		
Search tool available and can search for content within files or tools (discussions, quizzes, etc.)		
Ability to link to subscription (RSS) based media		
Language Support		
Instructor can change the language of the interface for a section		
Users can change the language of the interface for themselves		
Can submit assignments and grade (provide feedback) in multiple languages (Unicode support)		
Time Zone Support		
Users can change the Time Zone of the interface for themselves		
WYSIWYG Editor		
Option to clean Microsoft Word Code		

Release of Content / Due Dates		
Can release content or activities based on a student's review of specified content		
Can dynamically rollover due dates each semester		
Can update due dates from one screen		
Auto updating of quiz and assignment due dates based on individual student start dates and schedules.		
File Management		
Virus scanning of files that are uploaded by instructors and/or students		
Can drag/drop multiple files into the LMS		
WebDAV can be used to upload content		
Creation of sections based on and linked to a course master		
Ability to edit content live (edit the content pages and have them available immediately after the changes are saved)		
Student and instructor dashboard to alert any updates or changes to course or global content based on user preference		
Institutional Assessment		
Section level outcomes are available		
Program/Department/Group level outcomes are available		
Institution level outcomes are available		
Server level outcomes (at the highest level across all institutions) are available		
Ability to assess student outcomes and competencies through an integrated system		
Ability to aggregate course-level student learning outcomes across multiple sections of the same course		
Content Repository / Learning Object Repository		
Instructors create content and share it with other instructors		
Instructors can create content and share it at all levels in the hierarchy (with an entire institution, with the entire system)		
Content stored in the repository includes activities in addition to files (i.e. quizzes or assignments or discussion)		

Ability to create ad-hoc communities by email invitation (ex. - student clubs, alumni organization)		
Hierarchy and Organization		
Course and a Section hierarchy exists in the LMS (Example: You may have an ENG101 'course' that allows for multiple sections to be attached to it)		
An Intermediate hierarchy exists: Programs/Department/Group hierarchy exists in the LMS		
Institution level hierarchy exists in the LMS to allow for individuality at the college institution level		
System has the ability to allow for ad-hoc 'communities' to be created outside of the traditional course and section hierarchy. (e.g. groups, clubs, committees can be supported within the system outside of SIS).		
Ability to allow department chair access to all courses within a specific department.		
Portfolios		
There is a portfolio tool available within the LMS		
Portfolios can be created at the individual level		
Students can create portfolios for a course/section		
Ability to export a portfolio and download it for students to 'take with' them		
Standards and Compliance		
ADA Section 508 compliant		
WCAG compliant		
SCORM compliant		
Which version of SCORM is used?		
Can Import content in IMS format		
Can Export content in IMS format		
LDAP Authentication is supported		
Support for multiple authentications (i.e. multiple LDAP authentications)		
SSL is supported		

Quotas		
Can set section level quotas		
Can set user-level quotas		
Can set quotas based on role (instructors, students)		
Can adjust quotas for exceptions		
Branding		
Ability to customize the course interface so that individual courses have a unique look and feel (themes available, or color schemes can be changed, or course banners can be added)		
Ability to brand/customize at the institutional level in the hierarchy (if there is an institutional level) to allow for customization for each individual college.		
User and Role Management		
Ability to assign multiple instructors to a course		
Can create custom user roles		
Student and Instructor role are available		
TA role is available		
Delete users and courses/sections		
Export users in a variety of formats		
Guest or Auditor role is available		
Import users from a variety sources and in a variety of formats		
Ability to implement faculty evaluations from within the LMS		
Course/Section/Template Management		
Can create a section of a course based on 'template' or another existing section. This allows content to be reused.		
Can create default 'template' for each institution (to allow each college to have a default template for new sections that are created).		
Automatically create/update assessment and due dates in new courses based on student start date from a master course template.		
Internal Help		

Help from within the system is searchable		
Internal help documentation that appears within the system is customizable		
Context sensitive help is available (Example: if you are creating a discussion and click on Help, the discussion help appears first)		
Online video tutorials provided within the internal help		
Track student use of help functions and alert faculty if a particular student exceeds a threshold set at the section level		
Reporting and Statistics		
Faculty usage statistics are available at the administrator level (example: amount of time a faculty has spent in each course, the last time a faculty has logged in, etc.)		
Student usage statistics are available at the administrator level (example: amount of time a student has spent in each course, the last time a student has logged in, etc.). This information can be archived after the course is deleted		
Statistics are available showing the number of users and roles present at each level in the hierarchy (i.e. number of faculty, students within each section, within each institution, at the system level, etc.)		
Tool usage statistics can be gathered (i.e. number of sections utilizing each tool)		
Usage statistics of the system are available to measure load: peak times, number of logins per day, etc.		
A list of 'active' and 'inactive' courses can be generated based on the term or a date range.		

Ability to identify and report out students who have been inactive for X number of months and disable their access/remove them from the system.		
Ability to identify and report out sections that have been inactive for X number of months, archive those sections, and remove them from the system.		
Training and Documentation		
Existing training materials (video, written tutorials) are available for use in developing training		
Written End User (faculty) documentation about how to use the tools within the LMS is available in an electronic format		
Written documentation about how to use the tools within the LMS by students is available in an electronic format		
Faculty screencasts/videos are available demonstrating common tasks within the LMS.		
Student screencasts/videos are available demonstrating common tasks within the LMS.		
Is the help system customizable		
End User Accessibility		
Company website contains an aggregated list of all accessibility documentation.		
All product documentation is available in an accessible electronic format.		
Company has a 3 rd . party to analyze the product and to measure accessibility compliance.		
Product documentation includes information regarding accessibility features, limitations and workarounds of the product.		

Third Party Tools / Integrations

	Yes/No	Provide additional details if needed (keep short)
Datatel Colleague Integration		
Section creation based on Colleague data		
User account created based on Colleague data		
Enrollment of users in sections occurs based on colleague data		
Students can be dropped/withdrawn from within the course roster and updated in Colleague data.		
Grades can automatically be exported from the LMS to Colleague		
Publisher E-packs		
Course Compass (e.g. MyMath, MyPsych, MyNursing, Quia, maestro)		
Clickers / Classroom Response Systems		
Turning Point / Qwizdom		
eInstruction / PRS Interwrite		
Wimba VoiceTools		
Internet responses via student cell phones		
Web Conferencing Tools		
Elluminate		
Microsoft Live Meeting		
Adobe Connect		
Other		
Learning Objects Campus Pack		
QuestionMark Perception		
Second Life		
Twitter		
Facebook		
Google Applications Integration		
Smarter Measure (READI)		
TurnItIn.com		
Respondus Quiz/Survey software		

6. Services

Service	Y/N
6.1. Support	
6.1.1. 24x7x365 Support	
6.1.2. Dedicated contacts within the company for this account.	
6.1.3. Online bug and support call tracking viewable by customer.	
6.1.4. Tiered escalation path	
6.2. Implementation Assistance	
6.2.1. Migration Services	
6.2.2. Performance Tuning	
6.2.3. Professional Services	
6.2.4. Project Manager	
6.2.5. Project Timeline	
6.2.6. Regular (Weekly, Monthly, etc.) Planning	
6.3. Hosted Model	
6.3.1. Hosting	
6.3.2. Disaster Recovery	
6.3.3. Recovery from Catastrophic	
6.3.4. Recovery of a single course	
6.3.5. Offsite backup	
6.3.6. Security	
6.3.7. Uptime Monitoring	
6.3.8. Client Access to Server Performance Monitoring tools for monitoring performance through the load balancer as a typical end user.	
6.3.9. Client Access to Server Performance Monitoring tools for monitoring each web, application and database server directly.	
6.3.10. Client access to SNMP data for all web, application	

6.3.11. Virus scanning support for attachments/content	
6.4. User Community	
6.4.1. Conferences	
6.4.2. User Groups	
6.4.3. Webinars	
6.4.4. Website/Forums	
6.5. Initial Training	
6.5.1. System Administrators	
6.5.2. Faculty training	
6.5.3. Existing materials (video, tutorials) available	
6.5.4. Train-the-Trainer	
6.6. On-going Training	
6.6.1. System Administrators	
6.6.2. Faculty training	
6.6.3. Existing materials (video, tutorials) available	
6.6.4. Train-the-Trainer	
6.7. Documentation	
6.7.1. User Documentation	
6.7.2. Hosting guidelines	
6.7.3. Server configuration	
6.7.4. Standard service profile/process for license types	

7. RFP Response – Narrative

Please note the following response requirements or your response may be disqualified. This section of the LMS RFP is seeking detailed responses to the following questions and topics for qualitative analysis. Provide a description for each item, rather than simply an affirmative/negative response.

7.1. Product Roadmap

- 7.1.1. Do you have a standard release schedule for version upgrades? If so, what is the release schedule?
- 7.1.2. How often are major releases typically available?
- 7.1.3. How often are minor releases typically available?

- 7.1.4. When there is a security issue or immediate fix needed, what is the turnaround time for a patch / hotfix to be released?
- 7.1.5. Please give an example of a security issue and hotfix that your company has encountered in the past. Provide a brief summary of the security issue, the timeline for the development, testing, and release of the hotfix.
- 7.1.6. What is the typical downtime and preparation time required to move to a newer version?
- 7.1.7. Are hosted systems and self-hosted systems on the same release schedule?

7.2. System Architecture and Viability

- 7.2.1. What are the unavoidable single points of failure
- 7.2.2. Can routine hardware maintenance be performed without disrupting the system availability to users?
- 7.2.3. How does the system degrade when the load becomes too much?
- 7.2.4. What are the alerts or warnings that appear when this happens?
- 7.2.5. Describe the logging that is available from your system. Include the types of logs available, standards used to create the logs and the data available.
- 7.2.6. Describe the processes for testing hot fixes and new releases.
- 7.2.7. What kind of performance tests are done on the system before software is released
- 7.2.8. What comprehensive functional tests are performed? How does the QA process check for accessibility?
- 7.2.9. What methods are employed for performing a LMS backup of the database and application servers? Describe the backup schedule, retention, and location of media for the proposed solution.
- 7.2.10. What are the methods for course section backups?
- 7.2.11. What are the methods for course(s) and section(s) recovery and the amount of time required to perform the recovery?
- 7.2.12. Can a single section be recovered from the course backup?

- 7.2.13. Define the course roll over process. Can courses be archived and backed up by semester or date range? Can this be done without affecting end-user performance?
- 7.2.14. Describe the backup system configurations (hardware and software) that are recommended.
- 7.2.15. How does the system secure data between the client and the LMS and the application servers and the database? What standards are employed, e.g. SSL, encryption, etc. Explain in detail how all data is secured.
- 7.2.16. What migration tools, utilities, training and services do you provide to move from our LMS to your LMS
- 7.2.17. Describe how your product (feature) passes Section 508 Software Applications and Operating System Criteria 1194.21 (a) - (l) and / or Web Criteria 1194.22 (a) - (p) and provides equally effective access for individuals using a robust range of assistive technologies.

7.3. Partnership

- 7.3.1.1. What opportunities are available for the District to assist in shaping product, support and services provided by the company?
- 7.3.1.2. What kinds of events and user communities are available and/or supported by the LMS provider in order to learn from other users and clients?
- 7.3.1.3. What existing curriculum can the company make available to the District, should the colleges be interested in its use?

7.4. Implementation Summary

- 7.4.1. Provide an example implementation plan (including timeline) for the District, based on your experiences and where we are currently (See section 5.1). Include the timeline, migration options (do you have tools to assist, do you offer professional migration services, etc.), and describe how the project would be managed. Please also include a summary of a similar project (multi college district implementation) to demonstrate your expertise (if not previously provided as part of the Reference list).

7.4.2. Local Implementation (*If hosted is the only solution you are providing, you may skip this section*)

- 7.4.2.1. How many FTE (Full Time Equivalent) staff members are needed to maintain the system based on the implementation recommended in section 5.1? Be sure to include the skill sets that these staff members will need to run the system/product.

- 7.4.2.2. Please describe the hardware / software / design of the production system that would be recommended for a district our size. Include the name of the underlying database of LMS.
- 7.4.2.3. Can Software and all components be run in a virtualized environment (e.g. VMware servers)
 - 7.4.2.3.1. Describe any costs as well as any disadvantages to running the software in a completely virtualized environment
- 7.4.2.4. Describe a standard backup system configuration (hardware and software) that could be used to support a system in Section 5.1.
- 7.4.2.5. How resilient is the product to hardware and software failure?
- 7.4.2.6. What levels of redundancy can be integrated into the system’s architecture?
- 7.4.2.7. What technology assumptions (both network and system) are made with the installation of your product?
- 7.4.2.8. Describe any additional hardware and software needed or recommended to complete implementing and managing the product.
- 7.4.2.9. Describe both the minimum and recommended hardware, software and bandwidth setup for accessing the system off-campus (e.g. a student accessing a class from home).
- 7.4.2.10. Is it possible to complete nightly or weekly section backups for a production system with a few thousand course sections? Does this process require system downtime?
- 7.4.2.11. Describe any scalability limitations of the database management system used.
- 7.4.2.12. How would the District perform LMS disaster recovery?

7.4.3. Hosted Implementation (*If ‘local implementation’ is the only solution you are providing, you may skip this section*)

- 7.4.3.1. How are updates managed with hosted clients? Are updates installed by asking the client for acceptance? How are clients notified of upgrades and how much lead time is given?

- 7.4.3.2. What metrics are used to determine level of service?
- 7.4.3.3. How is the customer informed about whether service level objectives are being met?
- 7.4.3.4. Briefly describe the in-house backup and disaster recovery procedures.
- 7.4.3.5. What is the process for requesting part of the archive? What is the typical turn-around time to send a client part of the archive in the past twelve months?
- 7.4.3.6. For the purposes of calculating the uptime guaranteed in the SLA, what is your definition of when a system is “down” or not available?
- 7.4.3.7. When system performance is poor what tools does your team use to monitor the system and be alerted to the performance problem?
- 7.4.3.8. When your team is alerted to a system performance problem what actions are taken to notify the technical point of contact at the client?
- 7.4.3.9. How does the alert process change after normal business hours and on weekends?
- 7.4.3.10. What is the notification process for District personnel to report system performance issues?
- 7.4.3.11. How does the notification process change after normal business hours and on weekends?
- 7.4.3.12. If your hosting facility is in time zone outside of Pacific Zone, how does your company support time zone issues?
- 7.4.3.13. In the event of a service failure describe the recovery time objective and recovery point objective for a return to service. Are disaster recovery systems regionally locally diverse, regionally diverse, or globally diverse?
- 7.4.3.14. What is your recommended business continuity strategy for us to follow in the event of an extended service outage lasting more than 24 hours?
- 7.4.3.15. Describe the data center that would house the District’s environment. Include information on security, network infrastructure, servers, etc.

7.5. General

- 7.5.1. Why should the District choose your product and your company? Please provide a concise narrative as to why your LMS product and your company are best able to serve the District.

Include any key items about your company and unique features of your product that distinguishes it above others.

8. EVALUATION CRITERIA

The following is a listing of general and specific criteria used for the evaluation of this RFP. The areas include, but are not limited to:

8.1. General quality of responsiveness of proposer:

- A. Ability to meet all terms and conditions
- B. Completeness and thoroughness of proposal
- C. Grasp of scope of work to be performed
- D. Description of approach to be taken
- E. Evidence of effective organizational and management practices
- F. Qualifications of personnel
- G. Experience and past performance

8.2. Specific areas that will be evaluated and scored:

- A. The professional, technical and managerial qualifications and experience of the firm and the personnel to be assigned to this program.
- B. Past experience in providing comparable services to other clients.
- C. Responses to Scope of Work.
- D. Responses to Minimum and Specific Requirements.
- E. Respondent Questionnaire responses.
- F. Pricing to include package and itemized by possible components

Proposals will be evaluated in accordance with the following three-step process:

STEP ONE - Verification of each proposer's compliance with the RFP general terms and conditions as listed in Section 1, 2 and 3 of this RFP.

STEP TWO - Verification of each proposer's compliance that all required written responses/confirmations are thoroughly submitted.

STEP THREE – All proposals meeting the criteria as presented in Steps One and Two will then be subjected to a "points-earned compliance matrix". An evaluation committee will evaluate and score the proposals. The proposals will be ranked on a "points-earned" technical, service and financial compliance matrix. Due to this type of evaluation procedure, the lowest dollar priced service **may** or **may not** indicate the successful proposer. Price constitutes only one of several evaluation criteria.

Proposers may be requested to make oral presentations including a demonstration of key functions to the evaluation committee at our District Office in Martinez, California.

9. **RESPONDENT QUESTIONNAIRE**

- 9.1. Describe your company and its history in successfully providing the services requested (in this document) to previous clients.
- 9.2. Describe your ability to successfully provide and/or comply with all of the items listed in Section.
- 9.3. Describe any other qualities, qualifications, and/or examples that further demonstrate your abilities to provide the services requested in the RFP.
- 9.4. If Hosted model is presented then disclose location of datacenters where solution is to be hosted and data will reside.
- 9.5. Describe company health, including financials or current litigations.

NOTE: When responding to this section, clearly identify in your proposal response each paragraph number shown above and your response to that paragraph.

10. **Pricing Schedule**

The undersigned has read and understands all conditions and terms of this RFP and is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the **pricing** indicated below. The following terms and conditions shall be a part of any subsequent contract awarded as a result of this Request for Proposal and are to be adhered to by the proposer.

- 10.1. Pricing provided for a one year, two year and three year contract.
- 10.2. The prices submitted by the Proposer on the Pricing Schedule will be fixed firm for one year from the date of award, except in the event of a price reduction.
- 10.3. Price Increases: Any requests for a price increase for a succeeding contract year:
- 10.4. Must be submitted not less than thirty (30) days prior to the expiration of the current contract year.
- 10.5. Must be accompanied by complete and specific documentation to justify the need for a price increase.
- 10.6. The District reserves the right to accept, reject or negotiate the price increase, whichever is in the best interest of the District. Requests for price increases may be a factor in contract renewal.
- 10.7. Price Reductions: Notifications of price reductions may be submitted to District for consideration at any time during the contract period, and will become effective immediately.

10.7.1. Unit or Project price increases are NOT ALLOWED after the issuance of a Purchase Order unless a signed Change Order is issued by the District Purchasing Department.

11. Pricing scenarios

11.1. The District is requesting pricing based on either scenario listed below or both if you offer:

11.1.1. A hosted (SaaS) environment

11.1.1.1. For all 3 Colleges and 2 centers in approximately 4000 sections in total for each term

11.1.1.2. For all 3 Colleges and 2 centers in approximately 30% of the 4000 sections in total for each term to be using LMS

11.1.2. A District hosted enterprise environment

11.1.2.1. For 3 Colleges and 2 centers in approximately 4000 sections in total each term to be using LMS.

11.1.2.2. For 3 Colleges and 2 centers in approximately 30% of the 4000 sections in total for each term to be using LMS

For each scenario listed above, provide a detailed pricing sheet. Each price sheet must include the following:

11.2. License Cost

Describe costs, requirements, user or number limitations for:

11.2.1. Twelve month minimum warranty required. Indicate length of initial warranty period and cost of 12 month warranty if not included

11.2.2. Cost of additional warranty period for each additional 12 month period beyond the initial 12 month period

11.2.3. Indicate whether the license is perpetual or not

11.2.4. Indicate discounts for prepayment of license

11.2.5. Base system

11.2.6. Additional modules

11.2.7. Customizations

11.2.8. Cost of required 3rd. party software, if applicable

12. Technical and User documentation

12.1. The cost to purchase additional copies of Technical and User Documentation

13. Installation, Conversion, Integration Costs

13.1. The cost to install LMS as an enterprise application for the District.

13.2. The cost to install LMS as an enterprise application in hosted environment.

13.3. The costs to convert existing courseware and associated data to the new LMS (e.g. average cost per course, cost to migrate user database and other system data, etc.) Show an itemized cost for conversion of existing courses (see section 3 for LMS currently being used at the District.)

13.4. The cost of services to integrate the LMS with the District's Student Information System (Datatel Colleague). Indicate which services are mandatory versus optional.

14. Training

14.1. The cost of training units not included in the license cost.

14.2. The cost of additional training units calculated per unit or in training blocks.

14.3. The cost of on-site training.

14.4. The cost of web based training (if unit based costs are relevant, please provide)

15. Service, maintenance, annual, miscellaneous one-time costs

15.1. The cost of Service Agreement Options.

15.2. The cost of the minimum required service agreement.

15.3. The cost of other required service and maintenance.

15.4. The cost of unlimited 24x7 phone technical support

15.4.1. For system administrators

15.4.2. For Faculty

15.4.3. For Students

- 15.5. The cost (hourly rate) to access various support levels for in-house consulting.
- 15.6. The cost of any required one-time initial service, set-up, consulting, implementation, training, orientation costs.
- 15.7. The cost of on-site consulting and support.
- 15.8. The cost of annual maintenance.
- 15.9. The cost of any software upgrades if not covered by the annual maintenance cost.
- 15.10. The discount for prepayment of maintenance.
- 15.11. The cost of load testing.

16. Infrastructure costs

- 16.1. The number and cost of servers to support the base LMS.
- 16.2. The cost for bandwidth additions to support the LMS.
- 16.3. The number and cost of servers to support any LMS modules or LMS functions.
- 16.4. The number and cost of any additional hardware for integration with 3rd. party applications.

17. Other costs

- 17.1. The cost and pricing options for each proposed 3rd. party application.
- 17.2. Any other recurring costs associated with the RFP that is not covered by the warranty or annual maintenance.
- 17.3. Any scheduled cost increases in the next two years.

18. Provide any other costs that may be incurred that are not listed above.

No billing will be accepted that shows any other costs than those listed above. This includes, but is not limited to, travel, any out-of-pocket costs, meetings, secretarial, printing, delivery, rent, phone calls, postage, overnight mail service, accounting, fuel charges, office supplies, etc.

You may submit a more detailed pricing schedule in lieu of the above as an attachment to this page.

Section III

SIGNATURE PAGE—4CD-25 LMS RFP

(To be included with proposal submission)

To: Contra Costa Community College District
Attn: Ben Cayabyab
500 Court St.
Martinez, CA 94553-1278

Pursuant to and in compliance with this Request for Qualifications and Fee Schedule Proposal (RFQ & FSP), after carefully reviewing all the terms conditions and requirements contained herein, the undersigned agrees to furnish such services in accordance with this RFQ & FSP, inclusive of items proposed.

The undersigned declares under penalty of perjury under the laws of the State of California that the representations made in this proposal response is true and correct.

NOTE: ALL ENTRIES SHALL BE LEGIBLE AND SHALL BE PRINTED ABOVE THE LINE PROVIDED.

Type or Print Name/Title

Signature

Date

Name of Company

Address

City State Zip Code

(_____) _____
Area Code Telephone Number

(_____) _____
Area Code Fax Number

EXHIBIT A

“Non-Collusion Affidavit”
To Be Executed By Contractor
And Submitted With Proposal

State of California
County of _____

_____, being first duly sworn, deposes and says that he or she is _____ of the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any disclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the contractor has not directly or indirectly induced or solicited any other contractor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any contractor or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the contractor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the contractor or any other contractor, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other contractor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further, that the contractor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

(Date)

(Signed at (Place))

Contractor Name
(Person, Firm, Corp.)

Authorized Representative

Address

Representative's Name

City

State

Zip Code

Representative's Title