

MISSOURI WESTERN STATE UNIVERSITY

REQUEST FOR PROPOSAL 18-010

FOR

LEARNING MANAGEMENT SYSTEM

Submission Deadline: September 26, 2017, 2:00 p.m. Central Time

Questions and/or requests for clarification of this RFP should be submitted via email to the Purchasing Manager, Kelly Sloan at purchase@missouriwestern.edu. All questions and/or clarifications can be sent at any time regarding this RFP to the Purchasing Department until 2:00pm on September 12, 2017. Questions received after this date may not be answered. Please reference the RFP# on all correspondence. Answers to the submitted questions will be e-mailed to each vendor as an addendum to this solicitation. It is the responsibility of all interested parties to read this information and return it as part of the RFP confirming receipt.

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**Introduction**

Missouri Western State University (MWSU), a public higher education institution, is seeking proposals for a Learning Management System (LMS) for online, blended and face-to-face courses.

**School Overview**

Detailed information regarding Missouri Western State University may be found at <http://www.missouriwestern.edu/about/>

**Bidder Instructions**

* Proposals may not be accepted if the RFP number is not on the outside of the envelope.
* Proposal must be prepared in accordance with Submission Material (described below). Those proposals, which are not in compliance, may be deemed non-responsive.
* The last day for questions regarding this RFP is 2:00 p.m. Central Time, September 12, 2017. These should be submitted to purchase@misssouriwestern.edu.
* RFP should be submitted no later than September 26, 2017, 2:00 p.m. Central Time to:

**Purchasing**

**Missouri Western State University**

**Popplewell Hall 221**

**4525 Downs Drive**

**Saint Joseph, Missouri 64507**

**Submission Materials**

ELECTRONIC AND/OR FAXED COPIES WILL NOT BE ACCEPTED. Responses must be signed and sealed in mailing envelopes with the Respondent’s name and address clearly written on the outside. The Request for Proposals Bid Number **(RFP18-010)** shall also be clearly marked on the outside of the envelope or package. The following items should be mailed to MWSU by September 26, 2017 by 2:00pm.

* Invitation to Bid Page: Complete the required vendor contact information for RFP18-010.
* Introduction: Briefly introduce your company, indicating whether the company is local, regional, national or international. Provide a profile of the company including, but not limited to, the approximate number of professional staff employed. Indicate the name of the person(s) who will be authorized to make representation for and to bind the company, their titles, addresses and phone numbers.
* Beginning on page 4 provide detailed responses to each point addressed in Proposal Section.
* References (3) specifications found on page 10.
* Pricing: Include page 11, pricing page to provide a brief overview of your proposal pricing. Specifications found on page 4, under the Proposal Term & Pricing Ceiling section.
* Addendum: Include any addendums for verification of receipt.
* Include one (1) original plus four (4) copies of all proposal submission materials for a total of five (5) hard copy documents.

**Proposal Term & PRICE CEILING**

MWSU is seeking a multi-year contract for full implementation beginning on July 1, 2018 running until at least June 30, 2021. Proposals running through June 30, 2022 will be considered. In addition, a quote for a limited pilot involving 500 student FTE is desired, which will allow testing of the LMS during the Fall of 2017 after selection of an LMS vendor and during the Spring of 2018 until the main contract begins on July 1, 2018.

Upon mutual agreement by the vendor and MWSU, the contract may be renewed by MWSU on a year-to-year basis following the initial contract period.

Annual price of agreement may not exceed $100,000.

**Proposal**

Vendor is asked to include a detailed response to each point addressed in this section. Address each point and make any necessary explanation or qualification. Vendor is to respond in order and refer to the section number key point in the response.

**IT/SYSTEM REQUIREMENTS & INTERFACE**

1. System specifications should include, but are not limited to, the items below.
2. System must be web-based, requiring no software installation on local client machines.
3. Describe additional add-ons (if any) that are necessary to run the web based software, e.g. installation of Active X, Java, or Flash components.
4. Describe compatibility features with Windows, Mac, mobile devices, etc.
5. Must support current and recent-past versions of major browsers such as Chrome, Firefox, Internet Explorer, Safari, Microsoft Edge and Opera.
6. Must be able to integrate with Ellucian’s Banner student information system.
7. If applicable, list and describe all data interface options available for transporting data between the Banner system and the software solution. Describe any and all additional work that must be performed by Missouri Western staff or by vendor staff in order to make any of the interface options fully functional with the Missouri Western Banner environment. Describe frequency of data pushes from Banner to vendor’s software (every 5 minutes, 1 hour intervals, 1 day intervals) and from vendor’s software to Banner.
8. Describe the physical hardware required to support your software solution and database(s).
9. Describe the data backup options and the options available for selecting the frequency of backups.
10. Describe the sign on process with regard to using the MWSU Luminis Portal system and how Single Sign On (SSO) can be incorporated for logging into the software solution. Identify any additional software required to support SSO.
11. Describe the data encryption and security measures used while transporting data from Banner to the software solution and from the software solution to Banner.
12. Must provide access to a test environment to test new functionality and integrations.
13. Explain bandwidth/storage quotas included with the basic system, and cost of additional storage and/or bandwidth.
14. Explain processes for protecting data security, including FERPA compliance.
15. Describe the technical infrastructure associated with hosting/SaaS services, including SLA thresholds, descriptions of redundancies, storage capacity, network throughput requirements, and other pertinent hosting information.
16. Explain downtime procedures, planned and unplanned.
17. Describe how, in the event of contract termination, data would be extracted and provided to MWSU.

**FUNCTIONAL REQUIREMENTS**

This section contains the mandatory functional requirements to be answered by bidder.

**A. Communication:**

1. Student & faculty profiles with pictures.
2. Announcements tool.
3. Email capability.
4. Customizable notification system (email, text, via app, etc.).
5. Integrated global activity feed and calendar.
6. Access to data related to student activity.

**B. Collaboration**

1. Collaboration tools (blog, wiki, discussions, etc.).
2. Capacity for web conferencing.
3. Audio/video recording ability built into the system.
4. Ability for instructors/students to create and manage groups.

**C. Assignment Management:**

1. Ability to associate rubrics with assignments.
2. Ability to associate outcomes with assignments.
3. Calendar links dynamically to activity due dates.
4. Integration with plagiarism detection tool (internal or external).

**D. Content Management**

1. Role-based content management system.
2. Instructor import and duplication of materials (course copy).
3. Conditional release of content.
4. File storage shared across courses.
5. Integration with external storage (OneDrive, Dropbox, Google Drive, etc.).
6. Integration with external content providers (Pearson, McGraw Hill, etc.).
7. Integration with external web applications (Google Docs, Twitter, etc.);
8. Ability for faculty/students to openly publish content.
9. Provide faculty with a Learning Object Repository (LOR), or similar tool, to share/use content created by other institutions in the community.

**E. Assessment**

1. Import/export of exam questions.
2. Exam statistics/analytics.
3. Item analysis of questions.
4. Intuitive grading processes.
5. Random question order capacity.
6. Publisher test banks can be imported.
7. Exam security tools can be integrated (Respondus, etc.).

**F. Course Building**

1. Content can be imported from Moodle.
2. Customizable course layout and design.
3. Drag & drop content creation and management.
4. Visual (WYSIWYG) editor.
5. HTML editor.

**G. Gradebook**

1. Efficient grading workflow.
2. Ability to grade and provide feedback for external submissions.
3. Gradebook import & export.
4. Number and letter grade options.
5. Selective release of grades.
6. Various views/displays of gradebook information (group and individual).
7. Weighting of gradebook items.

**H**. **ADA Requirements:**

1. System complies with WCAG 2.0 - Please provide VPAT.
2. System has flexible options for student accommodations, including extended time, number of attempts, dates, etc.

**I. Administration**

1. Automatic course creation and instructor enrollment based on student information system.
2. Automatic (SIS integration) and manual (as-needed) user account creation.
3. User enrollment in courses through both automatic and manual mechanisms.
4. Definition of additional user roles (sets of privileges) as needed.
5. Scheduling and duration of courses based on term dates.
6. Instructor can override start/end date of course.
7. Instructor control over course availability to students.
8. Statistics are available by term, including courses, user counts, and enrollments.
9. Data reporting and query capabilities for administrators.
10. Describe the availability of and any additional cost for system administrator training.
11. Explain your standard product support levels.
12. Searchable knowledge base for administrators.
13. Comprehensive faculty and student online help pages and guides.
14. Provide information about how clients are involved in the development of software and services, any national or regional users’ groups, regional or national conferences, and other support communities.

**INSTALLATION, HELP DESK & DOCUMENTATION**

1. Describe all installation process options and data conversion options and provide a typical installation time schedule.
2. Describe suggested training and any additional cost for institution’s technical staff and end-users.
3. Describe implementation support services, including delivery and installation, customization support, integration support, consulting support etc.
4. List documentation provided, including technical documentation, online guides, etc.
5. Describe the process in which functional users and administrators receive ongoing support once the implementation process has been completed (e.g. on-line support, phone-in support, vendor provided help desk services, documentation).
6. Describe the service offerings and frequencies for software updates, new releases, corrective patches, etc.

**PERFORMANCE STANDARDS**

MWSU will outline the Performance Standards with those vendors that MWSU wishes to negotiate a contract with during contract negotiations.

**WARRANTIES, SOFTWARE AND TRAINING**

Describe all warranties, software maintenance, and training options that will be available with the purchase of the software.

**rfp TIMELINE**

RFP Issued September 5, 2017

Deadline for Submission of Questions September 12, 2017

RFP Open Date September 26, 2017

Zoom Presentations by Finalists (if requested by committee) October 2 thru 6, 2017

Selection Committee Recommendation of LMS No later than October 10, 2017

Contract Awarded\* October 10, 2017

\*Unless Board of Governor’s approval needed, then new date will be determined)

**Optional Services**

Vendor should provide MWSU with any related services, enhancements or features that it feels would be beneficial to MWSU as well as related costs. Such optional services may be included in the agreement with a detailed description.

**Evaluation and Selection**

For vendors who meet the minimum qualifications their proposals shall be evaluated by the Selection Review Committee.

Responses to this RFP will be evaluated upon the features and functionality stated in the proposal and the related costs as well as the responses provided.

Factors that will be considered during the assessment and decision process include:

1. bids for services added by the vendors if the added services are judged to be desired by MWSU.
2. information from references provided by prior and current customers of the vendors.

**MIMIMUM QUALIFICATIONS**

As past performance is the best predictor of future success, MWSU has established minimum experience qualifications in order for a vendor to be considered.

The vendor must have experience in providing their current generation LMS to at least 100 universities.

**REFERENCES**

Every vendor must provide at least three (3) references which reflect a successful implementation of similar scope and size. References should include the following information:

* Customer name and address
* Contact person and telephone number
* Description of the Project
* Number of students

**On campus or ZOOM interviews**

Finalists may be interviewed on campus or via Zoom (1 hour limit for presentation), allowing vendors to present a summary of their qualifications and proposals.



**Pricing Page**

Please include information regarding your pricing structure for the pilot testing and subsequent years. Include also your pricing for initial implementation year and then subsequent years and any additional information that would be helpful.

Pilot involving 500 student FTE until June 30, 2018 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Initial year pricing (7-1-18 to 6-30-19) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Second year pricing (7-1-19 to 6-30-20) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Third year pricing (7-1-20 to 6-30-21) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Optional Fourth year (7-1-21 to 6-30-22) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONDITIONS OF BID AND SALE:

The vendor must comply with all Federal, State and Local regulations and laws.

Proposals received after the deadline will not be accepted or considered.

Missouri Western State University reserves the right to reject any and all proposals received in response to this RFP and to waive any minor irregularity or informality.

Pricing must be FOB Missouri Western State University

Authorized Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_