

Request for Proposal

Learning Management System (LMS) RFP

Procurement Services
University of Wyoming
Laramie, Wyoming 82071



PROPOSAL DUE: February 12, 2013
2:00 P.M. MST

SECTION I

UNIVERSITY OVERVIEW

The University of Wyoming is the only accredited four-year school in a state of nearly one-half million people. The University is dedicated to providing quality instruction to students, conducting valuable research programs, and serving Wyoming through a wide variety of educational and cultural programs. The University has more than 2,800 benefited faculty and staff dedicated to educating more than 13,000 students. Approximately 180 undergraduate, graduate, and professional programs of study are offered with seven colleges: Agriculture, Arts and Sciences, Business, Education, Engineering, Health Sciences, and Law. The main campus is located in Laramie, but extends learning opportunities through a variety of credit and non-credit outreach programs, including the UW/Casper College Center and classes offered through Wyoming's seven community colleges. Additional information regarding the University of Wyoming is available at <http://www.uwyo.edu>.

SECTION II

ADMINISTRATIVE INFORMATION

- A. **ISSUING OFFICE:** This Request for Proposal (RFP) is issued for the University of Wyoming by Procurement Services.
- B. **INVITATION TO SUBMIT PROPOSALS:** The University of Wyoming is hereby contacting prospective Offerors whom the University deems potentially qualified to meet its needs.
- C. **PURPOSE:** This RFP provides prospective Offerors with sufficient information to enable them to prepare and submit proposals for consideration by the evaluation team to satisfy the University's needs for an enterprise-level learning management system (LMS).
- D. **SCOPE:** This RFP contains the instructions governing the proposal and the material to be included herein; mandatory requirements which must be met to be eligible for consideration; and other requirements to be met by each proposal.

E. SCHEDULE OF ACTIVITIES

	Activity	Date	Time (Mountain Time)
1.	RFP e-mailed to potential and interested retail providers.	1/15/2013	5:00 P.M.
2.	Last day to submit questions concerning the RFP.	1/24/2013	2:00 P.M.
3.	Proposals due (one electronic copy and two hard-copies each in a separate three-ring binder).	2/12/2013	2:00 P.M.

- F. **INQUIRIES:** Prospective Offerors may make inquiries concerning this RFP to obtain clarification of requirements. Send inquiries to the attention of:

Greg Livingston
Assistant Procurement Services Manager
Dept. 3605
1000 E. University Avenue
Laramie, WY 82071-3605

E-mail: libbie@uwyo.edu
 Voice: 307-766-5718
 Fax: 307-766-2800

Please include the following reference on the face of your envelope or as the subject of your e-mail:

Learning Management System RFP

Response to any Offeror's inquiries will be made in writing by Procurement Services in a timely manner to all prospective Offerors. Any oral interpretations or clarifications of this RFP shall not be relied upon. All changes to this RFP must be in writing to be valid.

- G. **MODIFICATION OR WITHDRAWAL OF PROPOSALS:** Proposals may be modified or withdrawn by the Offeror prior to the established due date and time.

- H. PROPOSAL SUBMISSION: Responses should be submitted via email in Microsoft Word format or other electronic media agreeable by the University. Electronic versions are mandatory. In addition to the mandatory electronic version, a signed copy of the RFP must be sent to the below address. The e-mail and two (2) original signed copy responses will be accepted up to but no later than February 12, 2013, 2:00 P.M. Mountain Time. Late responses will not be accepted. The e-mail responses should be forwarded to the following e-mail address. The proposals will be opened and the names of all proposers will be read aloud at that time.

libbie@uwyo.edu

The proposal package, if sent via the U.S. Postal Service, shall be sent to:

**University of Wyoming
Procurement Services
1000 E. University, Dept. 3605
Laramie, WY 82071**

If sent via any other carrier, please send to:

**University of Wyoming
Procurement Services
16 and Gibbon
Laramie, WY 82071**

It is the responsibility of the Offeror to ensure that the proposal is received by the University of Wyoming Procurement Services on or before the proposal submission deadline. Offerors mailing RFP copies are advised to allow sufficient mail delivery time to ensure receipt by the time specified.

Proposals must be submitted and sealed in a package showing the following information on the envelope.

OFFEROR'S NAME

Learning Management System RFP

February 12, 2013, 2:00 P.M. MST

The University of Wyoming Form of Proposal **MUST** be signed in ink by the Offeror or an officer of the Offeror who is legally authorized to bind the Offeror to the proposal. Proposals which are determined to be at a variance with this requirement may not be accepted.

- I. ADDENDUM OR SUPPLEMENT TO REQUEST FOR PROPOSAL: In the event that it becomes necessary to revise any part of this RFP, an addendum will be mailed (and/or faxed/e-

mailed if deemed appropriate) to each Offeror who received or requested the original RFP. It is the responsibility of Offerors, prior to bid date, to inquire as to addenda issued and to ensure their bid reflects any and all changes. Procurement Services will maintain a register of holders of this RFP. Any party receiving this RFP in a fashion other than by receipt from Procurement Services should inform Procurement Services of its interest to ensure receipt of any addenda. All addenda must be acknowledged on the Form of Proposal page and copies of the signed addenda must be included in the offeror's proposal.

- J. ACCEPTANCE OF RFP TERMS: A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the Offeror or an officer of the Offeror legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the Offeror of all terms and conditions including compensation, as set forth herein. An Offeror shall identify clearly and thoroughly any variations between its proposal and the University's RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance.
- K. CONFIDENTIAL/PROPRIETARY INFORMATION: Any restrictions on the use or inspection of material contained within the proposal shall be clearly stated in the proposal itself. Written requests for confidentiality shall be submitted by the Offeror with the proposal. The Offeror must state specifically what elements of the proposal are to be considered confidential/proprietary. Confidential/proprietary information must be readily identified, marked, and separately packaged from the rest of the proposal. Co-mingling of confidential/proprietary and other information is NOT acceptable. Neither a proposal in its entirety, nor proposal price information will be considered confidential/proprietary. Procurement Services will make a written determination as to the apparent validity of any request for confidentiality. The written decision of Procurement Services will be sent to the Offeror as required.
- L. RFP RESPONSE MATERIAL OWNERSHIP: All material submitted regarding this RFP becomes the property of the University of Wyoming. Proposals may be reviewed by any person after a contract has been issued, subject to the terms of law. The University of Wyoming has the right to use any or all information/material presented in reply to the RFP, subject to limitations outlined in Proprietary/Confidential Information. Disqualification of an Offeror, or submission of an unsuccessful proposal, does not eliminate this right.
- M. SELECTION OF PROPOSAL: Upon review and approval of the evaluation committee's recommendation for award, Procurement Services will issue a "Notice of Intent to Make an Award" letter to the apparent successful Offeror.
- N. ACCEPTANCE OF PROPOSAL CONTENT: The contents of the proposal (including persons specified to implement the project) of the successful Offeror will become contractual obligations if acquisition action ensues. Failure of the successful Offeror to accept these

obligations in a contract may result in cancellation of the award and such Offeror may be removed from future solicitations. The award will be made to that Offeror whose proposal, conforming to the RFP; will be the most advantageous to the University of Wyoming. The University does not forfeit its sovereign immunity through the execution of the contract.

- O. STANDARD CONTRACT: The University of Wyoming reserves the right to incorporate standard UW contract provisions (Special Provisions) and other provisions noted in this RFP into any contract resulting from this RFP, such as, but not limited to the following: <http://www.uwyo.edu/procurement/terms-and-conditions/index.html>.
- P. RFP CANCELLATION: The University reserves the right to cancel this Request for Proposal at any time, without penalty.
- Q. INCURRING COSTS: The University of Wyoming is not liable for any cost incurred by Offerors prior to issuance of a legally executed contract. No property interest, of any nature, shall accrue until a contract is awarded and signed by all concerned parties.
- R. MINORITY PARTICIPATION: It is the University's goal to maximize participation of minorities in the procurement process. Accordingly, minority enterprises are to be utilized when possible. By the submission of a proposal the Offeror shall agree to utilize the maximum amount of minority business firms that the Offeror finds to be consistent with the efficient performance of any resulting contract.
- S. EQUAL EMPLOYMENT OPPORTUNITY/DIVERSITY (Affirmative Action) Program
The University is committed to equal opportunity for all persons in all facets of the University's operation. The University's policy has been, and will continue to be, one of nondiscrimination, offering equal opportunity to all employees and applicants for employment on the basis of their demonstrated ability and competence without regard to such matters as race, sex, gender, color, religion, national origin, disability, age, veteran status, sexual orientation, genetic information, political belief, or other status protected by state and federal statutes or University Regulations. It shall also be the policy of the University to utilize an affirmative action approach in the recruiting, hiring and promotion of women, people of color and other persons from designated groups covered by federal statutes, executive orders and implementing regulations in order to achieve a diverse workforce and student body (UW Regulation 1-3).
- T. REJECTION OF PROPOSALS: The University of Wyoming reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, by the specific bid opening time and date, and to accept any portion of a proposal or all items proposed if deemed in the best interest of the University of Wyoming.

- U. PARENT COMPANY: If an Offeror is owned or controlled by a parent company, the parent company name, main office address, and parent company's tax identification number shall be provided in the proposal.
- V. NEWS RELEASES: News releases pertaining to this RFP shall NOT be made prior to execution of the contract without prior written approval by the University.
- W. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:
 1. By submission of this proposal, each Offeror, and in the case of a joint proposal, each party thereto, certifies as to its own organization, that, in connection with this procurement:
 - a. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Offeror or with any competitor;
 - b. Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Offeror and will not knowingly be disclosed by the Offeror prior to opening, directly or indirectly, to any other Offeror or to any competitor; and
 - c. No attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
 2. Each person signing the Form of Bid form of this proposal certifies that:
 - a. He/She is the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he has not participated, and will not participate, in any action contrary to (1 a) through (1 c) above; or
 - b. He/She is not the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein but that he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to (1 a) through (1 c) above, and as their agent does hereby so certify; and he has not participated, and will not participate, in any action contrary to (1 a) through (1 c) above.
 3. A proposal will not be considered for award where (1 a), (1 c), or (2) above has been deleted or modified. Where (1 b) above has been deleted or modified, the proposal

will not be considered for award unless the Offeror furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the head of the agency, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

- X. CONFLICTS OF INTEREST: The holding of public office or employment is a public trust. A public officer or employee whose conduct departs from his fiduciary duty is liable for his or her actions.
- Y. TAXES: The University of Wyoming, as purchaser, is exempt from all federal excise taxes and from all State of Wyoming sales tax.
- Z. ASSIGNMENT: Neither party to any resulting contract may assign any portion of the agreement without the prior written consent of the other party.
- AA. AVAILABILITY OF FUNDS: Financial obligations of the University payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to the University of Wyoming.
- BB. BID BONDS/SECURITY: Not required for this proposal.
- CC. CONTRACTOR'S PERFORMANCE BOND: Not required for this proposal.
- DD. INSURANCE:
Commercial general liability insurance including property damage, bodily injury, contractual liability, errors and omissions, and products completed operations, with minimum occurrence limits of not less than \$1,000,000 and minimum aggregate limits of \$2,000,000.

Automobile liability insurance covering all owned, non-owned and hired autos with minimum limits of \$500,000 combined single limit.

Workers' compensation coverage as required by law and employer's stop gap liability coverage.

Policies other than workers' compensation and employer's stop gap liability must name the University, its trustees, officers, and employees as additional insureds. Certificates will be delivered, prior to commencement of the contract, to the Director of Risk Management, Dept. 4300, 1000 E. University, Laramie, WY 82071.

Workers' Compensation and Employer's Liability Coverage: The insurer(s) shall agree to waive all rights of subrogation against the University of Wyoming for losses arising from work performed at the University.

All Coverages (i.e., general liability, errors and omissions, automobile liability, workers' compensation and employer's liability) must include:

- a. Cancellation. Each policy shall be endorsed to state the coverage shall not be canceled, suspended, voided, allowed to expire or be reduced in coverage or limits, by either party, except after thirty (30) days, prior written notice by certified mail, return receipt requested, has been given to the University of Wyoming.
- b. Jurisdiction. The insurance shall be construed under the laws of the State of Wyoming. The exclusive forum for the resolution of disputes arising out of such insurance shall be a court of competent jurisdiction of the State of Wyoming.
- c. Acceptability of Insurers. Insurance shall be placed with insurers Licensed to do business in Wyoming and having an A.M. Best Company rating of no less than AVIII.

Verification of Coverage. Prior to commencement of the Agreement, the University shall be provided with certificates of insurance and original endorsements evidencing required coverage. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received by the University before the contract commences. The University reserves the right to require complete, certified copies of all required insurance policies at any time. If at any time during the term of this contract or any extension thereof, any required policies of insurance should expire, or are canceled, the University of Wyoming must be provided a certificate of insurance indicating renewal or an acceptable replacement of the expiring policy prior the expiration.

- EE. INDEMNIFICATION: To the extent authorized by law, the contractor shall indemnify, save and hold harmless the University, its employees and agents, against any and all claims, damages, liability, and court awards including costs, expenses, and attorney fees incurred as a result of any act or omission by the contractor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this RFP.
- FF. WYOMING STATE PREFERENCE: Preference shall be allowed in purchase of materials, supplies, equipment, and machinery provided by bona fide Wyoming residents when such materials, supplies, equipment, machinery or provisions are of quality equal to those of any other state enforcing or having a differential for "out-of-state" materials, supplies, equipment, machinery, or provisions. Such preference shall be five percent (5%) and shall apply to materials, supplies, equipment, machinery or provisions produced, manufactured or grown in Wyoming, and to materials, supplies, equipment, and machinery supplied by a Wyoming resident. (UW Regulation 3-105, Purchases) However, preferences shall not be given in violation of any Federal law, rule, or regulation. Whenever Federal laws are applicable, Federal laws shall supersede any State laws.

GG. EVALUATION CRITERIA: Proposals will be considered from firms with a demonstrated history of successfully providing service similar to what we are requesting. The contract will be awarded to the proposer who most completely meets the University's needs. University personnel will evaluate all proposals submitted in response to this RFP. Proposals will be evaluated using the following criteria:

1. Responsiveness of the proposal in stating a clear understanding of the requirements. Failure to respond to all items may be grounds for rejecting the proposal.
2. Completeness of a step-by-step plan for implementing service.
3. The amount bid to carry out the work will be taken into consideration once it is determined which firms are qualified
4. Ability to complete the Scope of Work in a timely manner

HH. TERMINATION PROVISIONS: The resulting contract may be terminated as follows:

- a. The University and the contractor, by mutual written agreement, may terminate the contract at any time.
- b. The University, in its sole discretion, may terminate the contract for any reason upon 45 days written notice to the contractor. Such termination shall not relieve the contractor of any obligations to provide services during the notification.
- c. The University may terminate the contract, in whole or in part, if the contractor fails to perform its obligations under the contract in a timely and proper manner. The University may, by providing written notice of default to the contractor, allow the contractor to cure a failure or breach of contract within a period of ten (10) days (or longer at the University's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested or in person with proof of delivery. Allowing the contractor time to cure a failure or breach of contract does not waive the University's right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the contractor, the University may contract the service from other sources and hold the contractor liable for any excess cost occasioned thereby.
- d. The University may terminate the contract immediately for the following reasons:
 - i. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, has ceased operating in the normal course of business, the contractor has voluntarily or involuntarily entered into bankruptcy proceedings, or the contractor is otherwise deemed insolvent
 - ii. A trustee or receiver of the contractor or of any substantial part of the contractor's assets has been appointed by a court

- iii. Fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by the contractor, its employees, officers, directors of shareholders
 - iv. Failure to uphold any fiduciary obligation to the University
- II. SUSTAINABILITY PRACTICES: The University of Wyoming strongly encourages the campus community to adhere to sustainable practices. For product categories that have ENERGY STAR rated products available, the university will focus its procurement efforts on products with this rating, consistent with the needs of the UW campus community.
- JJ. GOVERNMENTAL CLAIMS: Any actions or claims against the University under this Agreement must be in accordance with and are controlled by the Wyoming Governmental Claims Act, W.S. 1-39-101 et seq. (1977) as amended.
- KK. INTERPRETATION: The Parties hereto agree that (i) the laws of Wyoming shall govern this Agreement, and (ii) any questions arising hereunder shall be construed according to such laws, (iii) this Agreement has been negotiated and executed in the State of Wyoming and is enforceable in the courts of Wyoming.
- LL. SOVEREIGN IMMUNITY: The University does not waive its sovereign immunity or its governmental immunity by entering into this Agreement and fully retains all immunities and defenses provided by law with regard to any action based on this Agreement.
- NN.

<p><i>Are any of the products subject to the Export Administration Regulations (EAR)?</i></p> <p>Yes _____ No _____</p>	<p>If YES, indicate the ECCN No. of each product:</p> <p>_____</p>
<p><i>Are any of the products subject to the International Traffic in Arms Regulations (ITAR)?</i></p> <p>Yes _____ No _____</p>	<p>If YES, indicate the USML Category and Sub – Category of each product:</p> <p>_____</p>

SCOPE OF WORK

I. Introduction

The University of Wyoming (UW) seeks an enterprise-level learning management system (LMS) to support its instructional mission, for both its on- and off-campus courses. Additionally, as an institution-wide resource, the LMS must support collaborative research, service, and administrative groups within and beyond the university. The LMS course software must be comprehensive, reliable, flexible, and secure. The system must integrate deeply with Ellucian's Banner student information system to facilitate enrollment and course management.

The University of Wyoming is the state's sole public university offering baccalaureate, graduate, and professional education. UW is a Carnegie doctoral/research university with high research activity and a land-grant institution with strong missions in outreach and service to the state. Of the 13,000 enrolled undergraduate and graduate students, about 10,000 attend the Laramie main campus, and 3,000 off-campus students pursue their educational goals through programs delivered through the UW Outreach School. For a complete institutional profile, visit the Office of Institutional Analysis at <http://www.uwyo.edu/oia/dashboard/>.

The UW Outreach School began offering online courses and degrees in 1998 through a partnership with eCollege (now Pearson eCollege). Contracts were renewed with eCollege in 2003, 2007, and 2010; the current contract ends June 30, 2013. The Outreach School delivers courses and degree programs to off-campus UW students through online delivery and audio and video conferencing, as well as other delivery methods. As delivery of online courses has proliferated, so too, has the usage of LMS to augment on-campus courses. In addition to Pearson eCompanion, on-campus courses have utilized WebCT, Sakai and Course Studio.

Below is a summary of LMS utilization at UW, during the 2012 academic year (fall 2011, spring 2012, summer 2012 semesters):

Delivery	Enrollments
Fully online	11,190
Hybrid	682
Course companion	22,035

II. Required LMS Features

Proposals must indicate their inclusion and handling of the following *required* features.

A. Communication:

- 1 Announcements (scheduled)
- 2 Customizable notifications of activity in course, e.g., email, text, etc.
- 3 Customizable notifications of announcements in course, e.g., email, text, etc.
- 4 Student & faculty profiles with pictures
- 5 Collaborative text tools e.g. threaded discussions
- 6 Integration with or ability to integrate web conferencing

B. Content Management:

- 1 Ability to associate (link) rubrics with assignments
- 2 Ability to associate outcomes with assignments and rubrics
- 3 Ability to search across pages and courses
- 4 Ability to survey and poll
- 5 Calendar links to assignments and activity due dates
- 6 Direct import and HTML conversion of Office documents and PDFs
- 7 Email archive
- 8 File storage shared across courses
- 9 Import/export of exam questions.
- 10 Internal assignment dropbox

C. Course Administration:

- 1 24/7 help desk for faculty, students, and administrators
- 2 Ability for faculty to add guests & participants external to UW
- 3 Batch file upload & download
- 4 Exam security tools
- 5 Integration with plagiarism detection tools
- 6 User analytics

- 7 User authentication tools

D. Course Building:

- 1 Audio/video recording ability built into the system
- 2 Customizable layout and design
- 3 Drag & drop content creation and management
- 4 HTML editor
- 5 Comprehensive online help pages and guides
- 6 Visual (WYSIWYG) editor

E. Exams & Quizzes:

- 1 Exam statistics
- 2 Flexible grading processes
- 3 Partial point credit
- 4 Random order capacity
- 5 Random question pools
- 6 Test banks (collection of questions)

F. Gradebook:

- 1 Attendance tracking
- 2 Efficient grading workflow
- 3 Ability to mark gradebook items as extra credit/no credit
- 4 Flexible grading processes
- 5 Gradebook import & export
- 6 Integration with content and assessments
- 7 Number and letter grade options
- 8 Selective release of grades
- 9 Various views/displays
- 10 Weighting of gradebook items

G. Learning Activities:

- 1 Ability for students or instructors to create & post audio and video responses in discussions or in grading feedback
- 2 Ability for faculty/instructors/students to create and manage groups
- 3 Conditional release of content
- 4 Discussion forums
- 5 Personal file storage for faculty

H. ADA Requirements:

- 1 Adherence to the regulations of Title II of the Americans with Disabilities Act and its amendments, as well as to the regulations of Section 504 of the Rehabilitation Act of 1973.
- 2 Adherence to section 508 of the Rehabilitation Act.
- 3 Integration of, or ability to integrate, closed captioning for video and audio.

III. Desirable LMS Features

Proposals should indicate their inclusion and handling of the following *desirable* features.

A. Communication Features:

- 1 Customizable, analytic-driven notification to instructor of delinquent or at-risk students, which may trigger prepared emails
- 2 Integrated communication feed and calendar for all courses

B. Content Management:

- 1 Integration with external applications (Google Docs, Twitter, Blogs)

C. Course Administration:

- 1 Ability to feed course calendar to external calendars

D. Learning Activities:

- 1 Ability for students to create and manage groups.
- 2 Integrated web conferencing
- 3 Personal file storage for students
- 4 Ability for students to create webpages and publish them to the outside world, either by invitation or by exposed and searchable URI

IV. Technical Requirements

Proposals should indicate their inclusion/handling of the following features.

A. Administrative Needs

- 1 Course Site Procedures and Workflow:
Please outline academic calendar workflow capabilities related to:
 - a Term and course creation on submission of dates.

- b Term retirement and course site archiving, timed by UW.
- c Term and course data retrieval on request.

2 Administrative Functions:

- a Automatic course creation and instructor enrollment based on Student Information System.
- b Automatic (enrollment process) and manual (as-needed) user account creation.
- c Enrollment in course sites through both automatic and manual mechanisms.
- d Definition of additional user roles (sets of privileges) as needed, such as external reviewer and peer mentor.
- e Self-service instructor import and duplication of materials.
- f Self-service user password retrieval and change.
- g Accessibility standards (reminders for ALT tags, etc.).
- h Ability for external (non-UWYO) participants, with invitation and membership under control of instructor.
- i Scheduling and duration of course sites extensible before and after academic calendar.
- j Instructor control over published/unpublished status of course site(s) (for development, reference, and archiving).
- k Please describe the initial course site state and who has the ability to make changes.
- l Explain customization options for sites, under the control of both instructor and administrator-- variable parameters (such as look-and-feel and boilerplate text), editing mechanisms (if UW Hosted), authoring, submission and publication (if Saas), including course templates for faculty selection.
- m Ability for users to create collaborative administrative and research groups both within and across institutions.

3 Administrative Access and Operations:

Please provide a comprehensive explanation of algorithms and data structures (with reference to source code) when necessary.

- a Comprehensive diagnosis and solution for trouble reports.
- b Administrative access to user view (instructor and student).
- c Access to unique user ID on every display of user records (memberships in sites and groups, profiles, grades, assignments, etc.).
- d Import/Export of structures and content in a standard format, such as IMS LTI, with clear specifications on the interpretation of MS QTI.

- e Read access to the configuration file(s) that govern the behavior of the UW instance.
 - f Statistics, by term, including course and user counts, and enrollments.
 - g Outline reporting and query capabilities for administrators.
- 4 Other Administrative Needs:
- Please provide sample documentation you provide related to:
- a Configuration of system.
 - b Launch of basic services (including branding, localization aka timezone).
 - c Integration with Exchange for email services.
 - d Designation of administrative contacts.
 - e Integration with Active Directory.
 - f Please outline in detail your procedure for administrators, faculty, and students (if applicable) to obtain vendor support.

B. General Technical Requirements:

- 1 Software should be web-based, requiring no software installation on local client machines.
- 2 Web applications must be platform/browser independent and support current and recent-past versions of all major browsers, i.e., Internet Explorer, Firefox, Safari, and Google Chrome.
- 3 Software must be able to integrate with UW's Ellucian's Banner student information system running in-house at UW on a RedHat Linux platform and Oracle 11g.
- 4 Schedulable batch integration.
- 5 Real-time integration.
- 6 Provide tools or API for data imports.
- 7 Provide tools or API for data exports.
- 8 Provide tools for the creation of batch reports.
- 9 Provide real-time, user-defined query ability.
- 10 Data encryption on servers and for data transfer.
- 11 Ability to integrate with Active Directory or Shibboleth for authentication and to facilitate single sign-on through the campus portal.
- 12 We would like the ability to have course shells automatically created in the LMS from Banner. Please describe your system's ability to do this.
- 13 Microsoft Exchange integration: UW's supported email system is Microsoft Exchange with the primary client for email use being Microsoft Outlook. Does your system have any specific integration with Outlook? Please explain.

- 14 The system must provide robust auditing capabilities including logs, status errors, warnings, etc.
- 15 Backup procedures for the application and database (in case the entire system needs to be recovered) should allow recovery to a point and time no greater than 12 hours in the past.
- 16 Provide a process of protecting data security to include but not limited to the compliance with federal and state statutes; regulations of the university's policies; and FERPA. Provide information of a demonstrated commitment to and process for protecting data security.
- 17 Do you have highly sensitive data in your error log files? (SSN's, passwords etc) We store highly sensitive information that should not be contained in the logs.
- 18 Can sensitive data be encrypted or masked in the log files and database?
- 19 What performance tracking software is available within the application? What is the overhead for using this tool?
- 20 Are there monitors on the server for us to track things like average system utilization, license thresholds, etc.? Please describe.
- 21 FTE required to support system at enterprise level (database administrators, developers, systems programmers, and client support services).

C. General Technical Support Requirements:

- 1 Do you have a searchable knowledge base for problem lookup?
- 2 Do you have a product support system with knowledgeable staff and reasonable times for service response?
- 3 Do you have 24 x 7 technical support?
- 4 We typically do not provide unmonitored system access for vendors. Is Web-ex or systems that allow us to monitor while the vendor does work acceptable?
- 5 What end user training is available? What different methods of training are available (on site, web classes, etc.)?
- 6 Please describe the availability of system administration/technical training.
- 7 What forums and user conferences are available?
- 8 Do you provide notification to clients via email lists on upcoming releases, changes, and retirements?

D. Technical Security Requirements:

- 1 The product must provide various levels of security and authorization allowing or preventing view and update capability for forms and data depending on user roles, needs and the level of authority.
- 2 UW must be able to administer security.

- 3 Provide for a security administrator to immediately change security access as employee's roles change
- 4 Do you provide documentation that outlines security and permissions within the application?
- 5 Is it possible to create or copy permissions within the application?
- 6 Can users be imported from the current system to your system?
- 7 Do you provide fine grain access to data fields?
- 8 Does the system provide the ability to restrict user settings by user through roles?
- 9 Does the system provide group based security?
- 10 Please explain your security administration setup?

E. Technical Requirements, UW Hosted:

- 1 Server operating system: Windows
- 2 Server operating system: Red Hat Linux
- 3 Support for virtual servers through VMWare
- 4 Database support: Oracle 11g
- 5 Database support: Microsoft SQL Server
- 6 Provide a description of the minimum system requirements and the architecture for the hosted hardware and software environment.
- 7 Do you support the ability to clone application and database servers?
- 8 Are active-active clusters supported?
- 9 Do you support UCS (Cisco Unified Computing System) which uses CNAs (Converged Network adapters)
- 10 Do you support external storage, like the SAN or some sort of scalable, large redundant storage?
- 11 Can we use the NAShead for storage as opposed to directly attached LUNS (To share between multiple application servers)?
- 12 Do you support Oracle Real Application Clusters (RAC), and is this recommended for an enterprise solution?
- 13 Do you support the ability to use a subset of production data, rather than a whole clone from production into DEV and QA?
- 14 What tools are available for migrating changes from DEV to QA to Prod?
- 15 Do you have a method for us to back out any of these changes if necessary?
- 16 Please describe your database structure (relational, tree, linked list etc.)
- 17 Upgrades: Via remote access from the vendor, or by IT systems or DBO from downloads or media?
- 18 Is the traffic between the web server, database server, and app server and clients encrypted?

- 19 The database server needs to be able to be on a highly restricted access VLAN, with the application servers on a less restricted VLAN. Do you support this? In order to accommodate this, communication ports need to be static.
- 20 Do you support Windows/domain user authentication?
- 21 Do you support single sign-on capabilities?

F. Technical Requirements for SaaS:

- 1 The hosted service shall provide all required hardware, bandwidth, and interface tools necessary to provide robust, quality services as requested.
- 2 Provides a development and/or test environment
- 3 Primary and backup data centers must be at a high security level. Please fully describe the security at your data centers.
- 4 Provide a description of the technical infrastructure associated with highly reliable and continuously available hosting services, including SLA thresholds descriptions of redundancies, storage capacity, network throughput requirements, and other pertinent hosting information and requirements
- 5 Downtime procedures: Demonstrate that hosting services will be provided with minimal downtime. The scheduling of routine downtime and upgrades that require downtime must be agreed upon by both parties in a written mutual agreement. Unscheduled downtime due to unforeseen circumstances will be communicated immediately to UW. During the unexpected downtime, the complete and accurate status of restoration efforts shall be provided to the University.
- 6 The Offeror shall describe the backup process and resource along with the restore process and the resource to be used.
- 7 Storage Capacity: Adequate storage capacity must exist and be readily expandable as CRM usage increases. No downtime should be required for expansion of necessary storage.
- 8 Network throughput to and from the Offeror must be sufficient to handle the volume of usage described within this RFP.
- 9 Describe how, in the event of contract termination, UW data would be extracted and provide to UW.

V. Pricing

A. UW Hosted:

- 1 Software licenses (and number of licenses)
- 2 Annual maintenance for licenses

- 3 Percentage cap on annual maintenance cost increases
- 4 Cost per software license in addition to initial purchase
- 5 Maintenance cost per software license in addition to initial purchase
- 6 Licenses for third-party products
- 7 Annual maintenance for third-party products
- 8 Implementation consulting, including integrations
- 9 Programming modifications required to meet "Critical" requirements
- 10 Data conversion
- 11 Required technical and/or system administration training
- 12 Recommended, but not required, technical and/or system administration training
- 13 Required functional training
- 14 Recommended, but not required, functional training
- 15 Estimated travel costs for training and consulting
- 16 Deployment of development, test, training and quality assurance environments in addition to production environment
- 17 Total implementation costs and first-year software costs

B. Saas:

- 1 First year cost for required licenses
- 2 Percentage cap on annual cost increases
- 3 Cost per software license in addition to initial purchase
- 4 Maintenance cost per software license in addition to initial purchase
- 5 Implementation consulting, including integrations
- 6 Data conversion
- 7 Required technical and/or system administration training
- 8 Recommended, but not required, technical and/or system administration training
- 9 Required functional training
- 10 Recommended, but not required, functional training
- 11 Estimated travel costs for training and consulting
- 12 Access to a development environment to test new functionality and integrations
- 13 Total implementation costs and first-year software costs

Exhibit A

FORM OF PROPOSAL THE UNIVERSITY OF WYOMING

Procurement Services
The University of Wyoming
Dept. 3605, 1000 E. University
16th and Gibbon
Laramie, WY 82071

To Mr. Greg Livingston:

The undersigned offeror, having read the terms and conditions, together with all addenda and being acquainted with and fully understanding the requirements, submit our proposal to be opened at 2:00 P.M., MDT, DATE, in room 115, Merica Hall, Laramie, Wyoming. At that date/time no other information will be disclosed except the name of the individual/entities that have submitted proposals.

The offeror acknowledges receipt of the following addenda:

The offeror has identified clearly any variations between its proposal and the RFP and has broken down the costs per function. The University prefers to purchase all functions from the same offeror, therefore, special consideration will be given to joint proposals that minimize integration problems, but reserves the right to award the contract in the best interest of the University. The offeror understands that the University reserves the right to consider the capabilities of the organization, as well as the amounts of the various proposals. The University further reserves the right to accept or reject any and all proposals and to waive any irregularities or informalities and to award the contract in the best interest of the University.

Sincerely,

Authorized Signature

Date

Company Name

Telephone Number

Fax Number

Company Address

E-mail address