REQUEST FOR PROPOSAL

FLC RFP #3181

Online Course Evaluation System

Due:
2:00 PM
November 2, 2015
I. Contents

II. PURPOSE OF THE REQUEST FOR PROPOSAL ................................................................................................................. 3
   A. Statement of Need .................................................................................................................................................. 3
   B. Service/Product Requested .................................................................................................................................. 3

III. INSTITUTIONAL BACKGROUND ................................................................................................................................ 3
   A. Current Technical Environment .............................................................................................................................. 3

IV. FLC CONTACT INFORMATION ..................................................................................................................................... 5

V. PROPOSAL SUBMISSION .................................................................................................................................................... 6
   A. Due Date ........................................................................................................................................................................ Error! Bookmark not defined.
   B. Schedule ...................................................................................................................................................................... 6
   C. Proposal Submission ...................................................................................................................................................... 6
      1. Executive Summary .................................................................................................................................................. 7
      2. Company Overview ................................................................................................................................................... 8
      3. Project Team Staffing ................................................................................................................................................ 8
      4. Scope, Approach, and Methodology .......................................................................................................................... 8
      5. Functional Requirements .......................................................................................................................................... 8
      6. Detailed and Itemized Pricing .................................................................................................................................. 10
      7. Acceptance Period ..................................................................................................................................................... 10
      8. Fort Lewis College Contract and Special Provisions .................................................................................................. 10
      9. References ................................................................................................................................................................. 10
      10. Security .................................................................................................................................................................... 11
      11. Data Ownership and Privacy ................................................................................................................................... 11
      12. Hardware and Software .......................................................................................................................................... 11
      13. Data Integration ........................................................................................................................................................ 11
      15. Data backup and Business Continuity ..................................................................................................................... 12
      16. ADA Compliance ....................................................................................................................................................... 12
      17. Optional Products, Modules, and Services ............................................................................................................... 12
II. PURPOSE OF THE REQUEST FOR PROPOSAL

A. Statement of Need

Fort Lewis College has standardized on Instructure Canvas Learning Management System. FLC is looking for the best in breed product for hosted online course evaluations integrated into Canvas LMS. Best of breed qualities include the student experience, faculty experience, reporting capabilities, ease of administration, and integrations with existing products, security and value.

B. Service/Product Requested

Fort Lewis College is seeking competitive bids for fully hosted, cloud based course evaluation systems for up to 40,000 evaluations per academic year. The system must be an Instructure certified, premier or alliance partner. They system must be ADA compliant and functionally accessible and include both mobile and web clients.

III. INSTITUTIONAL BACKGROUND

Fort Lewis College is a selective public liberal arts college located in Durango, Colorado. We are committed to accessible and high quality baccalaureate education, and our hallmarks are remarkably close relationships between students and faculty, the freedom of intellectual exploration, and the challenge of experiential learning. Our 4,000 students come from 50 states, 17 countries, and 145 American Indian tribes and Alaskan Native villages. With its rich cultural heritage, Fort Lewis College is a great place to learn and work. Fort Lewis College is a member of the Council of Public Liberal Arts Colleges and is accredited by the Higher Learning Commission of North Central Association of Colleges and Schools.

Durango, the hub of Southwestern Colorado, is a thriving multicultural community set along the beautiful Animas River Valley. Averaging 300 sunny days per year and situated at 6,500 feet between the foothills of the San Juan Mountains and the headwaters of the Colorado Plateau, Durango is renowned for its outdoor opportunities. In the winter, Purgatory Resort, Wolf Creek Ski Area, Telluride Ski Resort, and Taos Ski Valley are all within easy drives, and backcountry skiing, snowboarding, and snowshoeing are easily accessible. In warmer seasons, hiking, biking, river running, golfing, and fishing can be enjoyed right downtown. Durango itself is a small, friendly, historic town of 15,000, and is the seat of La Plata County, with a population of 50,000. Durango features numerous dining, shopping, and cultural amenities usually associated with larger urban areas, and is connected by major airlines directly to Denver and Phoenix.

A. Current Technical Environment

Solutions will be evaluated upon how well they integrate with and into the current FLC technical environment. Fort Lewis College campus is fully networked with Ethernet and Wireless connectivity to every residence hall room, office space, and classroom. FLC is connected to the Internet and Internet II
by three 300Mbs Ethernet connections directly to the Front Range GigaPop (FRGP) and a Durango ISP and a third ISP via Albuquerque.

Current Software and Cloud Environment:

- Accessible Information Management LLC - Disability Services
- AccuTrack
- Active Directory LDAP
- Advanced Informatics Evaluate - Athlete Training Assessment
- Apache/Tomcat Web Servers
- Automic Applications Manager
- Blackboard Analytics – Student, Financial Aid, Advancement, Finance
- Blackboard Transact - Card Management System
- BMC Footprints
- CAS - Open Source Single Sign-on
- College Source - Uachieve Degree Audit
- CollegeNET - 25Live
- Conference Programmer
- Confluence Wiki
- DigArc - Curriculog Curriculum Management
- DigArc - Acalog Catalog Management
- Dot Net Nuke – CMS
- Dublabs - Mobile Application
- e2Campus - Emergency Alert System.
- EAB - Student Success Collaborative
- Ellucian Banner Administrative Information System (ERP)
  - Accounts Receivable
  - Advancement
  - Finance
  - Financial Aid
  - General Web
  - General
  - Payroll
  - Position Control (HR)
  - Student
  - TouchNet Banner Connect
  - WebTailor
- Evisions - Argos Reporting
- Exchange 2013
- Gap Technologies - online course evaluations
- InCommon - IDM federation and SSL Certs.
- Instructure - Canvas LMS
- Internet2 and Net+
- Lexmark/Perceptive Document Imaging
- ListServ
- Maxient - Conduct Manager
- Microsoft Office 365
- Microsoft Server
- MS SQLServer
- OpenDNS
- Oracle databases – Campus EE License
- Oracle WebLogic/Fusion Middleware 11g
- Pharos print management system.
- RedHat Enterprise Linux
- Runner Technologies - Clean Address
- Shibboleth - Federated Single Sign-on
- StarRez Residence Life Management
- Symplicity - Career Services Employment System
- Taskstream – Assessment System & Faculty Credentials
- Terra Dotta - Travel and Risk Management
- TMA - Physical Plant Management
- TouchNet - Payment Gateway Suite
- TrustWave - PCI Compliance
- Uportal - Enterprise Portal

IV. FLC CONTACT INFORMATION

Administrative/Contractual Contact
Any questions concerning contractual terms and conditions or proposal format must be directed to:

Matthew McGlamery
Director of Information Technology
McGlamery_M@Fortlewis.edu
(970) 247-7065

Functional Contact
Any questions concerning functional requirements must be directed to:

Kelly Stanley
Director, Digital Innovation & eLearning.
KMSTANLEY@FORTLEWIS.EDU
(970) 247-7615

Technical Contact
Any questions concerning technical specifications, data integration or Statement of Work requirements must be directed to either:
V. PROPOSAL SUBMISSION

A. Due Date

All material must be electronically submitted to Cole_Rena@Fortlewis.edu no later than 2:00 PM (MDT) November 2, 2015.

B. Schedule

The following is an estimate of the project timeline:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 6, 2015</td>
<td>RFP Available to Vendors</td>
</tr>
<tr>
<td>November 2, 2015 @ 2:00 pm</td>
<td>Due Date for Proposals</td>
</tr>
<tr>
<td>November 2 – 9, 2015</td>
<td>Evaluation Period</td>
</tr>
<tr>
<td>November 10, 2015</td>
<td>Anticipated Notification of Intent to Award</td>
</tr>
<tr>
<td>November 16 -18, 2015</td>
<td>Contract Process</td>
</tr>
<tr>
<td>November 19, 2015</td>
<td>Estimated Start Date</td>
</tr>
<tr>
<td>November 27, 2015</td>
<td>Estimated Project Acceptance</td>
</tr>
</tbody>
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C. Proposal Submission

All Proposals must be submitted in electronic format. Duplicate paper proposals may also be included but are not required.

Award of the contract resulting from this RFP will be based upon the responsive Vendor whose offer will be the most advantageous to Fort Lewis College in terms of:

- Cost
- Functionality
- Vendor stability
- Vendor ability to meet the schedule of events timeframe
Fort Lewis College reserves the right to:

- Reject any or all offers and discontinue the RFP process without obligation or liability to any potential vendor.
- Accept other than the lowest priced offer.
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.
- Negotiate a best and final offer after the award.
- Award more than one contract or vendor.

Vendor’s proposals shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Fort Lewis College’s evaluation of the Vendor’s proposal.

Vendor’s proposals in response to this RFP may be incorporated into the final agreement between Fort Lewis College and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Company Overview
3. Project Team Staffing
4. Scope, Approach, and Methodology
5. Requirements
6. Detailed and Itemized Pricing
7. Acceptance Period
8. Colorado State Contract
9. References
10. Security
11. Data Ownership and Privacy.
12. Hardware and Software
13. Data Integration
15. Data backup and Business Continuity
16. ADA Compliance
17. Optional Products, Modules, and Services

The detailed requirements for each of the above-mentioned sections are outlined below.

1. Executive Summary
This section will present a high-level synopsis of the Vendor’s responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed products and services.

2. Company Overview

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and Secondary SIC numbers
- Address
- Main telephone number
- Toll-free numbers
- Facsimile
- Website URLs
- Key contact name, title, address (if different from above address), direct telephone and fax numbers
- Person authorized to contractually bind the organization for any proposal against this RFP
- Brief history, including year established and number of years your company has been offering Enterprise Document Management Software solutions

3. Project Team Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Some project staff members will have access to sensitive student information; describe how your company qualifies employees to work with sensitive student information.

4. Scope, Approach, and Methodology

This section should include a description of each major type of work being requested of the Vendor. Information provided in this section may be held in strict confidence if requested. The proposal should reflect each of the sections listed:

- Hardware and software requirements (if applicable)
- Project team list (including CV of team members)
- Alliance/partnerships, if applicable, with other Vendors
- Project implementation plan (including data migration from current system)

5. Functional Requirements
This section identifies key functional requirements as well as desired functionality. This list should not be viewed as all-inclusive and the RFP decision may include criteria not explicitly defined in this section.

Provide information on how your proposed solution meets the following needs:

- Easy to use student experience facilitating a high evaluation completion rate.
- Easy to use and informative faculty experience.
- Easy to use administrative system including but not limited to:
  - Site Branding for FLC look and Feel.
  - System setup and maintenance. Built-in integration with Canvas (includes courses, users and enrollments)
  - Distributed administrator account privileges, hierarchy
  - Evaluation/survey creation
    - College standard questions.
    - Department standard questions
    - Course questions
    - Assign questions/evaluations based on course instructional format using campus metadata (e.g. all online courses include specific set of questions in addition to the college standard questions)
    - Instructors easily add custom survey questions for their courses
    - Instructor can create & manage mid-semester formative evaluation capabilities
  - Automated evaluation scheduling based upon course start/end dates per Canvas
  - Scheduling of evaluation results to faculty and administrators.
  - Customizable schedule of notifications and reminders at set intervals
  - Customizable notification templates
  - Notifications and reminders sent to users via:
    - Canvas
    - Email
    - Text messaging
    - FLC mobile application by DubLabs.
    - FLC Portal – Uportal
  - Notify students when evaluation opens/closes
  - Student can easily see which evaluations they have to take, which are complete, which are saved
  - Students can print a list of evaluations they have completed
  - Ability to save & complete later, and cancel evaluations
- Robust reporting and Analytics.
  - Included standard reports and dashboards.
  - Ability to create custom reports and dashboards within the system.
  - Ability to export data for evaluation outside of the system.
  - Granular permissions for who may see reports within the college hierarchy.
  - Generate surveys for co-taught/team-taught/modular courses

- Ability to retain results for 10 years for reporting.
- Ability to import 3 years of data collected from onlinecourseevaluations.com
- Ability to create surveys which are not associated with the Canvas LMS.
6. Detailed and Itemized Pricing

In this section provide complete pricing. Fort Lewis College anticipates awarding a one year contract with 4 annual renewal periods. It is allowable to provide several pricing scenarios for different product mixes. Provide a comprehensive five (5) year Total Cost of Ownership matrix including but not limited to:

- Implementation costs, including estimates of required hardware/software and Professional Services
- Initial training and ongoing training options
- Travel costs, not to exceed or fixed.
- Support services available during contractual period
- Maintenance and recurring costs
- Onetime costs
- Disclosure of any annual maintenance escalation rates

7. Acceptance Period

Identify the criteria and vendor expectations which would be used to evaluate a successful implementation and product acceptance. Identify a typical timeframe for product acceptance and final payment.

8. Fort Lewis College Contract and Special Provisions

A Fort Lewis College Contract, meeting the requirements of the Colorado Office of the State Controller policies and laws of Colorado, will be required. The contract must be reviewed and signed by the Colorado Attorney General and Representatives of Fort Lewis College. A model contract can be viewed at:

http://www.fortlewis.edu/purchasing/Contracts.aspx

In this section, specifically acknowledge the use of a Fort Lewis College Contract and Special Provisions as first in the order of contract precedence. Provide any additional contract language, addendums, or agreements you would require. The Fort Lewis College Contract and Special Provisions document are non-negotiable. Please note: Fort Lewis College fiscal rules prohibits Fort Lewis College from indemnifying any company, and all contracts must use Colorado as the choice of law.

Any RFP responses which do not comply with this section will be rejected.

9. References

Provide a minimum of three (3) Higher Education references. Identify the reference institution, contact, and applicable product(s) utilized at the institution.
10. Security

This section should provide an overall description of the systems and organization’s information security. Include how FLC data is protected on premise, in the cloud, and during transport. Include what security protocols are used, physical security measures, regulatory compliance, location of off-premise data centers, and 3rd party hosting vendors (if applicable). Include the vendor incident management plan in the event of a data breach. The evaluation of the vendor responses may require follow up questions by FLC. FLC is willing to sign a non-disclosure agreement if necessary.

11. Data Ownership and Privacy.

This section should provide at a minimum:
- A statement of data ownership for all data entered or transferred to the system.
- All 3rd party vendors must be identified which would have access to the FLC specific user data.
- Provide applicable privacy statements.
- Provide a statement of how the user data may be transferred back to FLC once the system is no longer used.
- FERPA Compliance.

12. Hardware and Software

This section should list all necessary hardware and software, if any required by FLC for the solution. Include operating systems, proprietary, open source software, and third party software requirements.

13. Data Integration

This section should provide details of the data integration points and methodology to FLC systems including the hosted Canvas LMS and on premise Banner SIS. Include areas of responsibility and maintenance strategy for data integration(s).


This section must include how the users are authenticated and how identities are managed. Specify the IDM lifecycle from identity creation to deletion. Provide information on user application security, granularity and management. Specify user authentication methods. FLC uses the following authentication methods in order of preference:

- Central Authentication System (CAS)
- Shibboleth
- LDAP

Solutions which do not utilize one of the authentication methods above for FLC Faculty, Staff and Students will not be considered.
15. Data backup and Business Continuity

This section should describe how the system maintains data backups and data restore capabilities at the individual and system level. Provide a brief overview of the company business continuity strategy and capabilities.

16. ADA Compliance

This section should describe how the system is ADA compliant and where it is not compliant. Describe the company methodology to test for ADA compliance within the application. Provide the most current Voluntary Product Accessibility Template (VPAT). Vendors which do not supply a VPAT will not be considered further.

17. Optional Products, Modules, and Services

Provide detailed information or documentation (priced separately) of additional products, modules, or services offered that would complement the system being proposed.
- Ability to integrate with FLC’s faculty credentials system, Taskstream