Desire2Learn
Innovative Learning Technology

West Virginia Department of Education

RFQ # EDD346526

November 19, 2010

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the *West Virginia Code*.

7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.htm** and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

Prepared for:

West Virginia Department of Education

Building 6, 1900 Kanawha Boulevard, East Charleston, WV 25305-0330

For further information regarding this document contact:

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November 19, 2010

Ms. Shelly Murray
Department of Administration
West Virginia Department of Education
Building 15
2019 Washington Street, East
Charleston, WV 25305-130

RFQ # EDD346526

Dear Ms. Murray,

Thank you for the opportunity to respond to your RFQ – EDD346526 issued by The West Virginia Purchasing Division, for the Agency, The West Virginal Department of Education (WVDE). After careful examination of the RFQ requirements, numerous years of successfully providing similar services in partnering with the WVDE, and our vast experience in supporting state departments of education, Desire2Learn is confident our proposed solution will meet and exceed your stated requirements and continue to establish the WVDE as an exemplary model in the K-12 market.

Desire2Learn fully understands the goals, objectives and outcomes WVDE is trying to accomplish through this RFQ. Desire2Learn differentiates itself from other providers in Comprehensive Online Learning Management Systems:

- Proven experience with very successful long term State Department of Education implementations;
- Learning Environment (LMS) leads the industry in scalability. No other company has implemented any instance on the scale of several of Desire2Learn's largest clients. In addition, Learning Environment offers a standards-based approach and extensibility to provide the benefit of smooth integration with other enterprise systems
- Assessment plays a critical role in the online learning process. Learning Environment includes an unparalleled suite of measurement and assessment tools to evaluate outcomes and perform diagnostic, formative, and summative assessments.
- Our robust Quizzing tool includes a range of delivery options and question styles that can be adapted to any teaching style. Questions can be created with varying difficulty and randomized within a quiz. The Question Library stores questions in a common location where they can easily be shared or reused.
- Desire2Learn Hosting Services can be counted on for highly-reliable uptime, data protection and the ability to accommodate high loads as well as growth. Depending on the support level you choose, our dedicated hosting facilities enable the Ministry to offer your eLearning programs in a secure environment with 24x7 support, and fast, reliable, and scalable resources. This allows WVDE to control the platform without the need to maintain the infrastructure.
- Desire2Learn is proud to be a provider of the most standards-based and accessible LMS. Accessibility is very important to us as evidenced by our adherence to W3C, WCAG version 2 level AA, functional accessibility tools that go beyond standards, an in-house accessibility specialist, and a design commitment and strategy that ensures that our products will continue to be accessible to all end users.

Desire2Learn can meet the requirements of each RFQ category and has proposed a complete end-to-end solution accordingly. Additionally, Desire2Learn proposed a vendor hosted option as requested so the WVDE can receive the best product and services for its needs.

I am confident that our proposal will demonstrate why we are the most compelling eLearning partner. Our software solutions are the solution of choice for many large implementations such as West Virginia Department of Education, Calgary Board of Education, Calgary Catholic School District, New Brunswick Department of Education, Georgia Department of Education, Virginia Department of Education, Alabama State Department of Education, Maryland Department of Education, and many other institutions world-wide with similar needs and challenges as yours.

We look forward to partnering with WVDE by delivering a system that is aligned with your long-term assessment goals. As you work to establish your next generation eLearning infrastructure, we trust that you will find Desire2Learn a trusted partner committed to WVDE long term success.

Warm regards,

Craig Wahl

Manager – Account Management,

Desire2Learn Incorporated

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Contents

Procurement Specifications

Deliverables – Desire2Learn will deliver

■ 1. Develop a website with PC and Mac compatibility in electronic format no later than thirty (30) days after award of bid.

■ *D2L Ltd. Response:*

Desire2Learn Learning Environment enables the delivery of engaging content, effective collaboration, and the realization of an eLearning vision through a comprehensive and flexible eLearning solution. An innovative combination of best-of-breed teaching and learning tools, built-in accessibility adherence, extensive measurement and assessment options, and standards-based technology, Learning Environment redefines what a learning management system should be. Learning Environment is compatiable with both PC and Mac as well as many mobile platforms. The system is ready and can be deployed within the 30 day time frame.

■ 2. The website will be dedicated to deliver three different assessment modules

■ *D2L Ltd. Resposne:*

Assessment plays a critical role in the online learning process. Learning Environment includes an unparalleled suite of measurement and assessment tools to evaluate outcomes and perform formative and summative evaluations of the effectiveness of instructional programs.

Assessment tools are easily linked to other Learning Environment tools like the Gradebook and Dropbox and they have the capability to be imported and exported for reuse in other course offerings.

The main assessment tools in Learning Environment are:

- Quizzes
- Self Assessment
- Survey
- Competencies
- Rubrics

Each of these tools are discussed in further detail below:

Quizzes Tool

Our robust quizzing tool includes a complete toolkit of question styles that can be adapted to any pedagogy. Questions can be created with varying difficulty and randomized within a quiz. The Question Library stores questions in a common location where they can easily be shared or reused. Quizzes and questions can also be created and managed using third-party tools.

WVDE can use the Quizzes tool to perform the following functions:

- Create, edit and delete quizzes that you have created, copied or imported
- Manage questions using the Question Library

- Preview, organize and grade quizzes
- View quizzes by category or availability
- View current, future and past quizzes
- View course and quiz statistics

Instructions

- ▸ Quiz Properties are general properties used in various places to identify the quiz.
- ▸ If you would like this quiz to be linked to a grade item, select the item from the list.
- ▸ The quiz description gives users an idea of what the quiz is about.
- ▸ Text entered in the introduction message field will be shown to users immediately before they start the quiz.

Manage Quizzes - New

Manage Quizzes　　Question Library　　Course Statistics

Quiz List　New　Grade　Reports　Stats　Preview

| Properties | Restrictions | Attempts | Activities | Submission Views | Reports Setup | Layout/Questions |

Save Quiz

General

* Name:

Category: no category ▾ [add category]

Grade Item: None ▾ [add grade item]

Auto Export to Grades: allow automatic export to grades

Automatic Grade: ☑ allow attempt to be set as graded immediately upon completion

Portfolio Artifacts: ☑ Allow users to add this quiz to their ePortfolio

Optional Advanced Properties

⊗ Expand optional advanced properties

Messages

⊗ Expand messages

Page Header/Footer

⊗ Expand page header/footer

Quickly create new quizzes with the Quizzes tool

Quizzes can contain questions of the following types:
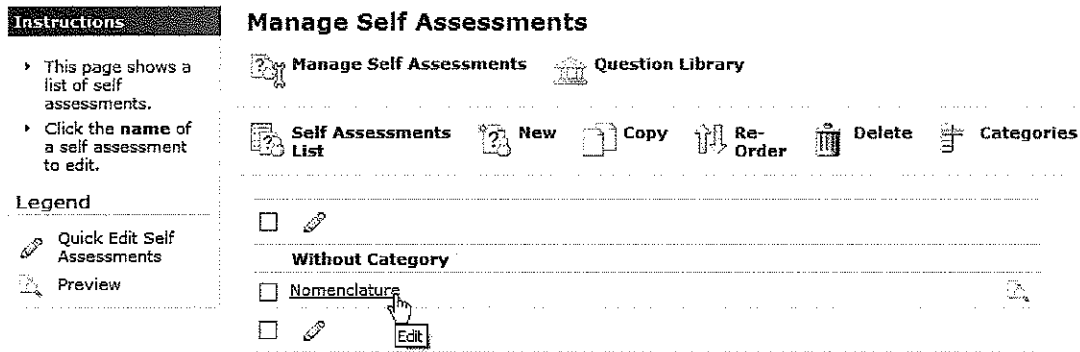
- Multiple choice
- Long answer
- Multi-short answer
- Multi-select
- Ordering
- Significant figures

- True or false
- Short answer
- Fill-in-the-blank
- Matching
- Arithmetic

Quiz questions can be created offline and imported via the Quizzes Tool in one of three ways: from a text file, from Respondus®, or from a basic course import.

Self Assessment Tool

Self Assessments are similar to quizzes, however self assessments provide immediate feedback to users and they are not linkable to the Gradebook. You can create self assessments to use as topics in your course content modules; doing this allows users to judge how well they understand material as they work through it. In addition, feedback can be embedded into a self assessment.

Self assessments utilize the exact same question types as quizzes; think of self assessments as quizzes that will not be graded.

Create new self assessments

Since self assessments are an important way for students to assess their performance, the Self Assessment Tool is conveniently equipped with a feedback tool; students will receive feedback immediately upon answering a question. WVDE can choose to provide feedback at the end of a question, or, for some types of questions, on an answer-by-answer basis. The type of feedback given is completely up to WVDE. For example, you can use feedback to indicate: if an answer is correct; where a correct answer can be located in the course content; or what details you are looking for in an answer.

Survey Tool

Create surveys and use the included statistics tools to monitor current course trends and opinions, and assess user satisfaction. Survey results can be collected anonymously if desired.

The Survey Tool is an extremely useful tool used to create surveys and questionnaires within a course. It is an excellent way to solicit feedback from users regarding any aspect of a course. For example, surveys can be used as a method of delivering general course evaluations, mid-year reviews, or surveys associated with learning styles and preferences, *etc.*

Use the Survey tool to collect valuable feedback

Instructions

▸ This page shows the survey questions available for the survey.

▸ To add or remove questions or sections, click the **Add/Edit Questions** button.

▸ To branch your survey, click the **Branching Wizard** button.

▸ Questions with branching are **highlighted.**

▸ If you add, edit, delete, or move questions in the survey after you have branched it, make sure to return to the **Branching Wizard** to check the branching layout.

Mid-Year Review Survey - Edit

📋 **Manage Surveys**　　✏ **Question Library**

📋 **Survey List**　　📝 **Edit**　　📊 **Reports**　　📊 **Results**　　🔍 **Preview**

| Properties | Restrictions | Activities | Reports Setup | **Layout/Questions** |

[Add/Edit Questions]　[Save Survey]

Questions Per Page

Place [＿＿] questions per page. [Go]

Paging: ☐ Prevent moving backwards through pages

Survey Layout　　[Edit]

Page	Name	Type	Mandatory
1	**Q1.** The cirriculum so far has been what I have expected.	T/F	

[Branching Wizard]

All question types available to the Survey Tool are similar to the questions available in the Quiz and Self Assessments tool, except the addition of one type: the Likert question type is available exclusively for use in the Survey tool.

The flexibility of the Competencies tool is so powerful that its assessment capabilities can satisfy the following learning scenarios:

- Familiarity with the publishing conventions used in scientific research
- Understanding the significance of the printing press in the historical development of democracy
- Certification to operate a forklift
- The ability to troubleshoot a network

▨ 3. Beta version of the three assessments must be developed in order for the WVDE to review and prove effectiveness.

▨ *D2L Ltd.Response:*

Desire2Learn provides a versatile quizzing tool allowing for the quick creation of surveys, self-assessments and evaluative assessments using a large number of question types.

Instructors can easily create, edit, and grade quizzes (that are not automatically marked) with no prior knowledge of HTML or other web programming technologies. Quiz results are viewed in an organized and concise format. Questions can be created in or copied to question libraries that allow for full reuse of questions or quizzes within a course, or across all courses within an organization.

WVDE can create multiple beta versions of assessments and also create multiple attempts for a quiz (see below figure) and use our Release Condition feature to set schedule and requirements for pre/post tests to both review and prove effectiveness.

Manage Quizzes Tool

4. The Website will contain a logo seleted by the WVDE

D2L Ltd. Response:

Desire2Learn believes in empowering our customers by giving them the tools necessary to accomplish their institutional, educational and business goals by giving you the power to create a highly customized or branded learning environment for your users is one such way that we feel we can help you accomplish those goals.

Distinct branding can be applied both at the course and specific section levels. Instructors can customize the appearance of their courses by changing menu items and navigation bars. Custom tools can be created and quickly added and removed from courses or home pages. In addition, users can customize the sounds, colors, font types and point sizes, and layout of the tools within the entire Learning Suite.

Here are some examples of how some of our customers have chosen to brand their Desire2Learn solution:
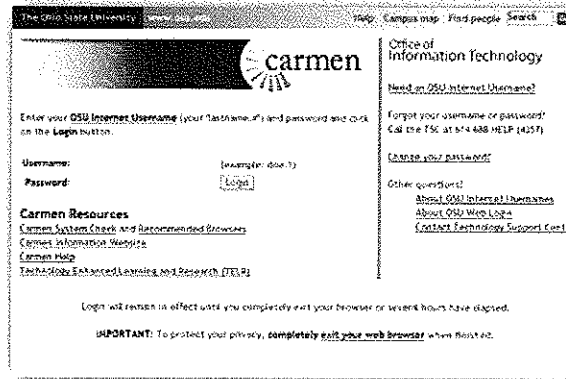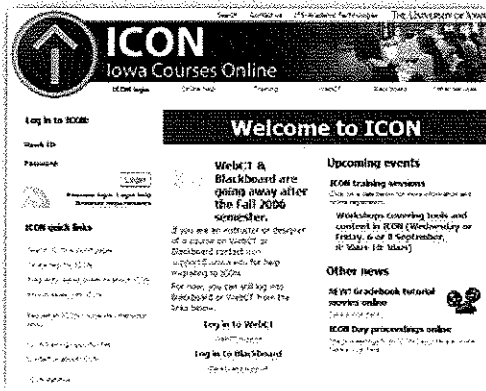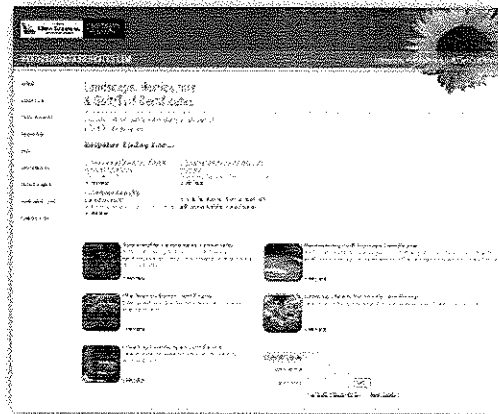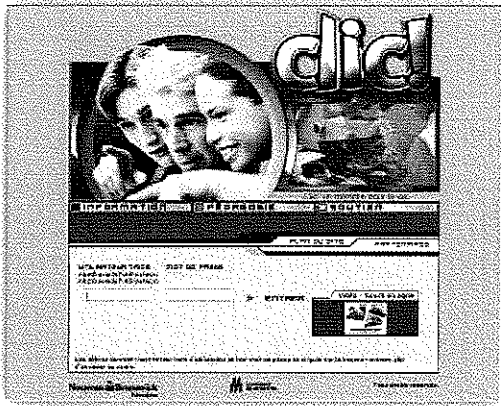
Examples of unique branding

■ 5. The website will have onsite registration capabilities

■ *D2L Ltd. Response:*

The Desire2Learn solution provdes External Self Regisstration Tool that allows for Assessment or Course Listings to be viewable by both actives of Learning Environment and those users not yet regsitered in the Learning Environment. When a user starts the registration process, they are taken to a page that askes the user if they are an existing user. Exsitng users must enter their user name and passowrd before they can proceed to the registration form. The Learning Environment automaitcally populates the form with information from the user's existing account.

Users without an existing account go directly to the registration form, where an optional feature is available to provide login information immediately or via and approval process.

■ 6. The website must be password protected

■ *D2L Ltd. Response:*

The Desire2Learn solution provides advanced security for all users. Only those users who are authenticated into the Desire2Learn system can view content, and even this is based on strict enrollment and role permission enforcement. Several security features of Learning Suite include:

- User authentication and authorization

- Password protection (with encryption)
- Role and Permissions tool that enable granular permission settings

Desire2Learn provides unparalleled security in its Learning Suite as well as in its hosting infrastructure. Through our role-based structure, administrators can granularly tailor each user's access with uncompromised security. Below outlines some of the key security features within Desire2Learn's products and services.

User Authentication and Authorization

User authentication and role authorization are two quintessential parts of the security and permissions/role based architecture of Desire2Learn's learning platform. All users have to be authenticated against a database or directory before they can log into the system. By allowing the client to determine and set unlimited numbers of roles and permissions through a very easy-to-use graphical interface, the client retains a great deal of granularity and control in terms of security and presentation for a particular user.

Course authentication is performed based on enrollments and roles that are defined by the organization. Administrative staff, or those given appropriate permissions, can enroll users within courses and other organizational units within the platform with a particular role. Based on that role, the user will have access to the particular course, and a specific set of privileges. The privileges the user has within each course are determined by the permissions associated with their role in that course. A user can have a different role in each course and therefore, different privileges.

Password Protection

Administrators can protect access to individual courses with a username and password. The system can authenticate against an external LDAP server or use the Kerberos protocol. In addition, administrators can set up fail-through authentication against a secondary source, like the system's own database, in the event that the primary source, like the LDAP server, fails. The Desire2Learn system can support multiple organizational units or organizations within one server setup and each unit contains its own unique database of users that can be authenticated against a different source.

The Desire2Learn system also offers a password reminder option and users can maintain their own passwords. Administrators can set password length restrictions and require password changes after the initial logon and/or after a specified period of time. User logins can be encrypted with the Secure Sockets Layer (SSL) protocol.

7. Assessment instructions will be provided with each module

D2L Ltd. Response:

Desire2Learn offers several tools that could satisfy this requirement, they are the Manage Files tool and Content tool which are both native to Learning Environment, and there is Learning Repository which is an optional product offered in the Desire2Learn Learning Suite. They are each described below for each question in this section. Furthermore, release conditions are provided in Learning Environment, they are briefly discussed at the end of this response.

Content Tool

Within Learning Environment is the Content tool that is used to organize course materials, such as the syllabus, lecture notes, readings, *etc.*

The Content Tool enables you to create, edit, organize, and delete modules and topics in your course. Using the Content Tool you can:

- Create and edit the modules and topics that make up the course curriculum
- Bring course content in from existing sources and export it for reuse later
- Change the way Learning Environment displays your course's content
- Link course topics to existing discussion topics

8. Provide online cross tabulation capability using site, county, regional and state aggregations.

D2L Ltd. Response:

Learning Environment can track a granular level of activity for every user within the system for monitoring and reporting purposes. We can do this without compromising any system performance or additional hardware. There are two levels of tracking: course level and system wide.

Course Level

User Progress Tool

The User Progress Tool allows you to view activity for individual users in a particular course offering including:

- An all-in-one view of all interactions users have with a course
- Creation and printing progress reports
- Sharing of user progress with students
- Understanding of course usage patterns
- Ability to compare the progress of an individual user to that of their peers
- Allows users to see how they stack up against the rest of the class
- User details
- Login summary
- Login details (access date, days since last access, IP address)
- Summary and details on tools including: Checklist, Competencies, Content; Discussions, Grades, Quizzes, and Surveys

Intelligent Agents

Intelligent Agents monitor an organizational to find activity that matches criteria that you set. The criteria that the agents search for are:

- login activity
- release conditions in Learning Environment.

You can use existing release conditions, or create new ones for your agents. The agent then sends a separate email to the user that created the agent when it finds users matching its criteria.

Every time the agent runs, it logs information on its activity. It also sends a confirmation email to the user that requested or set up the agent.

You can use intelligent agents to:

- email for users with grades below a certain level;
- check for users that have not logged in within a specific number of days;
- check for users that view a specific content topic; and much more.

System Wide

The Administrative Reporting Tool provides a useful interface through which you can create reports detailing system activity. The Reporting Tool enables you to select a wide variety of data to report on and to shape reports through the use of filters and other parameters.

The data available to report on is contained in Datasets. Datasets are predefined categories of data; for example, Users or Org Units. Once you have chosen a dataset to report on, you can then select a Render Type, which is the format that the report displays in; for example, a bar graph or a table. You can then narrow down your report by adding custom filters. Filters constrain the information to only show you specified and relevant results as you require them.

It is important to note that the Reporting Tool accesses the Data Warehouse and not the Production Database. The contents of the Production Database are migrated to the Data Warehouse at intervals; for example, every 24 hours, as defined for your site. The Reporting Tool uses the Data Warehouse to generate its reports; thus, it does not affect the real time Production Database or system performance.

The Reporting Tool enables you to produce reports based on specified data as well as to apply different filters, parameters and output formats to the results.

For more detailed reports, however, or for specific reports that are not possible to define through the Reporting Tool's interface, you may choose to access the data warehouse directly to create custom reports.

While the Reporting Tool's interface uses pre-defined datasets and output formats, the data warehouse can be accessed by any external reporting tool, for example, Crystal Reports, to report on any dataset and produce the output in any format.

9. Provide onlie provision of raw assessment data and grading using site, county, regional and state aggregations.

Please see response to question# 8 above for more detail.

10. Provide customized reporting capacity throughout assessment period using site, county, regional and state aggregations.

D2L Ltd. Response |

Yes, reports are customizable. Custom reports are created within the Reports tool from the Ad Hoc Report Designer. To create a custom report users must select a report type (table, chart or crosstab) and then select the measures they want to use to gather data. Users can select measures from a domain or from an existing topic.

Desire2Learn

Once the user has selected the measures they want to use in the custom report, they can define how they want to configure it. The reporting tool easily allows users to configure a report by intuitively dragging measures onto the report canvas and defining how they should appear.

11. The website will allow text field entries capability

D2L Ltd. Resposne

Yes, Learning Environment can accommodate a full range of content including text via the HTML Editor.

The HTML Editor integrates with all Learning Environment tools that users you to create HTML content. For example, the HTML Editor is available to edit discussions topics, create custom instructions for Dropbox folders, create ePortfolio artifacts, create content topics, and much more.

The HTML Editor features two tabs:

- **Basic** | The basic tab displays controls for common word processing tasks, such as underlining, bullets, insert images, Quicklinks, and tables and check spelling.

- **Advanced** | The Advanced tab displays all available controls including controls to insert objects such as Flash animation files and videos.

Using the HTML Editor, interactive elements; Flash, video, audio files, text and virtually any other item that can be displayed in HTML can be inserted almost anywhere.
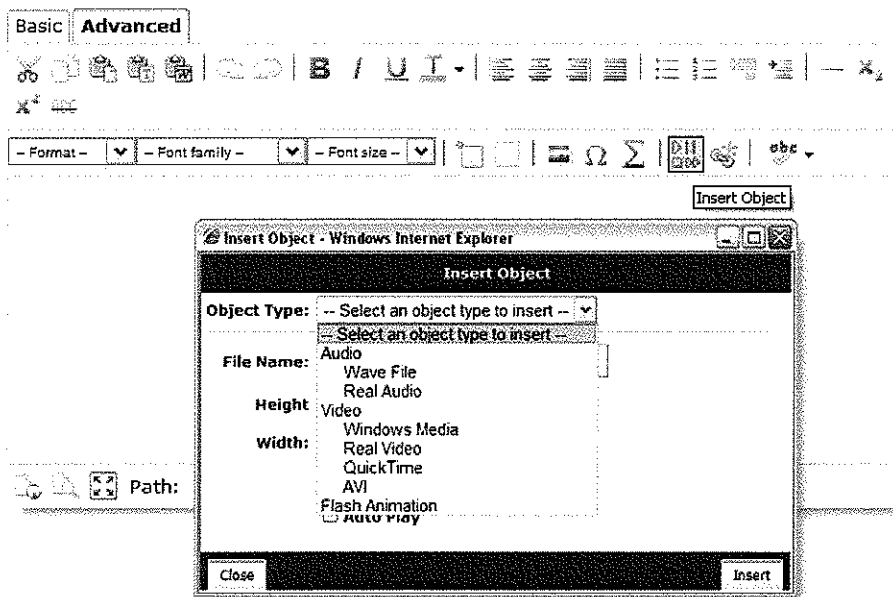
Add multimedia to course content with the HTML Editor

Rich text can also be integrated into Learning Environment from the HTML Editor. The screenshot below is an example of rich text that was created using the features and functionality of the HTML Editor:

Rich text inserted into learning objects with the HTML Editor

12. Provide the WVDE wth the semi-annual data aggregations and feedback report of completed assassments at school, district and state levels.

Desire2Learn offers robust and insightful reporting capabilities to its clients in three ways:

1. Included in Learning Environment via the Reporting Tool

2. Included in Learning Environment from within individual tools

The features and benefits of each of these two reporting tools that Desire2Learn offers shall be discussed briefly below:

Learning Environment Reporting Capabilities

The Reporting Tool provides a useful interface through which WVDE can create reports detailing system activity. The Reporting Tool enables users to select a wide variety of data to report on and to shape reports through the use of filters and other parameters.

Desire2Learn
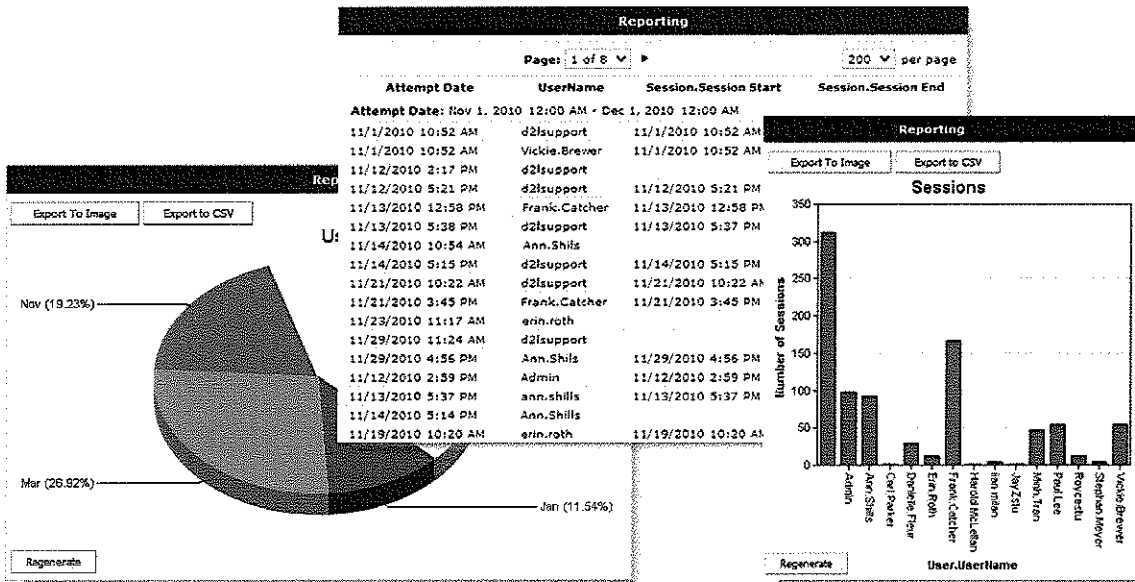
Three sample reports produced by Learning Environment

The data available for Learning Environment to report on is contained in datasets. Datasets are predefined categories of data; for example users or sessions. Once a user has chosen a dataset to report on, they can then select a render type. Render types define the format of a report, the available render types are:

- Area graph
- Bar graph
- Line graph
- Pie graph
- Preview table

Users can also narrow down reports by adding custom filters. Filters constrain the information to only show specified and relevant results.

Reports can be generated for the following tools or features within Learning Environment:

- Content
- Discussions
- Quizzes
- Survey (Self Assessment)
- User Progress
- Competencies and Rubrics
- Dropbox
- Gradebook

All reports can be exported to a CSV file for offline analysis.

Advanced Reporting in Learning Environment

The Reporting Tool is not limited to the numerous standard reports presented. Custom reports based on specified data, application of filters, and an array of different formatting options are also features of the Reporting Tool.

WVDE can also take advantage of existing third party reporting tools, Learning Environment's Reporting tool uses predefined datasets and output formats. Therefore the datasets can be accessed by any external reporting tool, for example Crystal Reports, to report on any dataset and produce the output in any format.

13. Provide a 1(one) day on-site training for 15 participants.

D2L Ltd. Response

Desire2Learn offers a wide variety of training delivery methods to suit client needs. Through a consultative process, we will work with WVDE to shape the training courses. We design and develop specific training programs to encompass the diversity of each client's requirements. Below are some of the training methods typically selected by our clients:

Self-Paced

Activity-based online courses include tutorials and a wealth of learning materials and options to support the range of learning preferences and pre-dispositions. Courses are made available for a variable amount of time typically ranging from thirty days to six months.

Face-to-Face

Many of our clients choose this option. Our trainers will deliver hands-on workshops onsite at WVDE and share best practices on teaching and learning. Training typically takes place in a lab setting with each participant working from their own training course.

Virtual

Virtual training conducted by our expert trainers through online web sessions are a cost effective alternative to face-to-face training.

Blended

Our clients often require blended training solutions, so we configure their sessions to suit their needs through unique combinations of face-to-face, self-paced, virtual and technology-based interaction. A typical session may involve intensive onsite training, followed by virtual sessions with participants.

Custom

If WVDE requires a customized training plan, we would be happy to work with you to determine your training needs and goals and how we at Desire2Learn can best tailor a training program that will meet those needs and goals.

14. Develop an online tutorial to assist teachers and students.

D2L Ltd. Response

Please see answer to 13 above specifically section titled Self-Paced.

◼ 15. Provide a toll-free or online customer assistance to be avaiable 9:00-4:00 Monday through Friday.

◼ *D2L Ltd. Response*

We take pride in building lasting relationships with our clients and always ensure that every possible measure is taken to exceed expectations. Our highly trained and friendly team of Help Desk professionals ensures that client inquiries and needs are dealt with in a fast and efficient manner. We also apply strategic problem management practices by reviewing our client's incidents and identifying areas for improvement.

When it comes to Support, we offer flexible options that will meet all of WVDE's needs. WVDE will select the level of Support that is appropriate for yours needs.

Within our range of Support services, our data-rich reports show trends of tickets, as well as peak periods of service. We also include recommendations on how to maximize efficiency going forward.

Desire2Learn Support services works for our clients and acts as their voice. The Support Services team provides help in escalating issues to Delivery Services, Account Managers, and/or Product Managers when required.

Below is a brief description of the Support we offering:

Premium Plus (Includes 75 incidents a month)

- Priority queuing
- Email, telephone, and web-based support 24x7 for a number of named contacts
- Access to 24x7 after hours emergency support service
- Access to a growing knowledge base and FAQs
- Support for all end-users
- Available performance reports
- Available periodical reviews of services
- Available Help Desk branding

"Truly, you guys are the best. I don't know if you just hire the most customer-oriented people at the support desk, or whether you train them to be so... but I, for one, am very grateful for the responsiveness and follow-up that your Support people provide."

Sharon McCarragher, eLearning Specialist | University of Wisconsin - Milwaukee

For more information, please visit http://www.desire2learn.com/services/support/.

Vendor Qualifications

◼ Vendors bidding on this project must have developed a website within the past year with PC and MAC compatibiltiy with the following capabilities:

- Dedicated to deliver three different assessments modules
- Beta Version of the three assessment modules
- Onsite registration capabilty.
- Password protected

- Provide online cross tabulation using site, county, regional and state aggregations.
- Provide customixed reporting capacity thorughout assessment poeriod using site, county, regional and state aggregations.

D2L Ltd. Response:

Desire2Learn is recognized as a world leading LMS provider with the most complete, scalable and adaptable suite of enterprise software products and services to power your learning infrastructure. Our clients' successes and experiences include several of the world's largest implementations inculding the current eLearning platform for the West Virgina Department of Education. Client success is a top priority and core value that drives the day-to-day operations of our organization.

Opportunity

The WVDE (HEAP) is looking for a company to provide a comprehensive online assessment and learning management system, with reporting capabilities, registration components, and Systems Security at the lowest competitive cost. Desire2Learn has extensive experience and expertise in delivering assessment solutions as descibed above since 1999.

Bid Sheet

Vendor Name:	D2L Ltd.
Vendor Address:	715 St. Paul Street
	Baltimore, Maryland
	21202
Vendor Phone:	1.888.772.0325

1.	**By placing bid below, we agree to meet all General Requirements and other conditions Listed above under Procurement Specifications.**				
2.	**Cost 'per student" completing assessment**	$5.00 (cost per student)	X	30,000 (students) =	= $150,000 (total)
3.	**Cost for a 1 day on-site training**	$ 5,000 (cost per student)	X	1 (training) =	= $5,000 (total)

TOTAL=$155,000

Note: Any anticipated travel expenses will need to be accounted for and included in the determination of above costs.

RFQ No. _EOD346526_

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:
"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: ___DZAN Ltd.___

Authorized Signature: _____ Date: ___19-Nov-2010___

~~State of~~ Province ___Ontario___

~~County~~ City of ___Kitchener___, to-wit:

Taken, subscribed, and sworn to before me this _19_ day of ___November___, 20_10_.

My Commission expires ___does not expire___, 20___.

AFFIX SEAL HERE   NOTARY PUBLIC _____

Rev. 09/08

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
    ____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
    ____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
    ____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% resident vendor preference for the reason checked:**
    ____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% resident vendor preference for the reason checked:**
    ____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

4. **Application is made for 5% resident vendor preference for the reason checked:**
    ____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
    ____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
    ____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____D2L Ltd._____   Signed: _____

Date: ____19 - November - 2010____   Title: _____President_____

Check any combination of preference consideration(s) indicated above, which you are entitled to receive.