



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
EDD355013

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
SHELLY MURRAY 304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF EDUCATION
BUILDING 6
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/17/2011				

BID OPENING DATE: **04/18/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				REQUEST FOR PROPOSAL		
				THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DEPARTMENT OF EDUCATION, IS SOLICITING PROPOSALS FOR ONLINE E-LEARNING PLATFORM AND SERVICES FOR WEST VIRGINIA VIRTUAL SCHOOL AND WEST VIRGINIA PK-12 SCHOOLS AND DISTRICTS PER THE ATTACHED SPECIFICATIONS.		
				TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFP, VIA FAX AT 304-558-4115, OR VIA EMAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 03/31/2011 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.		
0001		LS		924-10		
	1			ONLINE E-LEARNING PLATFORM		
				CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

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).



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03/17/2011				

BID OPENING DATE: 04/18/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: SHELLY MURRAY</p> <p>RFQ. NO.: EDD355013</p> <p>BID OPENING DATE: 04/18/2011</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p>						

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CONTACT PERSON (PLEASE PRINT CLEARLY):						

***** THIS IS THE END OF RFQ EDD355013 ***** TOTAL: _____						

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REQUEST FOR PROPOSAL

West Virginia Department of Education RFP #EDD355013

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- Section 1:** General Information
- Section 2:** Project Specifications
- Section 3:** Vendor Proposal
- Section 4:** Evaluation and Award
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SECTION ONE: GENERAL INFORMATION

1.1 Purpose: The Purchasing Division, hereinafter referred to as the "State," is soliciting proposals pursuant to **West Virginia Code §5A-3-10b** for the West Virginia Department of Education, Office of Instructional Technology, hereinafter referred to as the "Agency," to provide a one-year contract with options to renew for four years for a turnkey comprehensive fully integrated "standards-based" online learning management solution that includes a Learning Management Platform, an ePortfolio, and a Learning Object Repository (LOR) to be fully hosted at vendor facilities and that offers quality service at the lowest competitive cost.

1.2 By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

A Request for Proposal (RFP) is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

1.2.1 Compliance with Laws and Regulations: The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

1.3 Schedule of Events:

Vendor's Written Questions Submission Deadline	03/31/2011
Mandatory Pre-bid Conference	None
Addendum Issued	04/07/2011
Bid Opening Date.....	04/18/2011
Oral Presentation	None

- 1.4 **Mandatory Pre-bid Conference:** A mandatory pre-bid is **not** a requirement of this RFP.
- 1.5 **Inquiries:** Inquiries regarding specifications of this RFP must be submitted in writing to the State Buyer with the exception of questions regarding the proposal submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.3. All inquiries of specification clarification must be addressed to:

Shelly Murray, Buyer Supervisor
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130
 Fax: (304) 558-4115

No contact between the Vendor and the Agency is permitted without the express written consent of the State Buyer. Violation may result in rejection of the bid. The State Buyer named above is the sole contact for any and all inquiries after this RFP has been released.

- 1.6 **Verbal Communication:** Any verbal communication between the Vendor and any State personnel is **not** binding, including that made at the mandatory pre-bid conference (**when applicable; mandatory pre-bid conference is not required for this RFP**). Only information issued in writing and added to the RFP specifications by an official written addendum by Purchasing is binding.
- 1.7 **Addenda:** If it becomes necessary to revise any part of this RFP, an official written addendum will be issued by the Purchasing Division.

SECTION TWO: PROJECT SPECIFICATIONS

- 2.1 **Location:** Agency is located in Building 6, 1900 Kanawha Boulevard, East, Charleston, WV 25305.
- 2.2 **Background and Current Operating Environment:** There are four levels in the West Virginia Public Education System: the individual school, the County Board of Education (District or Local Education Agency or LEA), the Regional Education Service Agency (RESA), and the West Virginia Department of Education (WVDE) serving the State Board of Education. The Office of Instructional Technology within the West Virginia Department of Education (WVDE) implements instructional technology legislation and statewide instructional technology initiatives and related policies including 21st Century Tools for 21st Century Schools, the West Virginia Virtual School, Policy 2460 Acceptable Use Policy, K-12 email accounts, Learning Skills and Technology Tools CSOs, and Technology Integration Specialists (TIS) and Technology System Specialists (TSS). The Office administers competitive grants and other partnerships such as E-rate, the federal EdTech Program, Intel Teach, SAS Curriculum Pathways, and Thinkfinity. Additionally, the Office coordinates instructional technology resources, such as technology strategic planning, Internet resources and lesson plan sites, Internet filtering, and other infrastructure guidelines. For more information on the WVDE and Office of Instructional Technology initiatives visit <http://wvde.state.wv.us> and <http://wvde.state.wv.us/technology>.

The West Virginia Virtual School (<http://virtualschool.k12.wv.us/vschool/index.html>), one of the programs administered by the WVDE Office of Instructional Technology, provides West Virginia students opportunities to take courses that are not available at their local schools or that they are not able to schedule due to conflicts. The Virtual School offers required courses in English, mathematics, science, and social studies. Advanced placement courses are also offered and are among the most requested services of the Virtual School. Additionally, elective, enrichment, credit recovery and remediation classes are available. A variety of upper-level mathematics and Foreign Language courses are also available.

Currently, the WVDE is using the Desire2Learn eLearning platform to deliver Spanish courses, e-learning for Educators courses, online testing, and other in-house developed content. Additionally, a Learning Object Repository (LOR) is being populated and an ePortfolio component is being used. This is a vendor-hosted solution and includes support and maintenance services. The WVDE does not own hardware for this eLearning platform; rather the hardware, bandwidth and services are provided by Desire2Learn as part of the total eLearning solution.

Approximately 1000 K-12 students and several hundred educators are currently using this eLearning platform on a regular basis with additional use by large groups for surveys, assessments and one-time targeted learning assignments. The WVDE expects users of the LMS to be approximately 3,000 concurrent users including students, teachers and administrators with an increase of 500-2,500 additional users in each of the subsequent years of the contract. ***It should be understood that the WVDE cannot guarantee the number of users in any given year.*** There are approximately 1300 courses, 242 ePortfolios, 400 learning objects and a number of associated files in the current eLearning platform.

2.3 **Qualifications and Experience:** Vendors will provide in **Attachment A: Vendor Response Sheet**

- information regarding firm and staff qualifications and experience in completing similar K-12 projects;
- minimum of five (5) references that are of comparable size (13,000 users) and similar to the services (K-12 environment) requested in this RFP including at least two references from State Departments of Education;
- copies of any staff certifications or degrees applicable to this project;
- proposed staffing plan;
- descriptions of past K-12 projects completed entailing the location of the project, project manager name and contact information, type of project, date completed and what the project goals and objectives were and how they were met;
- financial information and documented evidence of financial stability to assure required performance. (If public, provide copies of the three most recent annual reports. If private, provide copies of the most recent three-year audited financial statements);
- budget that is devoted to Research and Development of product.

2.4 Project and Goals (Approach and Methodology):

The WVDE is seeking a **fully integrated eLearning solution** with the major functions (Learning Management System, ePortfolio and Learning Object Repository) aggregated in one effective unit or system. This is not just "brochure" integration where products are labeled under the same brand but integration that allows full accessibility so that the feature systems are available to all users from any place within the system, i.e. a user can with a single click move from the LMS to the ePortfolio and back and a user can with a single click move from the LMS to the LOR and back. Additionally each feature/function is fully supported by the management system so that a user in the LMS can be assigned access to an ePortfolio or the LOR as a function of the users' role in the LMS. An analogy of the definition of fully integrated is having a home addition that is fully integrated into the house so that residents can move from the house into the addition and back without going outside the house and the addition is supported by the systems of the house (heating, plumbing, electrical, etc.) Conversely, a "brochure" integration would be building a guest cottage outside the house, painting it the same color as the house and saying it is integrated, but residents must go outside the house to get to the cottage and the cottage has its own plumbing, heating and electrical systems.

Describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met. Responses to this RFP should be specific providing a straight forward, complete, and concise description of the Vendor's and proposed software's ability to meet the requirements of the RFP and the functional specifications identified. Responses indicating only that the requirement is "met by" or "provided for" without a full explanation will be considered unacceptable.

The project goals and objectives are:

2.4.1 Implementation of a fully integrated eLearning solution with the functionality of an online Learning Management System (LMS) that is standards-based and suitable for the K-12 environment to enable the delivery of online learning.

Each of the following Learner Tools are part of a standards-based LMS.

2.4.1.A LMS includes specific Learner Tools to enable communication, productivity, and student involvement.

❖ *Communication Tools – Definitions*

- ✓ File Exchange: tools allow learners to upload files from their local computers and share these files with instructors or other students in an online course. Note: File attachments to messages are part of Internal Email and Discussion Forums. File Exchange tools enable downloading files and upload or posting files over the Web from within the course (e.g., assignment drop box or collaboration/group tools).
- ✓ Internal and External Email: electronic mail that can be read or sent from inside an online course. Email tools enable messages to be read and sent exclusively inside the course or alternatively the tools enable links to external email addresses of those in the course so that contacting course

Members is facilitated. Internal email may include an automatically generated address book and address books are searchable.

- ✓ Discussion Forums: capture the exchange of messages over time, sometimes over a period of days, weeks, or even months. Threaded discussion forums are organized into categories so that the exchange of messages and responses are grouped together and are easy to find. Discussion forum tools allow text conversations over time to be displayed. The organization of the text conversations (messages) can be a simple temporal sequence or they can be presented as a threaded discussion where only messages on a specific topic called a thread are displayed in sequence. Discussion forums provide automatic notification of new entries upon each user's log in to the system.
- ✓ Audio/Video services: enable real-time voice and picture (video) interaction as part of the course. Audio/Video services include tools for recording and playback. Some video services provide for two-way or multi-way video conferencing, which may be point-to-point connections or mediated through a central server.
- ✓ Online Journal/Notes: enable students to make notes in a personal or private journal or both. Students should have the capability to share personal journal entries with their instructor or other students but cannot share private journal entries. This tool should allow facilitation of writing assignments in which parts are written over time and then later assembled into a document. This tool can also be used to make personal annotations to pages of a course that can later be used as a study aide. The Online Journal/Notes tool can also be used to record reflections about personal learning accomplishments and how to apply this new knowledge.
- ✓ Whiteboard: an electronic version of a dry-erase board used by instructors and learners in a virtual classroom which allows creation or import of content from common applications, inserting of functioning hyperlinks, and display of math, engineering, science and foreign language symbols. Multiple pages can be created and navigation between pages is available as well as editing tools including, but not limited to cut, copy, paste, and drag and drop features.
- ✓ Web 2.0 Tools: include social-learning and social-networking features/tools including, but not limited to, blogs, wikis, podcasts, etc.
- ✓ Other synchronous services such as application sharing, instant messaging or synchronous chats, group browsing, and Voice over IP (also called VoIP or voice chat): *Application sharing* allows a software program running on one computer to be viewed and sometimes controlled from a remote computer. For example, an instructor using this feature can demonstrate a chemistry experiment or a software utility to an online student and allow the student to use the demonstration software from his/her own computer. *Instant messaging or synchronous chats* allow messaging between user accounts with visual and audible notification of

new messages and options for transcripts and logs of messaging. *Group web browsing* allows an instructor to guide learners on a tour of websites using a shared browser window. *Voice over IP* tools enable two or more to communicate via microphone and speaker conference call style over the Internet connection in real-time.

❖ *Productivity Tools – Definitions*

- ✓ **Bookmarks:** allow students to easily return to important pages within their course or outside their course on the web. In some cases, bookmarks are for an individual student's private use, and in others can be shared with an instructor or with an entire class. Some systems also allow bookmarks to be annotated. Systems vary in allowing students to store their bookmarks in a course folder, a personal folder, or a private folder. Course folders are open to all students and instructors in a course. Personal folders contain bookmarks that individual students can share, whereas bookmarks in private folders are for the student's own use.
- ✓ **Orientation/Help:** provides tools to help students learn how to use the online learning software, often in the form of a self-paced tutorial, guide, or student help desk.
- ✓ **Orientation/Help tools** enable the student to make the best use of the software. These tools provide tutorials or guides to the various aspects of the software. Sometimes additional tools are included to support effective study practices, which can range from simple review tools to mini-courses on how to study effectively. Student help desk tools facilitate the tasks of an operator responding to requests for help by student users of the application and may include some online resources directly available to students such as context sensitive helpful hints and wizard style assistants. A student help desk does not typically offer help with course content.
- ✓ **Plan/Progress Review:** enable students to plan for their workload and assignments typically through a course calendar. This may include the use of an online calendar. Student progress review tools enable the student to check marks on assignments and tests, as well as, their progress through the course material. In some tools there are additional provisions to support student workload planning, as well as, by means of a calendar type of tool.
- ✓ **Searching within Course:** allows users to find course material based on key words. Searching tools enable students to locate parts of the course materials on the basis of word matching *beyond* the user's current browser page (that can be searched using the browser>edit>find menu).
- ✓ **Resume Course Function:** a placeholder that allows users to save their place in an online course or Sharable Content Object even after the browser is shut down.

- ✓ **Work Offline/Synchronize:** provides the ability to work in the course environment offline, and for the work to be synchronized with the next log-in to the course environment. In some products the resume course function also lets users save their place in an online course. This applies to work on mobile devices (e.g., Palm, Handspring, Blackberry, MS Windows Mobile, iPhone, iPad, etc.). The ability to work in a course environment offline is especially useful in situations where communication links are unreliable or expensive. This offline environment is essentially a local client application that embodies the important features of the online product without the constant connection to the Internet. When the user resumes the course, the resume course tool could be used to take the user directly to the page of the course or the Sharable Content Object where they had stopped working.

❖ *Learner Tools - Student Involvement Tools – Definitions*

- ✓ **Group Work:** the capacity to organize a class into groups and provide group workspace that enables the instructor to assign specific tasks or projects. Some systems also enable groups to have their own communication features like real-time chat and discussion forums.
- ✓ **Student Community Building:** tools enable online instructors to create a community for students to share ideas or build knowledge. Student Community Building tools can include facilities to encourage and enhance morale. These tools allow the instructor to create and manage small groups using discussion threads, chats, or other course tools in a larger class so that small group members can interact with each other enough to develop friendships.

2.4.1.B. LMS includes specific Support Tools to enable administration, course delivery, evaluation, and curriculum development and design.

❖ *Support Tools - Administration Tools – Definitions*

- ✓ **Reporting and Querying Process:** Reporting features include the ability to review and analyze information in multiple formats, sorting by user defined fields. Querying is the ability for users to obtain discrete data elements through ad-hoc requests including but not limited to phonetic searching.
- ✓ **Authentication:** procedure that works like a lock and key by providing access to software or a computer system by a user who enters the appropriate user name and password. The term also can refer to the procedure through which user names and passwords are created and maintained. Authentication systems can involve a single logon, which is the most user friendly but most vulnerable to hacking. More complicated systems can involve layers with separate logins for each layer and secure socket layer transaction (SSL) encryption.
- ✓ **Course Authorization:** tools are used to regulate who can use the software and in what way. Authorization tools assign access privileges

and other privileges to specific users or user groups (e.g., teaching assistants and designers).

- ✓ Registration Integration: tools to support the enrollment of students in an online course either by the instructor or through self-registration of the students themselves or through integration with the Student Information System. Registration tools may also include tools for secure credit card transactions. Some registration tools allow instructors to enroll students in batches through the use of formatted text files. Time limited student self-registration may also be available to shift the data entry process to the students. This feature includes the integration of the online learning system with an administrative student registration or information system such as WVEIS, the statewide student management system. Typically, integration will allow for the following types of functionality: shared common student information, ability to transfer grades back and forth, and ability to have common accounts. Additionally, integration will allow for daily course enrollments and grades.
- ✓ Learning Cycle Management Process: deals with all the tools necessary to add courses individually or in batch and the ability to purge courses when no longer in use. The ability to archive courses is desired.
- ✓ Standards Compliance: deals with adhering strictly to published standards developed by government and industry-related working groups. Includes standards such as SCORM, SIF, Section 508 of the U. S. Rehabilitation Act (as amended), Section 504 of the U. S. Rehabilitation Act (as amended), World Wide Web Consortium (W3C) Web Content Accessibility Guidelines and state and federal requirements for displaying all content in ADA-compliant format.

❖ *Support Tools - Course Delivery Tools – Definitions*

- ✓ Automated Testing and Scoring: tools allow instructors to create, administer, and score objective tests. Some products provide support for proctored testing in a suitable computer lab classroom as an approach to ensuring academic honesty.
- ✓ Course Management: tools allow instructors to control the progression of an online class through the course material. Course management tools are used to make specific resources in a course, such as readings, tests or discussions, available to students for a limited time only or after some prerequisites are achieved. This deliberate unfolding of the course resources can be used to prevent students from being overwhelmed and discouraged. Some systems enable this course management to be individualized so that course experience can be tailored to accommodate individual learner situations.
- ✓ Instructor Help Desk: tools include resources available for instructors who need help using the product software. This does not typically include assistance with content. Instructor help desk tools may enable instructors

to create a community with other instructors to share ideas or build knowledge.

- ✓ **Online Grading Tools:** help instructors mark, provide feedback on student work, and manage a grade book. Online grading tools enable instructors to mark assignments online, store grades, and delegate the marking process to teaching assistants. Some tools allow instructors to provide feedback to students, to export the grade book to an external spreadsheet program, and to override the automatic scoring.
- ✓ **Competency Tracking Tools:** tools used to track information about learning objectives and skills and students' progress toward learning outcomes. Students can view progress on competencies and see what activities they need to complete in order to meet competency requirements.
- ✓ **Student Tracking:** the ability to track the usage of course materials by students and to perform additional analysis and reporting both of aggregate and individual usage. Student tracking tools include facilities for statistical analysis of student-related data and to display the progress of individual students in the course structure. The data generally consists of both activities and the time stamps of when the activity occurred.

2.4.2 Implementation of a fully integrated eLearning solution with functionality of an ePortfolio system that is standards-based, suitable for the K-12 environment and allows for project-based learning and performance-based assessment.

2.4.2.A. ePortfolio system includes specific tools/functions for creation, upload and import of artifacts (users' individual pieces of work with reflection) and evidence in numerous file formats, tools/functions for categorization/organization of artifacts and evidence, tools/functions for creating multiple presentations for different purposes and audiences, and tools for exporting ePortfolios.

2.4.2.B. ePortfolio system is fully integrated into the LMS and includes tools/functions for direct import of information and coursework results including quiz results, drop box feedback, competency progress and grades from LMS.

2.4.2.C. ePortfolio system includes tools/functions for evaluation including soliciting and recording feedback on presentations and a tool/function for recording self-reflection.

2.4.3 Implementation of a fully integrated eLearning solution with functionality of a Learning Object Repository (LOR) that is standards-based, suitable for the K-12 environment and allows for storage and retrieval of digital or non-digital objects that may be used for learning, education or training.

2.4.3.A. LOR includes tools/functions for creation, upload, import/export of learning objects and tools/functions for managing learning objects including, for not limited to versioning, logging, roles management, etc.

2.4.3.B. LOR includes tools/functions for categorizing and classifying learning objects for searching including meta-data tagging and digital rights management.

2.4.3.C. LOR is fully integrated into the LMS and includes tools/functions for import/export of content from LMS to LOR and hooks to allow instructors/users to link directly to resources within the LOR from the LMS.

2.4.4 Implementation of a vendor-hosted service that provides necessary hardware, bandwidth, security, interface tools, and services to provide implementation of a fully integrated online eLearning solution.

❖ Definition of Hosted Service: the online learning application provider (vendor) furnishes the application with the server and technical support from vendor's location so the institution (WVDE) does not provide any associated network hardware or software. An important aspect of hosted service is that it includes the associated technical support and maintenance as well as the actual web service of providing courses.

2.4.4.A. Vendor-hosted service that provides for guaranteed service levels including application of routine maintenance and software updates, security systems, customized portal services, and processes for disaster recovery

2.4.4.B Vendor-hosted service that provides for growth of systems including server capacity, reasonable (4 to 7 years) life-cycle for servers and peripheral systems, and options for unlimited bandwidth.

2.4.5 Implementation of high quality, comprehensive services to support implementation of a fully integrated online eLearning solution that includes LMS, ePortfolio and LOR systems.

2.4.5.A. Vendor-provided help desk services on a 24 x 7/365 basis for administrators, teachers and students (except as necessary for scheduled maintenance/upgrade times). The proposals should support at a minimum both live phone and web-based support.

2.4.5.B Vendor-provided migration/conversion services that includes vendor staff and functions that will convert current courses, files, users, LOR content, and all components/tools into any new eLearning solution.

2.4.5.C. Vendor-provided comprehensive professional development options/services (should include both face-to-face and online delivery options) for all WVDE staff (administrative and technical staff, instructors, Teaching Assistants, K-12 mentors, course facilitators, tutors, and/or developers).

2.5 Mandatory Requirements

The following mandatory requirements must be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State.

- 2.5.1 The bidder **must** propose a **fully integrated (see definition of fully integrated in Section 2.4)** and standards-based online eLearning solution suitable for the K-12 environment to support Web-based development and delivery of content.
- 2.5.2 The bidder **must** provide online access to a "live" installation of the products outlined in Vendor's response and access to online manual for all proposed products for evaluation purposes. Access for evaluation **must** be provided free of charge. Evaluators will require access to Vendor's toll-free technical support during the evaluation stage. The request will be reasonable but sufficient to undertake an appropriate evaluation. If a Vendor has a limit on how many may access the system, such limitations should be provided in the response. Access should minimally include the following roles:
- Learner
 - Course Designer
 - Teacher
 - Administrator
- 2.5.3 The bidder **must** have experience in K-12 projects of similar size (13,000 users), scope and clients.
- 2.5.4 The bidder **must** provide indemnification against any intellectual property infringement claim to all products provided as part of the eLearning solution. (Bidder **must** supply copy of license/service agreement that contains indemnification clause.)
- 2.5.5 The bidder **must** provide warranty during the duration of the contract that applications and software provided as part of eLearning solution will substantially perform according to documentation. (Bidder **must** supply copy of license/service agreement that contains warranty clause.)
- 2.5.6 The proposed eLearning solution **must** be compliant with the Sharable Content Object Reference Model (SCORM).
- 2.5.7 The bidder **must** provide Hosted Solution/ASP capabilities. (ASP is defined as an entity that manages and distributes software-based services and solutions to customers across the public Internet from a central data center.)
- 2.5.8 The bidder **must** provide installation and configuration of the proposed eLearning solution within 30 calendar days of bidder's receipt of purchase order. (Any associated costs, if applicable, must be identified in bidder's separately

submitted cost proposal.)

- 2.5.9 The bidder **must** provide necessary services to convert current courses, files, users, LOR content, ePortfolio content and all components/tools into the new LMS from current D2L eLearning platform to winning bidder's platform *within ten business days following installation and configuration of software. Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.* Conversion includes "look and feel" of all content including surveys, quizzes, discussion forums, etc. that are part of any course or learning object or ePortfolio. Conversion must result in no loss of productivity between student and teacher. (Any associated costs, if applicable, must be identified in bidder's separately submitted cost proposal.)
- 2.5.10 The bidder **must** provide 24 X 7/365 (except as necessary for scheduled maintenance/upgrade times) phone helpdesk and technical support services for system administrators.
- 2.5.11 The bidder **must** provide maintenance services and software updates.
- 2.5.12 The proposed eLearning solution **must** contain a customizable online portal.
- 2.6 **Oral Presentations (Agency Option):** Oral presentations will **not** be included with this RFP, rather the agency requires online access to a "live" installation of the products outlined in Vendor's response and access to online manual for all proposed products. Access for evaluation must be provided free of charge. Evaluators will require access to Vendor's toll-free technical support during the evaluation stage. The request will be reasonable but sufficient to undertake an appropriate evaluation. If a Vendor has a limit on how many may access the system, such limitations should be provided in the response. Access should minimally include the following roles:
- Learner
 - Course Designer
 - Teacher
 - Administrator

SECTION THREE: VENDOR PROPOSAL

- 3.1 **Economy of Preparation:** Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.
- 3.2 **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

3.3 **Proposal Format:** Vendors should provide responses in the format listed below:

Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

Table of Contents: Clearly identify the material by section and page number.

Attachment A: Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following:

- information regarding firm and staff qualifications and experience in completing similar K-12 projects;
- minimum of five (5) references that are of comparable size (13,000 users) and similar to the services (K-12 environment) requested in this RFP including at least two references from State Departments of Education;
- copies of any staff certifications or degrees applicable to this project;
- proposed staffing plan;
- descriptions of past K-12 projects completed entailing the location of the project, project manager name and contact information, type of project, date completed and what the project goals and objectives were and how they were met;
- financial information and documented evidence of financial stability to assure required performance. (If public, provide copies of the three most recent annual reports. If private, provide copies of the most recent three-year audited financial statements);
- budget that is devoted to Research and Development of product.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met. Responses to this RFP should be specific providing a straight forward, complete, and concise description of the Vendor's and proposed software's ability to meet the requirements of the RFP and the functional specifications identified. Responses indicating only that the requirement is "met by" or "provided for" without a full explanation will be considered unacceptable. **Responses to "yes" and "no" questions will be verified by the evaluation committee in accordance with RFP. "Yes" responses not supported by documentation and / or online access will be considered a "No" response.**

Please label all responses by section number as defined in Section 2.3 and 2.4 in the attached response sheet provided.

Attachment B: Complete **Attachment B: Mandatory Specification Checklist**. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 2.5 of Section Two: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

Attachment C: Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

3.4 **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.

- **Technical proposals** must not contain any cost information relating to the project.
- **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt.

3.4.1 Vendors should allow sufficient time for delivery. In accordance with **West Virginia Code** §5A-3-11, the Purchasing Division cannot waive or excuse late receipt of a proposal, which is delayed or late for any reason. Any proposal received after the bid opening date and time will be immediately disqualified in accordance with State law.

Vendors responding to this RFP shall submit:

One original technical and cost proposal plus 6 convenience copies to:

Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

The agency is also requesting three (3) CDs of the technical proposal in a digital format.

The outside of the envelope or package(s) for both the technical and the cost should be clearly marked:

Vendor:	
Buyer:	Shelly Murray
Req #:	EDD355013
Opening Date:	04-18-2011
Opening Time:	1:30 p.m.

- 3.5 **Purchasing Affidavit:** *West Virginia Code* §5A-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the proposal.
- 3.6 **Resident Vendor Preference:** In accordance with *West Virginia Code* §5A-3-37, Vendors may make application for Resident Vendor Preference. Said application must be made on the attached Resident Vendor Certification form at the time of proposal submission.
- 3.7 **Technical Bid Opening:** The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.
- 3.8 **Cost Bid Opening:** The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals once the Agency evaluation committee has completed the technical evaluation and it has been approved by the Purchasing Division.

SECTION FOUR: EVALUATION AND AWARD

- 4.1 **Evaluation Process:** Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the online access their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.
- 4.2 **Evaluation Criteria:** All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

- | | |
|---|--------------------|
| • Qualifications and experience | 30 Points Possible |
| • Goals and Objectives (Approach and methodology) | 40 Points Possible |

Approach and methodology evaluation will include online access to a "live" installation of the products outlined in Vendor's response and access to online manual for all proposed products. Access for evaluation must be provided free of charge. Evaluators will require access to Vendor's toll-free technical support during the evaluation stage. The request will be reasonable but sufficient to undertake an appropriate evaluation. If a Vendor has a limit on how many may access the system, such limitations should be provided in the response. Access should minimally include the following roles:

- Learner
- Course Designer

- Teacher
- Administrator

- Cost

30 Points Possible

Total

100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

Lowest price of all proposal

X 30 = Price Score

Price of Proposal being evaluated

- 4.2.1 **Technical Evaluation:** The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.
- 4.2.2 **Minimum Acceptable Score:** Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.
- 4.2.3 **Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.
- 4.3 **Independent Price Determination:** A proposal will not be considered for award if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.
- 4.4 **Rejection of Proposals:** The State reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The State further reserves the right to withdraw this RFP at any time and for any reason. Submission of or receipt of proposals by the State confers no rights upon the bidder nor obligates the State in any manner.
- 4.5 **Vendor Registration:** Vendors participating in this process should complete and file a Vendor Registration and Disclosure Statement (Form WV-1) and remit the registration fee. Vendor is not required to be a registered Vendor in order to submit a proposal, but the **successful bidder must** register and pay the fee prior to the award of an actual purchase order or contract.

SECTION FIVE: CONTRACT TERMS AND CONDITIONS

- 5.1 **Contract Provisions:** The RFP and the Vendor's response will be incorporated into the contract by reference. The order of precedence shall be the contract, the RFP and any addendum, and the vendor's proposal in response to the RFP.

5.2 **Public Record:** All documents submitted to the State Purchasing Division related to purchase orders or contracts are considered public records. All bids, proposals, or offers submitted by Vendors shall become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the bid opening.

5.2.1 **Risk of Disclosure:** The only exemptions to disclosure of information are listed in **West Virginia Code §29B-1-4**. Any information considered a trade secret must be separated from the Vendor submission and clearly labeled as such. Primarily, only trade secrets, as submitted by a bidder, are exempt from public disclosure. The submission of any information to the State by a Vendor puts the risk of disclosure on the Vendor. The State does not guarantee non-disclosure of any information to the public.

5.2.2 **Written Release of Information:** All public information may be released with or without a Freedom of Information request; however, only a written request will be acted upon with duplication fees paid in advance. Duplication fees shall apply to all requests for copies of any document. Currently, the fees are 50 cents per page, or a minimum of \$10.00 per request, whichever is greater.

5.3 **Conflict of Interest:** Vendor affirms that neither it nor its representatives have any interest nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

5.4 **Vendor Relationship:** The relationship of the Vendor and the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *et cetera* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

The Vendor shall not assign, convey, transfer, or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association, or entity without expressed written consent of the Agency.

- 5.4.1 Subcontracts/Joint Ventures: The Vendor may, with the prior written consent of the State, enter into subcontracts for performance of work under this contract.
- 5.4.2 Indemnification: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage laws.
- 5.4.3 Governing Law: This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations as provided by Federal, State, and local governments.
- 5.5. **Term of Contract and Renewals**: This contract will be effective upon award and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of four (4) one-year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period, Vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue providing services pursuant to the terms of the contract.
- 5.6 **Non-Appropriation of Funds**: If funds are not appropriated for the Agency in any succeeding fiscal year for the continued use of the services covered by this contract, the State may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The State shall give the Vendor written notice of such non-appropriation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.
- 5.7 **Changes**: If changes to the contract become necessary, a formal contract change order will be negotiated by the State, the Agency, and the Vendor.

As soon as possible, but not to surpass thirty (30) days after receipt of a written change request from the Agency, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written Statement identifying any price impact on the contract. The Vendor shall provide a description of any price change associated with the implementation.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER FROM THE PURCHASING DIVISION.

- 5.8 **Price Quotations:** The price(s) quoted in the Vendor's proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided in the original specifications.
- 5.9 **Invoices and Progress Payments:** The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To." Progress payments may be made at the option of the Agency on the basis of percentage of work completed if so defined in the final contract.
- 5.10 **Liquidated Damages:** According to *West Virginia Code* §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of **\$200.00** (per day, per week, per unit, or some other agreed measure) for failure to provide (deliverables, meet milestones identified to keep the project on target, or failure to meet specified deadlines). This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other additional remedy which the State or Agency may have legal cause for action.
- 5.11 **Contract Termination:** The State may terminate any contract resulting from this RFP immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which may endanger the contract's continuation. If after such notice the Vendor fails to remedy the conditions within the established timeframe, the State shall order the Vendor to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may be terminated by the State with thirty (30) days prior notice pursuant to *West Virginia Code of State Rules* § 148-1-7.16.2.

5.12 **Special Terms and Conditions:**

5.12.1 Bid and Performance Bonds: Not Applicable

5.12.2 Insurance Requirements: *(Provide liability insurance requirements. Insurance certificates are required prior to award, but are not required at the time of bid).*

- Public liability
- Property damage
- Professional liability (medical, advertising, *et cetera*)

5.12.3 License Requirement: Workers' Compensation

5.12.4 Protest Bond: Any bidder that files a protest of an award shall at the time of filing the protest submit a protest bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater.

The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All protest bonds shall be made payable to the Purchasing Division and shall be signed by the protester and the surety. In lieu of a bond, the protester may submit a cashier's check or bank

money order payable to the Purchasing Division. The money will be held in trust in the State Treasurer's office.

If it is determined that the protest has not been filed for frivolous or improper purpose, the bond shall be returned in its entirety.

- 5.13 **Record Retention (Access and Confidentiality):** Vendor shall comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by the Vendor. The Vendor shall maintain such records a minimum of five (5) years and make such records available to Agency personnel at the Vendor's location during normal business hours upon written request by the Agency within ten (10) days after receipt of the request.

Vendor shall have access to private and confidential data maintained by the Agency to the extent required for the Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and the Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by the Vendor.

Attachment A: Vendor Response Sheet

Qualifications and Experience Section 2.3:

Provide a response regarding the following:

- firm and staff qualifications and experience in completing similar K-12 projects;
- minimum of five (5) references that are of comparable size and similar to the services (K-12 environment) requested in this RFP including at least two references from State Departments of Education;
- copies of any staff certifications or degrees applicable to this project;
- proposed staffing plan;
- descriptions of past K-12 projects completed entailing the location of the project, project manager name and contact information, type of project, date completed and what the project goals and objectives where and how they were met;
- financial information and documented evidence of financial stability to assure required performance. (If public, provide copies of the three most recent annual reports. If private, provide copies of the most recent three-year audited financial statements);
- budget that is devoted to Research and Development of product.

It should be clear from the bidder's response that the bidder has the experience, capacity, skills, and personnel necessary to implement this initiative effectively.

Project goals and objectives contained in Section 2.4:

The vendor should describe the **approach and methodology** proposed for this project. This should include how each of the goals and objectives listed is to be met.

Bidders are expected in **Attachment A** to provide detailed responses to each goal and objective. The response should be clear and concise, providing the bidder's proposed solution and demonstrating that the bidder understands the project goals and objectives. Bidders are encouraged to reply in writing to all goals and objectives. Simply responding 'met' or 'yes' may not provide an adequate response for evaluation purposes. The bidder should respond to the goals and objectives below with sufficient detail to allow the evaluation committee to fairly evaluate the bidder's response to the needs identified in the RFP and to assess the quality, depth, and breadth of the response. Please note that additional detailed information has been provided with some objectives to help guide the vendor response, and the vendor should provide a response to the objective, as well as to the expanded detail provided below.

Responses to "yes" and "no" questions will be verified by the evaluation committee in accordance with RFP. "Yes" responses not supported by documentation and / or online access will be considered a "No" response.

*The WVDE is seeking a **fully integrated eLearning solution** with the major functions (Learning Management System, ePortfolio and Learning Object Repository) aggregated in one effective unit or system. This is not just "brochure" integration where products are labeled under the same brand but integration that allows full accessibility so that the feature systems are available to all users from any place within the system, i.e. a user can with a single click*

move from the LMS to the ePortfolio and back and a user can with a single click move from the LMS to the LOR and back. Additionally each feature/function is fully supported by the management system so that a user in the LMS can be assigned access to an ePortfolio or the LOR as a function of the users' role in the LMS. An analogy of the definition of fully integrated is having a home addition that is fully integrated into the house so that residents can move from the house into the addition and back without going outside the house and the addition is supported by the systems of the house (heating, plumbing, electrical, etc.) Conversely, a "brochure" integration would be building a guest cottage outside the house, painting it the same color as the house and saying it is integrated, but residents must go outside the house to get to the cottage and the cottage has its own plumbing, heating and electrical systems.

Bidder **must** provide online access to a "live" installation of the eLearning solution outlined in Vendor's response and access to online manual(s) for all proposed features for evaluation purposes. Access for evaluation must be provided free of charge. Evaluators will require access to Vendor's toll-free technical support during the evaluation stage. The request will be reasonable but sufficient to undertake an appropriate evaluation. If a Vendor has a limit on how many may access the system, such limitations should be provided in the response. Access should minimally include the following roles:

- Learner
- Course Designer
- Teacher
- Administrator

Section 2.4.1: Implementation of a fully integrated eLearning solution with the functionality of an online Learning Management System (LMS) that is standards-based and suitable for the K-12 environment to enable the delivery of online learning.

2.4.1.A. LMS includes specific Learner Tools to enable communication, productivity, and student involvement.

Each of the following Learner Tools are part of a standards-based LMS. Respond to how your LMS meets the feature-set after each section.

❖ Communication Tools – Definitions

- ✓ File Exchange: tools allow learners to upload files from their local computers and share these files with instructors or other students in an online course. Note: File attachments to messages are part of Internal Email and Discussion Forums. File Exchange tools enable downloading files and upload or posting files over the Web from within the course (e.g., assignment drop box or collaboration/group tools).
- ✓ Internal and External Email: electronic mail that can be read or sent from inside an online course. Email tools enable messages to be read and sent exclusively inside the course or alternatively the tools enable links to external email addresses of those in the course so that contacting course Members is facilitated. Internal email may include an automatically generated address book and address books are searchable.
- ✓ Discussion Forums: capture the exchange of messages over time, sometimes over a period of days, weeks, or even months. Threaded discussion forums are organized

into categories so that the exchange of messages and responses are grouped together and are easy to find. Discussion forum tools allow text conversations over time to be displayed. The organization of the text conversations (messages) can be a simple temporal sequence or they can be presented as a threaded discussion where only messages on a specific topic called a thread are displayed in sequence. Discussion forums provide automatic notification of new entries upon each user's log in to the system.

- ✓ Audio/Video services: enable real-time voice and picture (video) interaction as part of the course. Audio/Video services include tools for recording and playback. Some video services provide for two-way or multi-way video conferencing, which may be point-to-point connections or mediated through a central server.
- ✓ Online Journal/Notes: enable students to make notes in a personal or private journal or both. Students can share personal journal entries with their instructor or other students but cannot share private journal entries. This tool should allow facilitation of writing assignments in which parts are written over time and then later assembled into a document. This tool can also be used to make personal annotations to pages of a course that can later be used as a study aide. The Online Journal/Notes tool can also be used to record reflections about personal learning accomplishments and how to apply this new knowledge.
- ✓ Whiteboard: an electronic version of a dry-erase board used by instructors and learners in a virtual classroom which allows creation or import of content from common applications, inserting of functioning hyperlinks, and display of math, engineering, science and foreign language symbols. Multiple pages can be created and navigation between pages is available as well as editing tools including but not limited to cut, copy, paste, and drag and drop features.
- ✓ Web 2.0 Tools: include social-learning and social-networking features/tools, including but not limited to, blogs, wikis, podcasts, etc.
- ✓ Other synchronous services such as application sharing, instant messaging or synchronous chats, group browsing, and Voice over IP (also called VoIP or voice chat): Application sharing allows a software program running on one computer to be viewed and sometimes controlled from a remote computer. For example, an instructor using this feature can demonstrate a chemistry experiment or a software utility to an online student and allow the student to use the demonstration software from his/her own computer. Instant messaging or synchronous chats allow messaging between user accounts with visual and audible notification of new messages and options for transcripts and logs of messaging. Group web browsing allows an instructor to guide learners on a tour of websites using a shared browser window. Voice over IP tools enable two or more to communicate via microphone and speaker conference call style over the Internet connection in real-time.

Vendor Response:

1. Fully describe each of the tools in your product that support communication ***including how the tool is unique or superior to other products on the market.***

Response Area:

- File Exchange

<ul style="list-style-type: none"> • Internal and External Email • Discussion Forums • Audio/Video Services • Online Journal/ Notes • Whiteboard • Web 2.0 tools (Wikis, Blogs, Podcasts, etc.) • Other synchronous services (instant messaging, application sharing, etc.)
2. Describe precisely where your product does not support the above communication functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • File Exchange • Internal and External Email • Discussion Forums • Audio/Video Services • Online Journal/ Notes • Whiteboard • Web 2.0 tools (Wikis, Blogs, Podcasts, etc.) • Other synchronous services (instant messaging, application sharing, etc.)
4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? ___Yes ___No
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. ___Yes ___No
Additional Respondent Comments:

❖ *Productivity Tools – Definitions*

- ✓ Bookmarks: allow students to easily return to important pages within their course or outside their course on the web. In some cases, bookmarks are for an individual student's private use, and in others can be shared with an instructor or with an entire class. Some systems also allow bookmarks to be annotated. Systems vary in allowing students to store their bookmarks in a course folder, a personal folder, or a private

folder. Course folders are open to all students and instructors in a course. Personal folders contain bookmarks that individual students can share, whereas bookmarks in private folders are for the student's own use.

- ✓ Orientation/Help: provides tools to help students learn how to use the online learning software, often in the form of a self-paced tutorial, guide, or student help desk. Orientation/Help tools enable the student to make the best use of the software. These tools provide tutorials or guides to the various aspects of the software. Sometimes additional tools are included to support effective study practices, which can range from simple review tools to mini-courses on how to study effectively. Student help desk tools facilitate the tasks of an operator responding to requests for help by student users of the application and may include some online resources directly available to students such as context sensitive helpful hints and wizard style assistants. A student help desk does not typically offer help with course content.
- ✓ Plan/Progress Review: enable students to plan for their workload and assignments typically through a course calendar. This may include the use of an online calendar. Student progress review tools enable the student to check marks on assignments and tests, as well as, their progress through the course material. In some tools there are additional provisions to support student workload planning, as well as, by means of a calendar type of tool.
- ✓ Searching within Course: allows users to find course material based on key words. Searching tools enable students to locate parts of the course materials on the basis of word matching beyond the user's current browser page (that can be searched using the browser>edit>find menu).
- ✓ Resume Course Function: a placeholder that allows users to save their place in an online course or Sharable Content Object even after the browser is shut down.
- ✓ Work Offline/Synchronize: provides the ability to work in the course environment offline, and for the work to be synchronized with the next log-in to the course environment. In some products the resume course function also lets users save their place in an online course. This applies to work on mobile devices (e.g., Palm, Handspring, Blackberry, MS Windows Mobile, iPhone, iPad, etc.). The ability to work in a course environment offline is especially useful in situations where communication links are unreliable or expensive. This offline environment is essentially a local client application that embodies the important features of the online product without the constant connection to the Internet. When the user resumes the course, the resume course tool could be used to take the user directly to the page of the course or the Sharable Content Object where they had stopped working.

Vendor Response:

1. Fully describe each of the tools in your product that support **productivity including how the tool is unique or superior to other products on the market.**

Response Area:

- Bookmarks
- Orientation/ Help Tools
- Plan/ Progress Tools
- Searching within Course Tools

<ul style="list-style-type: none"> • Resume Course Function • Work Offline/ Synchronize
2. Describe precisely where your product does not support the above productivity functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Bookmarks • Orientation/ Help Tools • Plan/ Progress Tools • Searching within Course Tools • Resume Course Function • Work Offline/ Synchronize
4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? <div style="text-align: right;">___Yes ___No</div>
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. <div style="text-align: right;">___Yes ___No</div>
Additional Respondent Comments:

❖ *Learner Tools - Student Involvement Tools – Definitions*

- ✓ **Group Work:** the capacity to organize a class into groups and provide group workspace that enables the instructor to assign specific tasks or projects. Some systems also enable groups to have their own communication features like real-time chat and discussion forums.
- ✓ **Student Community Building:** tools enable online instructors to create a community for students to share ideas or build knowledge. Student Community Building tools can include facilities to encourage and enhance morale. These tools allow the instructor to create and manage small groups using discussion threads, chats, or other course tools in a larger class so that small group members can interact with each other enough to develop friendships.

Vendor Response:

1. Fully describe each of the tools in your product that support student involvement including how the tool is unique or superior to other products on the market.
Response Area: <ul style="list-style-type: none"> • Group Work • Student Community Building Tools
2. Describe precisely where your product does not support the above student involvement functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Group Work • Student Community Building Tools
4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? ___Yes ___No
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. ___Yes ___No
Additional Respondent Comments:

2.4.1.B. LMS includes specific Support Tools to enable administration, course delivery, evaluation and curriculum development and design.

❖ *Support Tools - Administration Tools – Definitions*

- ✓ Reporting and Querying Process: Reporting features include the ability to review and analyze information in multiple formats, sorting by user defined fields. Querying is the ability for users to obtain discrete data elements through ad-hoc requests including but not limited to tools such as phonetic searching.
- ✓ Authentication: procedure that works like a lock and key by providing access to software or a computer system by a user who enters the appropriate user name and password. The term also can refer to the procedure through which user names and passwords are created and maintained. Authentication systems can involve a single logon, which is the most user friendly but most vulnerable to hacking. More complicated systems can

involve layers with separate logins for each layer and secure socket layer transaction (SSL) encryption.

- ✓ Course Authorization: tools are used to regulate who can use the software and in what way. Authorization tools assign access privileges and other privileges to specific users or user groups (e.g., teaching assistants and designers).
- ✓ Registration Integration: tools to support the enrollment of students in an online course either by the instructor or through self-registration of the students themselves or through integration with the Student Information System. Registration tools may also include tools for secure credit card transactions. Some registration tools allow instructors to enroll students in batches through the use of formatted text files. Time limited student self-registration may also be available to shift the data entry process to the students. This feature includes the integration of the online learning system with an administrative student registration or information system such as WVEIS, the statewide student management system. Typically, integration will allow for the following types of functionality: shared common student information, ability to transfer grades back and forth, and ability to have common accounts. Additionally, integration will allow for daily course enrollments and grades.
- ✓ Learning Cycle Management Process: deals with all the tools necessary to add courses individually or in batch and the ability to purge courses when no longer in use. The ability to archive courses is desired.
- ✓ Standards Compliance: deals with adhering strictly to published standards developed by government and industry-related working groups. Includes standards such as SCORM, SIF, Section 508 of the U. S. Rehabilitation Act (as amended), Section 504 of the U. S. Rehabilitation Act (as amended), World Wide Web Consortium (W3C) Web Content Accessibility Guidelines and state and federal requirements for displaying all content in ADA-compliant format.

1. Fully describe each of the tools in your product that support course administration ***including how the tool is unique or superior to other products on the market.***

Response Area:

- Reporting and Querying Tools
- Authentication Tools
- Course Authorization Tools
- Registration Integration Tools
- Learning Cycle Management Tools
- Standards Compliance

2. Describe precisely where your product does **not** support the above course administration functions.

Response Area:

3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.	
User Guide Reference pages: <ul style="list-style-type: none"> • Reporting and Querying Tools • Authentication Tools • Course Authorization Tools • Registration Integration Tools • Learning Cycle Management Tools • Standards Compliance 	
4. Does the product support off-line data archiving functions?	___Yes ___No
5. Are appropriate tools currently included to move data?	___Yes ___No
6. Is there a process to access and/or restore archived data?	___Yes ___No
7. Once data is deleted, is it "removed" from the systems (i.e., file size smaller)?	___Yes ___No
8. Can courses be administered using a standard web browser with appropriate plug-ins?	___Yes ___No
9. Does the product allow for multiple roles and permission/security rights for users (i.e., configurable roles)?	___Yes ___No
10. Are there limits on the number of configurable roles that can be created?	___Yes ___No
11. Does the product allow for creating, copying, archiving and deleting courses and users in batch mode?	___Yes ___No
12. Is single authentication allowing instructor direct access to portions of the course without a password included in the standard product?	___Yes ___No
13. Are instructors able to enter the course as a student without needing to login as that student?	___Yes ___No
14. Does the product currently provide features to organize and manage multi-media elements such as image library, etc.?	___Yes ___No
15. Does the product provide function for <i>automatic</i> email notification to user of enrollment and change in enrollment in a course (platform administrator does not have to take extra steps to have email sent to user)?	___Yes ___No
16. Please give as much detail as possible about the level of conformance to learning interoperability and content standards. Please include any conformance test results that	

specify the type and level of conformance at which the LMS product is certified.
Response Area:
17. Is the bidder a participant in any specifications and/or standards organizations? If so, describe participation.
Response Area:
18. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? <p style="text-align: right;">___Yes ___No</p>
19. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. <p style="text-align: right;">___Yes ___No</p>
Additional Respondent Comments:

❖ *Support Tools - Course Delivery Tools – Definitions*

- ✓ Automated Testing and Scoring: tools allow instructors to create, administer, and score objective tests. Some products provide support for proctored testing in a suitable computer lab classroom as an approach to ensuring academic honesty.
- ✓ Course Management: tools allow instructors to control the progression of an online class through the course material. Course management tools are used to make specific resources in a course, such as readings, tests or discussions, available to students for a limited time only or after some prerequisites are achieved. This deliberate unfolding of the course resources can be used to prevent students from being overwhelmed and discouraged. Some systems enable this course management to be individualized so that course experience can be tailored to accommodate individual learner situations.
- ✓ Instructor Help Desk: tools include resources available for instructors who need help using the product software. This does not typically include assistance with content. Instructor help desk tools may enable instructors to create a community with other instructors to share ideas or build knowledge.
- ✓ Online Grading Tools: help instructors mark, provide feedback on student work, and manage a grade book. Online grading tools enable instructors to mark assignments online, store grades, and delegate the marking process to teaching assistants. Some tools allow instructors to provide feedback to students, to export the grade book to an external spreadsheet program, and to override the automatic scoring.
- ✓ Competency Tracking Tools: tools used to track information about learning objectives and skills and students' progress toward learning outcomes. Students can view progress on competencies and see what activities they need to complete in order to meet competency requirements.

- ✓ Student Tracking: the ability to track the usage of course materials by students and to perform additional analysis and reporting both of aggregate and individual usage. Student tracking tools include facilities for statistical analysis of student-related data and to display the progress of individual students in the course structure. The data generally consists of both activities and the time stamps of when the activity occurred.

Vendor Response:

1. Fully describe each of the tools in your product that support course <i>delivery including how the tool is unique or superior to other products on the market.</i>
Response Area: <ul style="list-style-type: none"> • Automated Testing and Scoring Tools • Course Management Tools • Instructor Help Desk Tools • Online Grading Tools • Competency Tracking Tools • Student Tracking Tools
2. Describe precisely where your product does not support the above course delivery functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Automated Testing and Scoring Tools • Course Management Tools • Instructor Help Desk Tools • Online Grading Tools • Competency Tracking Tools • Student Tracking Tools
4. Are there tools/ options for importing WV Content Standards and Objectives into the LMS? ___ Yes ___ No
5. Are there tools for developing rubrics based on Content Standards and Objectives? ___ Yes ___ No
6. Can rubrics be associated with a grade book entry? ___ Yes ___ No
7. Is there automatic grade submission from rubric scoring? ___ Yes ___ No
8. Does the LMS provide for assignment of course materials or specific course content

to an individual student or group by the instructor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Is there an online syllabus feature included in the product?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Does the syllabus minimally include course start and end date/time, course requirement outline, required due dates, etc.?	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Additional Respondent Comments:	

2.4.2 Implementation of a fully integrated eLearning solution with functionality of an ePortfolio system that is standards-based, suitable for the K-12 environment and allows for project-based learning and performance-based assessment.

Respond to how your ePortfolio meets after each section.

2.4.2.A. ePortfolio system includes specific tools/functions for creation, upload and import of artifacts (users' individual pieces of work with reflection in various file formats) and evidence in numerous file formats, tools/functions for categorization/organization of artifacts and evidence, tools/functions for creating multiple presentations for different purposes and audiences, and tools for exporting ePortfolios.

Vendor Response:

1. Fully describe each of the tools in your product that support the capability to create, manage and present an ePortfolio ***including how the tool is unique or superior to other products on the market.***

Response Area:

- Tools for creating, uploading and importing of artifacts
- Tools for managing, categorizing and organizing of artifacts
- Tools for creating and delivering different various presentations for audiences
- Tools for exporting ePortfolios

2. Describe precisely where your product does **not** support the above student involvement functions.

Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for creating, uploading and importing of artifacts • Tools for managing, categorizing and organizing of artifacts • Tools for creating and delivering different various presentations for audiences • Tools for exporting ePortfolios
4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? ___Yes ___No
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. ___Yes ___No
Additional Respondent Comments:

2.4.2.B. ePortfolio system is fully integrated into the LMS and includes tools/functions for direct import of information and coursework results including quiz results, drop box feedback, competency progress and grades from LMS.

1. Fully describe each of the tools in your product that support the capability to directly import information, coursework and grades from the LMS including how the tool is unique or superior to other products on the market.
Response Area: <ul style="list-style-type: none"> • Tools for direct import of coursework from LMS • Tools for direct import of grade and progress reports from LMS
2. Describe precisely where your product does not support the above ePortfolio tools/import functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature

supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for direct import of coursework from LMS • Tools for direct import of grade and progress reports from LMS
4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)? <p style="text-align: right;">___ Yes ___ No</p>
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section. <p style="text-align: right;">___ Yes ___ No</p>
Additional Respondent Comments:

2.4.2.C. ePortfolio system includes tools/functions for evaluation including soliciting and recording feedback on presentations and a tool/function for recording self-reflection.

1. Fully describe each of the tools in your product that support the evaluation capability including soliciting feedback on presentations and for recording self-reflection including how the tool is unique or superior to other products on the market.
Response Area: <ul style="list-style-type: none"> • Tools for soliciting feedback on presentations including tools for notifying audience that presentation is available for preview • Tools for recording self-reflection
2. Describe precisely where your product does not support the above evaluation capability functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for soliciting feedback on presentations including tools for notifying audience that presentation is available for preview • Tools for recording self-reflection

4. Are the tools/features you provide in this section part of the core application (not add-on or 3 rd party software components)?	___Yes ___No
5. Are the tools/features you describe in this section fully covered and included in the base price? If not, the cost must be clearly identified in the pricing section.	___Yes ___No
Additional Respondent Comments:	

2.4.3 Implementation of a fully integrated eLearning solution with functionality of a Learning Object Repository (LOR) that is standards-based, suitable for the K-12 environment and allows for storage and retrieval of digital or non-digital objects that may be used for learning, education or training..

Respond to how your LOR meets after each section.

2.4.3.A. LOR includes tools/functions for creation, upload, import/export of learning objects and tools/functions for managing learning objects including but not limited to versioning, logging, roles management, standards, etc.

Vendor Response:

1. Fully describe each of the tools in your product that support the capability for creating, uploading and importing/exporting learning objects <i>including how the tool is unique or superior to other products on the market.</i>
Response Area: <ul style="list-style-type: none"> • Tools for creating learning objects • Tools for uploading learning objects • Tools for importing/exporting learning objects
2. Describe precisely where your product does not support the above functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. <i>Clearly identify the page and tool/feature supported.</i>
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for creating learning objects • Tools for uploading learning objects • Tools for importing/exporting learning objects

4. Fully describe each of the tools in your product that support the capability for managing learning objects including versioning, logging and roles management and **describe how the tool is unique or superior to other products on the market.**

Response Area:

- Tools for roles management
- Tools for logging
- Tools for version control

5. Describe precisely where your product does **not** support the above functions.

Response Area:

6. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. **Clearly identify the page and tool/feature supported.**

User Guide Reference pages:

- Tools for roles management
- Tools for logging
- Tools for version control

7. Please provide a detailed discussion/narrative about the level of conformance of the product to learning interoperability and content standards and specifications including but not limited to SCORM 1.2 and 1.3, IMS Enterprise, IMS Content Packaging, IMS QTI, IMS Meta-data, IMS Simple Sequencing, IMS LIP, etc. - list at <http://www.imsglobal.org/specifications.cfm>). Please include any conformance test results that specify the type and level of conformance at which the product is certified. It is important to report this separately for each different product area that is conforming to the standards. Providing test logs would be a positive.

Response Area:

8. Is the respondent a participant in any specifications and/or standards organizations? If so, describe level of participation, frequency of meetings, and positions held, if any.

Response Area:

9. Does the system support XML content as XML? Yes No

10. Does the system directly support tools to author new learning objects? Yes No

11. Does the system support integration with external authoring packages?

	___Yes ___No
12. If so, list currently supported integrations.	
Response Area:	
13. Does the system directly support capabilities to deal with audio and video content – including automated ingestion, decomposition and transcribing functionality?	___Yes ___No
14. Does the system have the ability to integrate with existing audio and video tool suites which provide those capabilities?	___Yes ___No
15. Can the administrators add, edit, and delete user accounts for the repository from the LMS?	___Yes ___No
16. Does the repository support creation, editing, and deletion of user groups?	___Yes ___No
17. Can administrators create, edit, and delete user and group roles?	___Yes ___No
18. Can users or groups be assigned more than one role?	___Yes ___No
19. Can administrators create, modify, and delete permissions from a role(s) within the LMS system?	___Yes ___No
20. Does the system have a staging area where objects are kept until the metadata has been completed, and the resource has been approved for publication to the repository?	___Yes ___No
21. Can the system track and report the use of repository by user – individual or in aggregate?	___Yes ___No
22. Can the system track and report the use of repository by groups – individually or in aggregate?	___Yes ___No
23. Can the system track and report the usage of resources within the repository?	___Yes ___No
24. Can the system report who is currently logged into the system - a list of all current users and time they logged in (session duration)?	___Yes ___No
25. Can the system report the last time a particular user logged in?	___Yes ___No
26. Can the system report Account History - information on each account accessible back to the time of origin to include user name, number of objects and their status, resource name and publish date of each object.	___Yes ___No

27. Can the system report current number of resources per classification area - total number of published resources with a breakdown of number of resources in each classification area?	___Yes ___No
28. Can the system report status of resources - a summary report listing number of resources at various publish stages, for example, test area, awaiting copyright, awaiting final metadata, published, etc.?	___Yes ___No
29. Can the system report access rights of users - provide a list of users with their current rights and privileges?	___Yes ___No
30. Can the system report error logs?	___Yes ___No
31. Will the repository support incorporation of older content packages?	___Yes ___No
32. Does the system support preview of resources which comply with SCORM standard?	___Yes ___No
33. If yes, list which version(s) of SCORM:	
Response Area:	
34. Does the system support the IMS Global Learning Consortium's content packaging specification?	___Yes ___No
35. List which version(s) of IMS:	
Response Area:	
36. Can the system manage objects made up of numerous elements?	___Yes ___No
37. Does the system allow users of the repository to attach both formal and informal evaluations and annotations to learning object records?	___Yes ___No
38. Does the system support a list of favorite objects for quick access?	___Yes ___No
39. Can users upload materials that consist of an individual file or multiple files to the repository?	___Yes ___No
40. Can existing content packages or metadata records be imported into the library?	___Yes ___No
41. Can users reference resources not stored in the repository such as an online web resource?	___Yes ___No

42. In all upload/import cases, is the contributor required to enter the minimum metadata fields before the object is passed on?	___Yes ___No
43. Does the system provide for automatic checks to ensure that the basic metadata is completed, that the resource file size is not too large, etc.?	___Yes ___No
44. Does the system mandate that appropriate license outlining the copyright restrictions is completed prior to inclusion in the workflow?	___Yes ___No
45. Are resources stored in the repository cataloged in a format conforming to IEEE Learning Object Metadata standards?	___Yes ___No
46. Does the system support tools for creating and editing resource metadata in standards format?	___Yes ___No
47. Does the system support automatic metadata population of user, role, and date?	___Yes ___No
48. Does the system have a self-guide or wizard interface when entering metadata?	___Yes ___No
49. Can administrators setup preferences such as mandatory metadata fields?	___Yes ___No
50. Can resources be imported or exported in bulk using available system tools?	___Yes ___No
51. Identify all supported standard metadata schemas for describing resources:	
Response Area:	
52. Explain how the system uniquely identifies its resources to other repositories and metadata records outside of itself.	
Response Area:	
53. Does the system comply with standards that allow people with disabilities to access information online? Examples of this are Section 504 and Section 508 of the US Rehabilitation Act. See www.section508.gov and http://www.fcc.gov/cgb/dro/section_504.html for details.	___Yes ___No
54. Can the repository look and feel be customized for branding?	___Yes ___No
55. Can individuals customize the look and feel for their own preferences?	___Yes ___No
56. Does the system have a published API (application program interface) for extending the application?	___Yes ___No
57. Does the system have a simple mechanism to support third party plug-in modules?	

___ Yes ___ No
58. Can the repository be included in a search done through another repository or site interface? ___ Yes ___ No
59. Does the system support Internationalization, i.e., different character sets from different languages and apply either to the system software, metadata or both? ___ Yes ___ No
60. Provide discussion for all devices which end-users of varying roles can use to interact with your system (i.e., PalmOS, Windows CE, Desktop, Mobile Phone Device, etc.).
Response Area:
61. Is the above functionality part of the core product (i.e., not an add-on component)? ___ Yes ___ No
62. Is the above functionality included as part of the base cost (i.e., no additional cost)? ___ Yes ___ No
Additional Respondent Comments:

2.4.3.B. LOR includes tools/functions for categorizing and classifying learning objects for searching including meta-data tagging and digital rights management.

1. Fully describe each of the tools in your product that support the capability for categorizing and classifying learning objects <i>including how the tool is unique or superior to other products on the market.</i>
Response Area: <ul style="list-style-type: none"> • Tools for Categorizing • Tools for Classifying • Tools for Meta-data Tagging • Tools for Digital Rights Management
2. Describe precisely where your product does not support the above functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. <i>Clearly identify the page and tool/feature supported.</i>
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for Categorizing • Tools for Classifying

<ul style="list-style-type: none"> • Tools for Meta-data Tagging • Tools for Digital Rights Management 	
4. Can users browse the repository by defined categories or subject classifications?	___Yes ___No
5. Can users expand/collapse classification to simplify browsing?	___Yes ___No
6. Can the system search for data based on a keyword or metadata fields?	___Yes ___No
7. Can simple search criteria be defined by administrators?	___Yes ___No
8. Which fields are used during a simple search?	
Response Area:	
9. Does the system allow for advanced searches where users can define search scope and display preferences?	___Yes ___No
10. Can users select which metadata profile to perform an advanced search on?	___Yes ___No
11. Can the search be set at the metadata level or the content level or both in the advanced search?	___Yes ___No
12. Can users include Boolean operations (AND, NOT, OR) in their advance search?	___Yes ___No
13. Can users "refine" a search set?	___Yes
___No	
14. Can users reference objects directly from search results?	___Yes ___No
15. Can users save and retrieve persistent queries?	___Yes ___No
16. Does the system support a list of favorite objects for quick access?	___Yes ___No
17. Can users search metadata from other repositories or portals?	___Yes ___No
18. For search results, can users define display preferences?	___Yes ___No
19. Can users be notified outside of the repository of defined events within the repository?	___Yes ___No
20. How are they notified?	

Response Area:	
21. Can users preview information within the repository?	___Yes ___No
22. Are users notified of new/modified objects of interest?	___Yes ___No
23. Can the system report logs of search terms used?	___Yes ___No
24. Has the Vendor made a commitment to the future development to enable license information to be stored in a digital rights expression language such as Open Digital Rights Language (ODRL)?	___Yes ___No
25. Can the system make available a range of symbols or use other means to display to depositors the rights they will provide, and to users the permissions they have for use of the materials?	___Yes ___No
27. Does the system support online acknowledgement by end-users that they understand and will obey the terms of the license?	___Yes ___No
28. Will the system automatically email an alert acknowledging deposit of the resource?	___Yes ___No
29. Does the system allow users to review the full terms of a license?	___Yes ___No
30. Does the system allow a user to do searches by license condition (ex: all objects that have no restriction on use, etc.)?	___Yes ___No
31. Can the system restrict use of a license by user type?	___Yes ___No
32. Does the system record users' acceptance of use of a licensed object?	___Yes ___No
33. Is the above functionality part of the core product (i.e., not an add-on component)?	___Yes ___No
34. Is the above functionality included as part of the base cost (i.e., no additional cost)?	___Yes ___No
35. Additional Respondent Comments:	

2.4.3.C. LOR is fully integrated into the LMS and includes tools/functions for import/export of content from LMS to LOR and hooks to allow instructors/users to link directly to resources within the LOR from the LMS.

1. Fully describe each of the tools in your product that support functions for import/export of content from LMS to LOR and allowing hooks for instructors/users to link directly to resources within the LOR from the LMS including how the tool is unique or superior to other products on the market.
Response Area: <ul style="list-style-type: none"> • Tools for import/export of content directly from LMS to LOR • Tools for hooking directly to resources within the LOR from the LMS
2. Describe precisely where your product does not support the above functions.
Response Area:
3. Provide the pages in your user guide where end-users can learn how to work with the tools/features you provide in this section. Clearly identify the page and tool/feature supported.
User Guide Reference pages: <ul style="list-style-type: none"> • Tools for import/export of content directly from LMS to LOR • Tools for hooking directly to resources within the LOR from the LMS
4. Does the system have hooks available to learner management systems (LMS) allowing instructors to link directly to resources within the repository? ___Yes ___No
5. Which LMS does the repository currently interface with?
Response Area:
6. Is the above functionality part of the core product (i.e., not an add-on component)? ___Yes ___No
7. Is the above functionality included as part of the base cost (i.e., no additional cost)? ___Yes ___No
Additional Respondent Comments:

- 2.4.4 **Implementation of a vendor-hosted service that provides robust hardware, bandwidth, security, interface tools, and services necessary to provide implementation of a fully integrated online eLearning solution.**

- ❖ *Definition of Hosted Service: the online learning application provider (vendor) furnishes the application with the server and technical support from vendor's location so the institution (WVDE) does not provide any associated network –hardware or software. An important aspect of hosted service is that it includes the associated technical support and maintenance as well as the actual web service of providing courses.*

2.4.4.A. Vendor-hosted service that provides for guaranteed service levels including application of routine maintenance and software updates, security systems, customized portal services, and processes for disaster recovery.

1. Provide details of the support and warranty agreement that will be provided as part of this offer. The SLA (Service Level Agreement) should clearly explain procedures in the event of a software failure and should include: estimated time to respond, remote repair situations, and on-site repair situations.
Response Area:
2. Outline details of the organization's capability and past experience in K-12 environment for providing on-going support for the use of the eLearning software (LMS, ePortfolio, LOR). The details provided should include: the names and/or types of the organizations for which on-going support of the eLearning software was provided, length of time the support agreement has been in place with these organizations, the type of support provided to each organization, and any special features of the support agreement.
Response Area:
3. Briefly describe the on-going support and consultancy that the Vendor would foresee being provided.
Response Area:
4. Does Vendor supply all services necessary to deliver an application or will the Agency be required to dedicate staff, full-time or part-time, to support the solution?
Response Area:
5. Indicate Vendor's schedule for: System Upgrades; Software Upgrades; Scheduled Maintenance.

Response Area:
6. Indicate if there is any client down-time and if so, average down-time in minutes for Vendor's scheduled: System Upgrades; Software Upgrades; Scheduled Maintenance
Response Area:
7. What advance notice is provided to customers prior to system upgrades, software upgrades, and scheduled maintenance?
Response Area:
8. Will Vendor integrate the applications provided with other software that Vendor does not manage, i.e., student management system (WVEIS) and associated applications? Please note – any cost associated with integration cost will be the responsibility of awardee.
Response Area:
9. Are Vendor's technical, programming, and support staff employees of the Vendor's company or is the expertise for technical and application programming and application support obtained from an external source (not employees of the Vendor's company)?
Response Area:
10. Are software upgrades at no additional charge to customers? <input type="checkbox"/> Yes <input type="checkbox"/> No
11. Describe the procedure where bug fixes, and just as importantly client recommendations, are built into forthcoming releases of the eLearning solution products (LMS, ePortfolio, LOR)?
Response Area:
12. Describe Vendor's process to ensure confidentiality and privacy of student records and private data.
Response Area:
13. What measures are in place to prevent Vendor's employees from viewing or distributing data that they are not authorized to see or distribute?

Response Area:
14. What measures are currently in place to prevent outsiders from hacking into the Vendor's system(s)?
Response Area:
15. Provide a copy of Vendor's procedures to control Internet fraud, abuse, and address complaint investigations.
Response Area:
16. Provide a copy of Vendor's Acceptable Use or similar policy.
Response Area:
17. Describe the process and procedure for providing security to facilities.
Response Area:
18. Describe the process and procedure for providing security on server and related equipment.
Response Area:
19. Describe the process and procedure for providing security on software.
Response Area:
20. Describe the process and procedure for providing security on network.
Response Area:
21. What Disaster and Recovery Plan is in place in case data is deleted or destroyed, and what recourse is available to customers whose data is not recoverable?
Response Area:
22. Describe functions and options for customization available in the Portal/ eLearning

Home Page.
Response Area:
23. Are there any limitations to the Portal in organization's use of PERL/CGI/Java/ODBC for development options? <input type="checkbox"/> Yes <input type="checkbox"/> No
24. Describe the Portal integration of secure login and authentication of users.
Response Area:
25. Are there any limitations to the Portal file size or bandwidth? <input type="checkbox"/> Yes <input type="checkbox"/> No
26. If YES, describe limitations.
Response Area:
27. Describe the administrative capabilities and the technical requirement of the proposed Portal.
Response Area:
28. Describe the audio / video capabilities for the Portal/ organization's home page.
Response Area:
29. Describe functions / features of the Portal that allow for assistance student access.
Response Area:
Additional Respondent Comments:

2.4.4.B. Vendor-hosted service that provides for growth of systems including server capacity, reasonable life-cycle for servers and peripheral systems (4 to 7 years), and options for unlimited bandwidth.

1. Fully describe all hardware that will be used for the vendor hosted solution including server capacity and life-cycle for server and associated peripheral systems.
Response Area:

2. Is Vendor's server proposal a dedicated or shared solution?
Response Area:
3. How many data centers does Vendor operate, and what are their locations?
Response Area:
4. Please identify the staff roles required at the data centers to support this implementation. Please specify the role types (e.g., database administrator, server administrator, etc.), the likely duration and the percentage of time required.
Response Area:
5. What is Vendor's system scalability for adding additional functions or applications, i.e., streaming video, etc.?
Response Area:
6. Describe Vendor's data connectivity and capacity. Include discussion of redundant network paths. Specify the bandwidths currently available, and planned upgrades for future growth potential.
Response Area:
7. Fully describe the bandwidth provided including any limits on bandwidth.
Response Area:
8. Describe any issues that may arise concerning bandwidth.
Response Area:
Additional Respondent Comments:

2.4.5 Implementation of high quality, comprehensive services to support implementation of a fully integrated online eLearning solution that includes LMS, ePortfolio and LOR systems.

2.4.5.A. Vendor-provided help desk services on a 24 x 7/365 basis (except as necessary for scheduled maintenance/upgrade times) for administrators, teachers and students. The proposals should support both live phone and web-based support.

<p>1. Please provide details for the following: Approximately how many staff currently provides support and consulting services within the organization, and what level of experience does this staff have, as applicable to this proposal? Include such details as location of staff, number of other clients supported by each, and other products supported by each.</p>
<p>Response Area:</p>
<p>2. Is a 24 X 7/365 live phone access (except as necessary for scheduled maintenance/upgrade times) to a technical help desk for administrators provided? ___Yes ___No</p>
<p>3. Describe vendor's staff for helpdesk/ support service for administrators including skill and experience level.</p>
<p>Response Area:</p>
<p>4. Is staff for proposed administrator helpdesk/ support service directly employed by Vendor or are they employed by subcontractor?</p>
<p>Response Area:</p>
<p>5. Describe the helpdesk/ support service for end users (instructors, students, parents) including days and hours of operation, authentication of users, toll-free number, etc.</p>
<p>Response Area:</p>
<p>6. Describe vendor's staff for helpdesk/ support service for end users including skill and experience level.</p>
<p>Response Area:</p>
<p>7. Is staff for proposed end user helpdesk/ support service directly employed by Vendor or are they employed by subcontractor?</p>

Response Area:

8. Describe the user and technical documentation that is available for the system. Include information on documentation that provides:

- An overview of the system
- Installation/configuration information
- System and database administration
- Technical information on jobs or modules executed
- Data element documentation
- Description of tables and views and the relationship of database entities
- Context sensitive help

Response Area:

9. Describe how the respondent ensures that the documentation provides clear, accurate, and detailed error messages.

Response Area:

10. What documentation is provided with new releases?

Response Area:

11. Does the vendor provide full documentation in an accessible format for sight disabled? ___Yes ___No

12. Provide a list of the printed and electronic formats (e.g., PDF, HTML, Word, online in the application) in which each documentation set is available. If available online, indicate where and how to access.

Response Area:

13. Are all tools that are included in eLearning platform solution supported internally? ___Yes ___No

14. Does any tool or add-on included in the eLearning platform solution involve third party support? ___Yes ___No

15. If yes, identify tool or add-on that is supported by third party.
Response Area:
Additional Respondent Comments:

2.4.5.B. Vendor-provided migration/conversion services that includes vendor staff and functions that will convert current courses, files, users, LOR content, and all components/tools into any new eLearning solution.

1. Please detail the process for conversion and include a specific detailed timeline for all migration/conversion tasks to be completed. Any cost associated with conversion will be the sole responsibility of awardee. (See background information for number of courses, files, users, ePortfolio users, LOR content.) **Note – Process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Conversion must result in no lost of productivity between student and teacher.**

Response Area:

2. Has the vendor completed successful conversions/migrations of course content and data from D2L eLearning system? Yes No

3. If YES, describe conversion/migration steps and any known limitations to the process.

Response Area:

4. Provide average time to complete setup, installation, testing, and bring all components and services to full operational status on previous conversions/migrations.

Response Area:

5. Fully detail what role (providing access to content; approval of conversion appearance, etc.) WVDE staff will be required to perform during the conversion process (**process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks**) including average time per day/week on associated tasks and expected time to complete.

Response Area:

6. Describe eLearning product functions that provide Import, Export, Archive, and Purge capability using industry standards that enable users to manage their data and easily transition from one platform to another.

Response Area:

Additional Respondent Comments:

2.4.5.C. Vendor-provided comprehensive professional development options/services (should include both face-to-face and online delivery options) for all WVDE staff (administrative and technical staff, instructors, Teaching Assistants, K-12 mentors, course facilitators, tutors, and/or developers).

1. Fully describe the Staff Development / Training Services proposed.

Response Area:

2. What types of training or instruction are required for the end users, instructors, system administrators, and other role types?

Response Area:

3. What is the delivery method for this training for each role type?

Response Area:

4. What is the availability of this training?

Response Area:

5. List the standard training classes offered.

Response Area:

6. Does the vendor offer customized training classes? Yes No

7. If YES, describe options for customization of classes.

Response Area:

8. Describe vendor's staff for providing professional development/ training including skill and experience level.

Response Area:
9. Is staff for proposed professional development services directly employed by Vendor or are they employed by subcontractor?
Response Area:
Additional Respondent Comments:

Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 2.5:

<p>Section 2.5.1:</p> <p>The bidder must propose a fully integrated (see definition of fully integrated in Section 2.4) and standards-based online eLearning solution suitable for the K-12 environment to support Web-based development and delivery of content.</p>
<p>Vendor Response:</p>
<p>Section 2.5.2:</p> <p>The bidder must provide online access to a "live" installation of the products outlined in Vendor's response and access to online manual for all proposed products for evaluation purposes. Access for evaluation must be provided free of charge. Evaluators will require access to Vendor's toll-free technical support during the evaluation stage. The request will be reasonable but sufficient to undertake an appropriate evaluation. If a Vendor has a limit on how many may access the system, such limitations should be provided in the response. Access should minimally include the following roles:</p> <ul style="list-style-type: none"> • Learner • Course Designer • Teacher • Administrator
<p>Vendor Response:</p>
<p>Section 2.5.3:</p> <p>Bidder must have experience in K-12 projects of similar size (13,000 users), scope and clients.</p>
<p>Vendor Response:</p>
<p>Section 2.5.4:</p> <p>The bidder must provide indemnification against any intellectual property infringement claim to all products provided as part of the elearning solution. (Bidder must supply copy of license/service agreement that contains indemnification clause.)</p>
<p>Vendor Response:</p>

Section 2.5.5:

The bidder **must** provide warranty during the duration of the contract that applications and software provided as part of eLearning solution will substantially perform according to documentation. (Bidder **must** supply copy of license/service agreement that contains warranty clause.)

Vendor Response:**Section 2.5.6:**

The proposed eLearning solution **must** be compatible with the Sharable Content Object Reference Model (SCORM).

Vendor Response:**Section 2.5.7:**

The bidder **must** provide Hosted Solution/ASP capabilities. (ASP is defined as an entity that manages and distributes software-based services and solutions to customers across the public Internet from a central data center.)

Vendor Response:**Section 2.5.8:**

The bidder **must** provide installation and configuration of the proposed eLearning solution within 30 calendar days of bidder's receipt of purchase order. (Any associated costs, if applicable, must be identified in bidder's separately submitted cost proposal.)

Vendor Response:**Section 2.5.9:**

The bidder **must** provide necessary services to convert current courses, files, users, LOR content, ePortfolio content and all components/tools into the new LMS from current D2L eLearning platform to winning bidder's platform *within ten business days following installation and configuration of software. Process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.* Conversion includes "look and feel" of all content including surveys, quizzes, discussion forums, etc. that are part of any course or learning object or ePortfolio. Conversion must result in no loss of productivity between student and teacher. (Any associated costs, if applicable, must be identified in bidder's separately submitted cost

proposal.)
Vendor Response:
Section 2.5.10:
The bidder must provide (except as necessary for scheduled maintenance/upgrade times) phone helpdesk and technical support services for system administrators.
Vendor Response:
Section 2.5.11:
The bidder must provide maintenance services and software updates.
Vendor Response:
Section 2.5.12:
The proposed eLearning solution must contain a customizable online portal.
Vendor Response:

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)

Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

Cost proposals shall be evaluated only in that instance where the bidder's response has met all mandatory requirements and has received a minimum qualifying score of at least 70% in the written technical evaluation.

The costs to be used in the evaluation will be from the bidder responses to the following Profile. To adequately reflect the amount of money to be spent per component in ratio to the total system costs, the evaluation committee will use the profile technique to provide the weighted costs.

Profile Licensing Proposal Worksheet Profile Response Sheet

Estimated Quantity	Item	Unit Cost	Extended Cost
1 setup	Cost for one-time setup of eLearning platform including all components/functions (LMS, ePortfolio, LOR)		
10,000 licenses	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
10,000 registered users licenses	Portal Licenses per user on annual basis for unlimited number of courses including vendor hosting		
1,000 parent/guardian licenses	Portal Licenses per user on annual basis for unlimited number of courses including vendor hosting		

Estimated Quantity	Item	Unit Cost	Extended Cost
5,000 licenses	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
25,000 licenses	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)		
Additional 2 GB of online storage	Additional user storage (above or beyond per user storage provided through licenses for LMS and ePortfolio)		
30 courses	Course conversions/imports from current D2L platform; includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) including same "look and feel" of course (<i>Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.</i>)		
200 ePortfolios	Conversion/import from current D2L platform; includes all ePortfolio artifacts, presentations, reflections and feedback. (<i>Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will</i>		

Estimated Quantity	Item	Unit Cost	Extended Cost
	<i>be the sole responsibility of the awardee.)</i>		
1000 Learning Objects	Conversion/import from current D2L platform; includes learning object and metadata (<i>Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.</i>)		
5 External Repository configurations	Configuration of external repositories within the Learning Object Repository to harvest metadata and provide search capabilities		
2 days	Onsite training for 10 system administrators		
2 days	Onsite training for 20 teachers/course developers		
2 hours	Online webinars for end users (teachers, course developers, etc.)		

Estimated Quantity	Item	Unit Cost	Extended Cost
10 hours	Course development provided by vendor course developers		
50 hours	Creation of custom reports or data exports		
10 hours	Custom programming to WVDE needs (e.g., data integration, Portal appearance changes, etc.)		
2400 calls on annual basis	HelpDesk services for end users		
Annual/Unlimited calls	HelpDesk services for Administrators - 24 X 7/365 phone helpdesk and technical support services (except as necessary for scheduled maintenance/upgrade times)		
Annual/Unlimited incidents	Disaster recovery within 24 hours of incident		
TOTAL			
<i>Add amount from Total Cost cells above and enter sum here:</i>			

For each cost proposal that is evaluated, the evaluation committee will determine its compliance with the instructions to bidders set forth in this RFP. The cost proposals shall be examined to determine if they are consistent with the requirements for the cost proposals and that the calculations are accurate. If any variance in prices between the Profile Response Sheet and Component Cost Sheets is found, the Component Cost Sheets shall prevail.

Appendix C-1 – Cost Proposal

Component Cost Sheet: Software License

eLearning Platform (Learning Management System)

Item (Number of Licenses)	Item Description	Storage capacity per user license	Cost for Vendor Hosted
< =10,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
10,001 – 20,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
20,001 – 30,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
30,001 – 40,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
40,001 – 50,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		
>50,000	eLearning Platform (LMS) Licenses per user on annual basis for unlimited number of courses including vendor hosting		

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-2 – Cost Proposal

Component Cost Sheet: Software License Portal

Item (Number of Licenses)	Item Description - Includes log-in access for registered users (teachers, students, etc.) and parents/guardians to monitor student activities/performance	Cost for Vendor Hosted
< =10,000	Portal Licenses per user on annual basis including vendor hosting	
10,001 – 20,000	Portal Licenses per user on annual basis including vendor hosting	
20,001 – 30,000	Portal Licenses per user on annual basis including vendor hosting	
30,001 – 40,000	Portal Licenses per user on annual basis including vendor hosting	
40,001 – 50,000	Portal Licenses per user on annual basis including vendor hosting	
>50,000	Portal Licenses per user on annual basis including vendor hosting	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-3 – Cost Proposal

Component Cost Sheet: Software License

ePortfolio

Item (Number of Licenses)	Item Description including all applicable units and pricing categories	Storage capacity per user license	Cost for Vendor Hosted
< =1000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
1,001 – 5,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
5,001 – 10,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
10,001 – 20,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
20,001 – 40,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
40,001 – 50,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		
> 50,000	ePortfolio Licenses (direct access to ePortfolio for creation, maintenance, presentation features, etc.)		

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-4 – Cost Proposal

Component Cost Sheet: Software License Learning Object Repository

Item (Number of Licenses)	Item	Cost for Vendor Hosted
< =1000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
1,001 – 5,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
5,001 – 10,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
10,001 – 20,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
20,001 – 40,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
40,001 – 50,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	
> 50,000	Learning Object Repository Licenses (direct access to the LOR management for creation, downloading, metadata tagging features, etc.)	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-5 – Cost Proposal

Component Cost Sheet: Data Storage

Item Number	Item Identify storage allowance per user or total site storage allowance and cost for excess storage	Cost for Vendor Hosted
eLearning Platform (LMS) user storage	eLearning Platform (LMS) user storage (above or beyond storage provided per user with LMS license)	Per MB
ePortfolio user storage	ePortfolio user storage (above or beyond storage provided per user with ePortfolio license)	Per MB

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-6 – Cost Proposal

Component Cost Sheet: Conversion/Import of Course

Item	Item Description <i>(Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.)</i>	Cost
One Course	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	
2 - 5 Courses	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	
6 – 15 Courses	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	
16 – 30 Courses	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	
31 – 50 Courses	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	
51 – 100 Courses	Includes all course content and activities (quizzes, discussion forums, surveys, gradebooks, etc.) with same "look and feel"	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-7 – Cost Proposal

Component Cost Sheet: Conversion/Import of ePortfolio

Item	Item Description <i>(Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.)</i>	Cost
One ePortfolio	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
2 - 5 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
6 – 15 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
16 – 30 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
31 – 50 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
51 – 100 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	
101 – 200 ePortfolios	Includes all ePortfolio artifacts, presentations, reflections and feedback.	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-8 – Cost Proposal

Component Cost Sheet: Conversion/Import of Learning Objects

Item	Item Description (Total process of conversion must be done by bidder as WVDE does not have staff to devote to conversion tasks. Any and all conversion will be the sole responsibility of the awardee.)	Cost
50 Learning Objects	Includes learning object and metadata	
51 - 100 Learning Objects	Includes learning object and metadata	
101 - 200 Learning Objects	Includes learning object and metadata	
201- 500 Learning Objects	Includes learning object and metadata	
501 - 1000 Learning Objects	Includes learning object and metadata	
1001 - 2000 Learning Objects	Includes learning object and metadata	
<2000 Learning Objects	Includes learning object and metadata	
Per external repository	Cost for configuration of external repositories within the Learning Object Repository to harvest metadata and provide search capabilities	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-9 – Cost Proposal

Component Cost Sheet: Staff Development/Training

Item	Item Description	Number of Participants	Length in Hours	Cost
On-site training	Face-to-face training at agency's site			
Virtual training through webinars, etc.	Online delivery of training through use of synchronous tools such as interactive whiteboard, conferencing, etc.			
Online courses	Training provided in an online environment providing anytime/ anywhere options			
List any other training options included in proposal.	List any other types of training and associated pricing models.			

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

Appendix C-10 – Cost Proposal

Component Cost Sheet: Technical Support Services

Item	Item Description	Cost
Setup	Provide cost for initial setup of eLearning platform solution including all components/ functions (LMS, ePortfolio, LOR)	
Course development	Provide cost per hour for course development provided by vendor course developers	
System Maintenance	Provide cost per hour of technical support service for any maintenance done during regular business hours	
System Maintenance	Provide cost per hour of technical support service for any maintenance done outside regular business hours	
Custom reports	Provide cost per hour of technical support service for creation of custom reports or data exports	
Product customization	Provide cost per hour of technical support service for custom programming to WVDE needs (e.g., data integration, Portal appearance changes, etc.)	
HelpDesk for end users (students, teachers, course developers, etc.)	Provide annual cost for HelpDesk services for end users (include maximum number of calls allowed and hours of service)	
HelpDesk for System Administrators	Provide annual cost for HelpDesk services for Administrators - 24 X 7/365 phone helpdesk and technical support services (except as necessary for scheduled maintenance/upgrade times)	
Disaster recovery	Provide annual cost for disaster recovery service within 24 hours of incident	

Any cost associated with the bidder's proposal not listed by the bidder will be the bidder's responsibility. Costs quoted shall be all-inclusive. No separate reimbursement will be made for travel or any other expense.

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

RFQ No. _____

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: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____

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: _____ Signed: _____

Date: _____ Title: _____

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