



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

DEPARTMENT OF EDUCATION

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

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/12/2011				

BID OPENING DATE: 04/26/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 03/31/2011.						
BID OPENING DATE EXTENDED:						
FROM: 04/18/2011						
TO : 04/26/2011						
0001	1	LS		924-10		
ONLINE E-LEARNING PLATFORM						
EXHIBIT 10						
REQUISITION NO.: EDD355013						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S:						

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](http://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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 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
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NO. 1	.....					
NO. 2	.....					
NO. 3	.....					
NO. 4	.....					
NO. 5	.....					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p>..... SIGNATURE</p> <p>..... COMPANY</p> <p>..... DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>----- END OF ADDENDUM NO. 1 -----</p>						

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## EDD355013

## Questions and Response

1Q.	Would it be possible to get a Word version of EDD355013, or at least a document with editable text (instead of an image-based PDF) so we can recreate the bid tables?
1R.	This information is not available.
2Q.	If a bidder does not currently have audited financials, would compiled financials be acceptable?
2R.	The RFP desirable specification is for 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).
3Q.	In reference to the 5th bullet in section 2.3, how many "descriptions of past K-12 projects" does WVDE want bidders to include in their proposal? Can these be the same as the provided references?
3R.	The WVDE has requested 5 references of comparable size and similar to the services (K12 environment) requested in the RFP with at least two references from State Departments of Education. The descriptions of past K-12 projects (5th bullet in section 2.3) may be the same as those listed in references but should include detailed information as noted in the bullet.
4Q.	On page 8 in the Online Journal/Notes paragraph, please explain the difference between a personal and private journal.
4R.	The terms "personal" and "private" journals refers to the capacity to share entries with others. Personal journals allow for sharing of entries while private journals do not allow for sharing of entries. A journal may allow for both personal and private entries versus a separate journal for personal and private entries.
5Q.	On page 11 in the Registration Integration paragraph, please clarify what WVDE means by "Time limited students self-registration." Is this referring to the ability to limit the duration of enrollment when a student enrolls, or the ability to limit the time frame during which students can self enroll?
5R.	The WVDE means "Time limited students self-registration" to be the ability to limit the time frame during which students can self-enroll. As an example, students are limited to self-enrollment from May 1 to June 30 of the current year at which time the self-enrollment option is no longer available for the particular course(s).
6Q.	In reference to section 2.4.4.A on page 13, please elaborate on what WVDE needs for "customized portal services."
6R.	The WVDE needs options for customizing the homepage or Portal page to meet changing needs. The bidder should describe available functions and options for customization as outlined in Attachment A under 2.4.4.A.
7Q.	In reference to 2.4.5.C on page 13, how many of each role does WVDE wish to train

## EDD355013

## Questions and Response

	to use the application? Does WVDE have a preference in regards to delivery method (face to face, online, webinar, etc.)?
7R.	The WVDE has not defined the number of personnel that will need professional development. The WVDE is requesting comprehensive professional development offerings in multiple delivery methods (online, face-to-face or blended). The WVDE does not have a preference of one delivery option over the other but has a preference for all options. This is intended to be a multi-year project and the needs of the WVDE in number of personnel and delivery options will vary depending on multiple factors. Vendors should bid professional development options for all roles listed as well as all delivery options.
8Q.	In reference to 2.5.8, please clarify if installation and configuration must be started within 30 days of receipt of PO or must be completed within 30 days of receipt of PO.
8R.	Installation and configuration must be completed within 30 days of receipt of PO.
9Q.	In reference to 2.5.9, please clarify if conversion must be started within 10 days of finishing installation/configuration or must be completed within 10 days of finishing installation/configuration.
9R.	Conversion must be completed within 10 days of finishing installation/configuration.
10Q.	When does WVDE expect to make the new LMS available to users?
10R.	The WVDE expects to make the LMS available to users 40 days from release of the PO to the winning vendor.
11Q.	Please confirm that WVDE is using D2L's LOR and e-portfolio currently.
11R.	The WVDE is currently using D2L's LOR and e-portfolio.
12Q.	Please describe existing LOR files (i.e. types/formats).
12R.	The LOR format is Open Archives Initiative Protocol for Metadata Harvesting or OAI.
13Q.	Could WVDE provide us with sample courses so we can better evaluate and plan the conversion requirements as part of our proposal?
13R.	The WVDE will provide a zipped file for a sample course created by the WVDE. Bidders should be aware that this is a small sample course and does not all contain all components of course content that exists in other copyrighted courses. The zip file can be downloaded at <a href="http://wvde.state.wv.us/technology/RFPCourseExport.zip">http://wvde.state.wv.us/technology/RFPCourseExport.zip</a>
14Q.	In reference to 2.5.9, please elaborate on "look and feel" in this context (i.e. does WVDE expect bidders to replicate content and order, design appearance (fonts, skin, etc.), etc.)
14R.	The WVDE expects that the bidder will convert courses to allow for teachers and students to begin/use the course with full functionality. The WVDE expects the content to be replicated in order with functionality of surveys responses and quiz questions. If question types (multiple choice, true/false, matching, fill-in-the-blank,

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## Questions and Response

	opinion scale/Likert, numeric response, etc.) are not an available option in eLearning platform solution then bidder must format question to available options that allow for auto-grading of the question. Appearance including fonts and backgrounds should be similar but WVDE does not expect exact match of fonts and backgrounds.
15Q.	In reference to 2.6, how many of each listed role does WVDE expect to be included in the evaluation process?
15R.	For evaluation purposes, the WVDE would require a minimum of five logins for each role but vendors may provide up to 10 per role to facilitate access.
16Q.	On page 7, in the last paragraph of 2.4, the RFP says that “responses indicating only that the requirement is “met by” or “provided for” without a full explanation will be considered unacceptable”; however, within the response tables there are several Yes/No questions with space or prompt for further explanation (for example numbers 4-15 on page 32). Is a simply check of the appropriate answer acceptable in this instance, or is additional detail requested for these as well? If the latter, where should additional detail be placed within the table?
16R.	In <i>Attachment A: Vendor Response Sheet</i> where YES or NO responses are indicated, a simple check of YES or NO is acceptable as the questions are specific as to YES or NO answers. If desired, vendors may provide additional clarification or information in the last row of the tables for responses labeled “Additional Respondent Comments”.
17Q.	In reference to 2.4.4.A number 22, please describe what WVDE means by “portal” and what functionality/capabilities are required for such a feature. How does WVDE anticipating using the portal?
17R.	By “portal” the WVDE is referring to the homepage or landing page for entry into the eLearning system. The available functionality/capabilities for customization for the proposed “portal” page are to be described by the vendor. Specific questions relating to portal functionality are in <i>Attachment A: Vendor Response Sheet</i> under objective 2.4.4.A questions 22 – 29.
18Q.	In reference to 2.4.5 number 9, please clarify this requirement. What kind of error messages would WVDE expect documentation to provide? (Or is this referring to the actual message within an error being clear, accurate and detailed?)
18R.	Section 2.4.5 question 9 “Describe how the respondent ensures that the documentation provides clear, accurate, and detailed error messages.” is asking the vendor or respondent to the RFP to describe the process used for ensuring that the vendor’s documentation for error reporting is clear, accurate and detailed.
19Q.	In reference to Attachment C, the request for 2 GB of additional online storage (page 61), please clarify if this is in total (for the entire site, LOR and e-portfolio combined), per user, per tier of users or other.
19R.	The request for 2GB of additional online storage is <i>in addition to</i> the total for the entire site including content for all courses, LOR, e-portfolio and per user storage.

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## Questions and Response

20Q.	In reference to the request for end-user help desk services on page 63, please confirm that call=issue/ticket. Does WVDE currently have any preference over a per ticket or unlimited pricing model for end user support?
20R.	The end-user help desk services on page 63 refers to the helpdesk/support service for end users as proposed by the bidder/vendor and outlined under objective 2.4.5.A in <i>Attachment A: Vendor Response Sheet – “Vendor-provided help desk services on a 24 x 7/365 basis (except as necessary for scheduled maintenance/upgrades times) for administrators, teachers and students. The proposals should support both live phone and web-based support.”</i>
21Q.	How will this project be funded? Is it through a Federal program (e.g. e-Rate, EdTech, etc.)?
21R.	Funding for the eLearning platform is from State Legislature appropriation.
22Q.	Would it be possible to receive a Word version of the RFP to aid in response preparation, particularly all Attachments required in the response?
22R.	This information is not available.
23Q.	Given that that the DOE already has an e-Learning system of D2L in place, what are the primary drivers for this new solicitation? More specifically, are there any specific desired requirements/needs (i.e. process, functional, and/or technical) that are not being met by the current solution that the DOE would like to ensure is included in respondents proposals?
23R.	The WVDE is following Purchasing procedures for best value purchasing as required by law. The desired requirements/needs are outline in the RFP.
24Q.	This RFP specifies that there will be no Oral Presentations with vendors. What are the driver(s) for this decision? Substantive post-proposal dialog with vendors is a critical element which leads to a best value solution (the DOE's stated objective for this procurement) being determined.
24R.	The WVDE has chosen online access to the proposed eLearning platform solution versus a demonstration of proposed eLearning platform solution. The online access can provide clarity of function of the platform along with demonstrating ease of use and comprehensive coverage of user documentation. Information obtained in Oral Demonstrations cannot “add to” the bidder's proposal. Therefore post-proposal dialog with vendors is not critical. If necessary, clarification questions may be used to clarify any bidder's written technical response.
25Q.	Will the DOE make the consolidated list of all vendor questions available to all vendors?
25R.	Yes, a consolidated list of questions is provided with this Addendum.
26Q.	Please confirm the existing DOE LOR and ePortfolio functionality also uses D2L. If not, which vendor(s) provide this functionality in the DOE's existing e-Learning

## EDD355013

## Questions and Response

	solution.
26R.	The WVDE uses D2L for both the LOR and ePortfolio functionality.
27Q.	What are the driver(s) behind the 10 day requirement to migrate all data and courses from the D2L solution to the solution resulting from this procurement?
27R.	The timeline for course conversion is based on the need to provide active courses to WV Virtual School students and teachers and professional development options for WV educators. The WV Virtual School and the eLearning for Educators program are on-going and active initiatives.
28Q.	Some of the mobile platforms mentioned in the RFP are either no longer in existence or have significantly lost market share in the last few years, while others have emerged. Can you please provide the specific mobile platforms that the DOE is targeting that it would like its e-Learning system to support.
28R.	The mobile platforms mentioned in the RFP are provided as examples only. The bidder should provide discussion for all mobile devices which end-users can use to interact with bidder's proposed solution.
29Q.	Is all existing course content and data within the current D2L system SCORM-compliant? If not, what other the other standard or proprietary course and data formats are currently being used?
29R.	Course content is exported as SCORM/ IMSCP- compliant zip file, a standard format based on IMS Content Packaging specification. Course files are HTML and may include flash and java applets.