

# REQUEST FOR PROPOSAL (RFP) FOR LEARNING MANAGEMENT SYSTEM (LMS)

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**RFP#04102012**

**Issued Date: February 13, 2012**

**RFP Response Deadline: April 10, 2012**

McHenry County College  
8900 US Highway 14  
Crystal Lake, Illinois 60012-2761  
Telephone: (815) 455-3700

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Learning Management System (LMS)

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## **1.0 GENERAL REQUIREMENTS**

### **1.1 Introduction:**

McHenry County College (hereinafter "MCC") is inviting qualified vendors (hereinafter "Bidder") to submit bids to provide a *Learning Management System (LMS)*, including the software solution, migration, and technical support. A more complete description of the LMS solution and services sought is provided in the "Bid Specifications" of the RFP.

Unsolicited bid samples or descriptive literature however, are submitted at the vendor's risk, may not be examined or tested, will not be deemed to vary any of the provisions of the RFP, and may not be utilized by the vendor to contest a decision or understanding with MCC.

### **1.2 Background:**

McHenry County College (MCC) is a community college offering pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. McHenry County College serves one of the fastest growing counties in Illinois. MCC is located forty-five miles northwest of downtown Chicago, the college is committed to providing high quality, need-based educational and training opportunities to adult residents of Community College District 528. Nearly 250,000 residents live within MCC district boundaries. The college has one campus. The campus is located at 8900 U.S. Highway 14, Crystal Lake, IL 60012, with an additional corporate training facility at the Shah Center in McHenry, IL. The Shah Center provides training and educational assistance to over 600 area businesses and close to 9,000 individuals each year. Services range from on-on-one counseling for entrepreneurs to customized on-site employee training seminars.

### **1.3 Contact Information/Bid Submission:**

The contact identified below, is the sole point of contact regarding the RFP from the date of issuance until selection of the successful vendor.

Jennifer Jones  
Director of Business Services  
McHenry County College  
8900 US Highway 14  
Building A, Room 246  
Crystal Lake, IL 60012  
Email: [jjones@mchenry.edu](mailto:jjones@mchenry.edu)

### **1.4 Term of Contract:**

The contract between MCC and vendor will begin in May 2012 for planning and will run through August 2012, with an option to revisit a follow-up contract if needed.

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### 1.5 Key Event Dates:

The following dates are set forth for informational and planning purposes; however, MCC reserves the right to change the dates.

MCC issues RFP	February 13, 2012
Last day to send questions/clarifications to jjones@mchenry.edu	March 16, 2012
RFP Due date	April 10, 2012, 10:00 A.M. CST
Reviewed by MCC Project/Evaluation Team by	April 12, 2012
Selected Vendors Invited to Campus for LMS Demonstration	Week of April 16, 2012
Recommendation to Board of Trustees	May 24, 2012
Notification of Award by	May 29, 2012
Contract Start Date	TBD by Project Manager
Project Manager Contact	Raymond Lawson, 815-479-7573

## 2.0 BID SUBMISSION

### 2.1 Examination of Solicitation Documents and Explanation to Bidders:

Bidders are responsible for examining the solicitation documents and any addenda issued to become informed as to all conditions that might in any way affect the cost or performance of any work. Failure to do so will be at the sole risk of the bidder. Should the bidder find discrepancies in or omissions from the solicitation documents, or should their intent or meaning appear unclear or ambiguous, or should any other question arise relative to the solicitation documents, the bidder shall promptly notify the Director of Business Services via email. The bidder making such request will be solely responsible for its timely receipt by the Director of Business Services. Replies to such notices may be made in the form of an addendum to the solicitation.

### 2.2 Submission:

The submission of a response shall be *prima facie* evidence that the vendor has full knowledge of the scope and nature of the project requirements. **Faxed and Email RFPs ARE NOT acceptable.** To facilitate evaluation, please submit the RFP in two (2) parts as described below. The parts may be submitted in the same package provided the parts are clearly separated and identified as outlined below. **Failure to complete and return all forms as specified may be cause of rejection of RFP.**

#### 2.2.1 Technical Proposal

Please submit (1) original and (5) copies of your technical proposal in a sealed package plainly marked "Technical Proposal." The Technical Proposal encompasses Appendix I.

### **2.2.2 Pricing Proposal**

Please submit (1) original and (5) copies of your pricing proposal (Attachment B) in a **separate and sealed envelope that is plainly marked "Pricing Proposal."** Your response to Attachment B should include pricing information.

### **2.3 Interpretation or Representation:**

MCC assumes no responsibility for any interpretation or representations made by any its officers or agents unless interpretations or representations are incorporated in a formal written addendum to the solicitation.

### **2.4 Addenda:**

The only method by which any requirement of this solicitation may be modified is by written addendum. All addenda to the RFP document will be listed on MCC Website at [www.mchenry.edu/bid](http://www.mchenry.edu/bid). Such addendum shall be acknowledged by signature and included in your bid submission.

### **2.5 Bid Preparation Costs:**

The costs for developing and delivering responses to this RFP are entirely the responsibility of the bidder. The College is not liable for any expense incurred by the bidder in the preparation and presentation of their bid or any other costs incurred by the bidder prior to execution of a Purchase Order or Contract.

### **2.6 Cancellation of RFP:**

If the Director of Business Services determines that it is in MCC's best interest, he/she reserves the right to do any of the following:

- Cancel this RFP
- Modify this RFP in writing as needed
- Reject any or all proposals received in bid to this RFP

### **2.7 Accuracy/Withdrawal of Proposals Prior to Bid Opening:**

Bids may be withdrawn in writing any time prior to the opening hour. However, no proposal may be withdrawn for a period of sixty (60) days subsequent to the opening of the Bid without the prior written approval of the Director of Business Services of McHenry County College.

### **2.8 Taxes:**

MCC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, MCC will not be responsible for payment of the taxes. The vendor shall absorb the taxes entirely. Upon request, MCC's Tax Exemption Certificate will be furnished.

## **2.9 Evaluation:**

In evaluating the bids submitted, MCC will apply the “Best Value” standard in selecting the vendor to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this bid will be made to that vendor whose offer conforms to the bid and it is determined to be the most advantageous, or “best value” to MCC, in the sole judgment of MCC. The selection process will include, but not limited to, the following considerations:

- The comprehensiveness of the proposed LMS relating to Technical Proposal (Attachment A) response.
- The fairness and competitiveness of the proposed LMS relating to Pricing Proposal (Attachment B) response.
- Prior, equivalent work and service experience within higher education.
- The ability to provide service in an expedient and efficient manner.
- The firm’s overall experience, reputation, expertise, stability and financial responsibility.
- The extent to which the LMS and its features meet MCC needs.
- The experience and qualifications of the staff that will be assigned to service MCC’s account.
- The provider’s ability to assist MCC in meeting the overall goals of RFP.
- The firm/vendor’s past relationship with MCC, if any.
- Any other relevant factor that a business entity would consider in selecting a firm/vendor.

### **2.9.1 Vendors Visit to Campus:**

Bidders will be invited to come to campus for LMS demonstration and meet with the project team, faculty and students. A schedule will be provided to vendors once a date is agreed upon. Vendors should be prepared to be on campus between five (5) to six (6) hours. The vendor’s team should consist of:

- Person(s) who supports server and database hardware
- Person(s) who support integration and has knowledge of Datatel
- Person(s) who are able to discuss helpdesk support functions
- Person(s) who will answer faculty and students questions
- The person with primary responsibility and final authority for the project throughout the term of any potential contract

Travel arrangements shall be made by the vendor. Cost incurred shall be the responsibility of the vendor.

## **2.10 Award of Contract:**

MCC reserves the right to reject any or all prices or bids submitted, waive irregularities, and to accept that bid which is considered to be in the best interest of the College. Any such decision shall be considered final and not subject to recourse. Unless we are advised to the contrary, it is

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understood that the bid has been submitted in strict accordance with specifications. Any exceptions and explanations regarding the items listed should be delivered with the bid. Submit complete specification for any substitute offered.

The successful bidder will be notified within three business days by e-mail or telephone of their award of contract following the Board of Trustees meeting. The vendor may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from MCC. The bid will be awarded in its entirety to one vendor. MCC reserves the right to make moderate quantity alterations to conform to budget limitations.

### **3.0 INSTRUCTION TO BIDDERS:**

Read the following instructions carefully before submitting any bid. Failure to follow these instructions and the rules may result in the rejection of your bid. MCC reserves the right to reject any and all bids, to waive minor or immaterial irregularities, informalities or technicalities, to advertise for new bids, or to request confirmation or clarification from any bidder regarding a bid.

#### **3.1 Cover Letter:**

The cover letter must confirm that the **bidder understands all the terms and conditions contained in this RFP and will comply with all the provisions of this RFP** and should the contract be awarded to your company, you would be prepared to begin services upon contract approval from MCC. The cover letter must include the full contact information of the person(s) MCC shall contact regarding the bid. A bidder representative authorized to make contractual obligations must sign the cover letter. The letter must also state whether or not subcontractors will be used.

#### **3.2 About Your Company:**

Please provide information regarding the organizational structure of your company. List separate legal entities and their relationship to each other. Please also include a copy of your most recent financial statements including your annual sales.

#### **3.3 Current Clients List:**

Please provide contact information for at least (4) current clients similar in size and/or structure to MCC. Please include name of institution, address, contact person name and their telephone number and email address.

#### **3.4 Biographies of the Account Team:**

Bidders must include the biographies of the account team who will be assigned to the project.

### **3.5 Pricing:**

Bidder shall submit pricing on the pricing proposal form (Attachment B). Your response to Attachment B should include pricing information.

### **3.6 Packaging of Response:**

Please submit (1) original and (5) copies of the bid. The bid documents, must be submitted by mail, hand delivered, overnight carrier or certified mail in a package sealed and labeled showing the following information on the outside:

- Bidder's complete name and address
- Solicitation Number
- Bid Due Date and Time
- Sealed Bid

### **3.7 Late Bids:**

***Regardless of cause, late bids will not be accepted and will automatically be disqualified from further consideration.*** It shall be the bidder's sole risk to assure delivery at the designated office by the designated time. Late bids will not be opened and may be returned to the bidder at the expense of the bidder or destroyed if requested.

### **3.8 Bidder's Signature:**

Attachments A-E must be signed in ink by an individual authorized to legally bind the business submitting the bid. The bidder's signature on a bid in response to this RFP guarantees that the offer has been established without collusion and without effort to preclude MCC from obtaining the best possible supply or service.

### **3.9 Bid Opening:**

MCC will open all bids that are submitted in a proper and timely manner and will record the names and other information specified by law and rule. All bids become the property of MCC and will not be returned except in the case of a late. Winning bidder will be listed on our website after the board of trustee's meeting.

### **3.10 Responders' Costs:**

The cost of developing a bid for this RFP belongs solely to the bidder and may not be charged to MCC.

## **4.0 BID SPECIFICATIONS**

MCC seeks an LMS that is scalable, flexible, reliable, secure and compatible with the College's Datatel system. MCC faculty has been using ANGEL LMS since 2006 to teach online and blended courses. ANGEL is also used in traditional face-to-face classrooms to provide web-enhanced learning to MCC students. About 15,000 credit hours were delivered via ANGEL during the FY2011 by approximately 96 MCC faculty members. About 3,000 students took at least one online course and about 500 students took at

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least one blended course during the FY 2011. During the FY2011, MCC FTE was 3,988. Instructors provide course syllabi, instructional materials, and assignments, which students must be able to access at anytime and anywhere. In turn, students must be able to communicate with their instructors, upload their assignments, and access their grades. For the College's current and future needs of distance learning program, an LMS that can provide in addition to its traditional teaching and learning features; instructional support services, such as online tutoring, synchronous Web conferencing solution, real-time interaction/collaboration, ePortfolio feature, online retention solution, efficient reporting tool and online advising to MCC online students is expected. Additionally, the College requires an LMS that supports mobile learning applications. Detailed minimum requirements of the LMS sought for is listed in Attachment A.

## 5.0 GENERAL TERMS AND CONDITIONS

- 5.1 **Applicability:** These general terms and conditions will be observed in preparing the proposal to be submitted.
- 5.2 **Acceptance and Rejection:** MCC reserves the right to reject any and all bids, to waive any informality in bids and, unless otherwise specified by the bidder, to accept any item in the bid.
- 5.3 **Specification:** Any deviation from the specification set forth must be clearly pointed out; otherwise, it will be considered that LMS features offered are in strict compliance with these specifications, and successful vendor will be held responsible therefore. Deviation should be explained in detail.
- 5.4 **Time for Consideration:** Additional considerations may be given to bids allowing not less than 30 days for review and acceptance.
- 5.5 **Right to Cancel:** MCC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with 90-calendar day's written notice of such cancellation. Should MCC exercise its rights to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.
- 5.6 **Sexual Harassment:** An amendment to the Illinois Human Rights Act requires eligible bidders for State contracts to implement detailed and specific sexual harassment policies. Every party bidding for and/or obtaining a public contract is required to have written sexual harassment policies that must include, at a minimum, a statement that sexual harassment is illegal; the definition of sexual harassment under State law; a description of sexual harassment (utilizing example); the party's internal complaint process including penalties, the legal recourse, investigative and complaint process available through the Illinois Human Rights Department and the Commission (including directions on how to contact the Department and Commission); and the applicability of protection against as provided by the Human Rights Act.
- 5.7 **Proprietary Information:** Bidder should be aware that the contents of all submitted bids are subject to public review and will be subject to the Illinois Freedom of Information

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Act. All information submitted with your bid will be considered public information unless bidder identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While MCC will endeavor to maintain all submitted information deemed proprietary within MCC, MCC will not be liable for the release of such information.

- 5.8 **Negotiation:** MCC reserves the right to negotiate all elements, which comprise the bidder's proposal to ensure the best possible consideration, be afforded to all concerned. MCC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and /or reject any and all proposals, and to seek new proposals when an action would be deemed in the best interest of MCC.
- 5.9 **Retention of Documentation:** All bid materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of MCC.
- 5.10 **Disclosure:** Contractors shall note any and all relationships that might be a conflict of interest and include such information with the bid.
- 5.11 **Terms of Payment:** MCC operates under terms of payment for work completed and product delivered within Net 30 days from date of invoice. All payments of invoices need to be approved on a monthly basis. In no case will MCC agree to late fees prior to 60 days before payment is received, this is based on State Statutes for State funded entities.
- 5.12 **Web Accessibility:** As required by Illinois Public Act 095-0307, all information technology, including electronic information, software, systems, and equipment, developed or provided under this contract must comply with the applicable requirements of the Illinois Information Technology Accessibility Acts Standards as posted at <http://www.dhs.state.il.us/iitaa>. The bidder is required to complete the Web accessibility form included in the Attachment A.

## **6.0 ATTACHMENTS**

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## ATTACHMENT A-TECHNICAL PROPOSAL

(Attachment A shall be incorporated into the resulting contract)

**Vendor must respond in detail to each of the following items listed. Use additional pages if necessary.**

Areas of Consideration	Vendor meets requirement (Yes/No)	Vendor's Comments
<b>1. END-USER FEATURES AND TOOLS</b>		
<b>1.1 Migration of Content</b> 1.1.2 Describe the migration of content from our current LMS to your LMS 1.1.3 How do we merge course section together?		
<b>1.2 Multi-Browser Support</b> 1.2.1 Please list which browsers are supported, including those browsers' versions		
<b>1.3 User Interface</b> 1.3.1 Does the LMS provide multiple Windows/Tabs navigation? 1.3.2 Are there administrative settings that lock down the look and feel of the user interface? 1.3.3 Describe available customizations to allow College branding. 1.3.4 Can instructors customize components of the LMS? 1.3.5 Does the LMS provide course-wide search?(search at the level of a single course) 1.3.6 Does the LMS provide course site search? (search at the level of multiple courses in the LMS)		
<b>1.4 Mobile Learning Applications</b> 1.4.1 Does the LMS support mobile learning? 1.4.2 Describe the mobile learning app availability for mobile devices (iOS, Android, Blackberry, WebOS), including security features 1.4.3 Is the mobile learning application an additional cost or part of the base product? 1.4.4 Does the mobile learning app have the same features as your LMS? 1.4.5 Can the College customize the mobile learning app?		

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<p><b>1.5 Class Management</b></p> <p>1.5.1 Does the LMS have Team/Group management feature?</p> <p>1.5.2 Does the LMS have an early warning alert feature?</p> <p>1.5.3 Can class rosters be printed and, if so, what options are available to print?</p> <p>1.5.4 Does the LMS support extended testing time for individual student within an assessment?</p> <p>1.5.5 Does the LMS have a selective release feature?</p> <p>1.5.6 Does the LMS have a Learning Object Repository (LOR)?</p> <p>1.5.7 Does the LMS support downloading the content of an assignment dropbox to be graded offline?</p> <p>1.5.7.1 Can the instructor’s feedback and the grades be uploaded to the LMS on a single click?</p> <p>1.5.8 Can instructor share content with other instructors through the LMS?</p> <p>1.5.9 Does the LMS have a tracking feature?</p> <p>1.5.10 Describe types of tracking reports instructor can run.</p> <p>1.5.11 Can instructors view reports showing time, date, and frequency of individual access to course content and tools?</p>		
<p><b>1.6 Assessment</b></p> <p>1.6.2 Does your LMS have an export/import feature for assessment? If yes, describe this feature</p> <p>1.6.3 Is the export/import feature user-friendly?</p> <p>1.6.4 Can instructors easily design their own assessment?</p> <p>1.6.5 Does the LMS have a powerful, flexible and rigorous rubric feature?</p> <p>1.6.6 Can assessment be customized by adjusting time and number of attempts for individual students?</p> <p>1.6.7 Can instructors create rubrics inside the LMS?</p> <p>1.6.8 Can instructors tie rubrics to grade book?</p> <p>1.6.9 Can instructors tie rubrics to learning outcomes?</p> <p>1.6.10 Does the LMS have an e-Portfolio tool?</p> <p>1.6.11 Is the e-Portfolio a part of the base product or is it available for an additional fee?</p> <p>1.6.12 Can instructors create portfolios to assess students’ progress?</p> <p>1.6.13 Can students create their own portfolios?</p> <p>1.6.14 Does the portfolio tool have a functionality that follows students over multiple semesters and courses?</p> <p>1.6.15 Can students provide permission somehow for a</p>		

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<p>prospective employer to see their portfolio?</p> <p>1.6.16 How does the College control access to students' portfolios in your LMS?</p> <p>1.6.17 What happens to a portfolio once a student is no longer a student?</p> <p>1.6.18 Can student export/import portfolio from/to other systems?</p>		
<p><b>1.7 Content Organization &amp; Creation</b></p> <p>1.7.2 Can instructors import/export/copy course easily?</p> <p>1.7.3 Does the LMS have content areas/learning modules?</p> <p>1.7.4 Does the LMS support multiple file types?</p> <p>1.7.5 What file types can be added to the learning modules?</p> <p>1.7.6 Does the LMS have a Rich Text editor?</p> <p>1.7.7 Does the LMS have an Equation editor?</p> <p>1.7.8 Does the LMS have lesson plan templates?</p> <p>1.7.9 Can instructors share files between class sections?</p> <p>1.7.10 Does the LMS integrate multimedia (A/V) easily?</p> <p>1.7.11 Does the LMS have a file upload feature? Describe how instructors upload files (one file at the time or zipped files at once).</p> <p>1.7.12 Does the LMS have web link options available?</p> <p>1.7.13 Does the LMS have a glossary tool?</p> <p>1.7.14 Can e-textbook be integrated into the LMS?</p> <p>1.7.15 Does the LMS have a student workspace?</p>		
<p><b>1.8 Communication &amp; Collaboration tools</b></p> <p>1.8.2 Does the LMS have communication &amp; collaboration tools? Please list and describe them.</p> <p>1.8.3 Does the LMS have an internal whiteboard feature?</p> <p>1.8.4 Does the LMS have an internal chat tool?</p> <p>1.8.5 Does the LMS have a synchronous conference tool?</p> <p>1.8.6 Can instructors setup collaboration group inside the LMS to have students work on group projects?</p> <p>1.8.7 Does the LMS have a user-friendly threaded discussion board?</p> <p>1.8.8 Does the LMS support user-friendly multimedia integration in the Discussion Board?</p> <p>1.8.9 Does the LMS have a self-contained, FERPA-compliant and secure e-mail feature?</p> <p>1.8.10 Does the LMS support localization (language-enhanced LMS to support language teaching [i.e. Spanish, French, and German])?</p> <p>1.8.11 Can announcements in the LMS be delivered system-wide?</p>		

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<b>2. INTEGRATION</b>		
<p><b>2.1 Integration with Datatel</b></p> <p>2.1.2 Does the LMS integrate with Datatel? If yes, describe system integration with Datatel Colleague, particularly for course/section creation, enrollments (both students and faculty), and grade publication.</p> <p>2.1.2.1 Is it real time or batch process integration?</p> <p>2.1.2.2 Does the integration process send information both directions?</p> <p>2.1.2.3 Does the LMS integrate with external e-mail system (Exchange/Outlook, GroupWise etc.)?</p> <p>2.1.3 Does the system authenticate against LDAP/AD?</p> <p>2.1.4 Is your company a Datatel partner?</p> <p>2.1.5 Does the College have the ability to customize the integration via API?</p> <p>2.1.5.1 What are costs involved if the College does not customize the integration?</p> <p>2.1.5.2 What are costs involved if the vendor does the customization?</p>		
<p><b>2.2 Turn-It-In</b></p> <p>2.2.2 Does the LMS integrate with Turn-It-In?</p> <p>2.2.3 Do you support other plagiarism checkers? If yes, please list and describe them.</p>		
<p><b>2.3 Integration with Web Services</b></p> <p>2.3.2 Does the LMS integrate with web services? If yes,</p> <p>2.3.2.1 How do you integrate?</p> <p>2.3.2.2 Describe your integration?</p> <p>2.3.3 What other integrations are possible?</p>		
<b>3. INFRASTRUCTURE AND SYSTEM ADMINISTRATION</b>		
<p><b>3.1 Self-Hosted vs. Vendor Hosted Proposal</b></p> <p>3.1.2 Clearly state whether this proposal is for a self-hosted option (on-site at the College, using College hardware) or a vendor hosted (off-site of the College). <b>If Vendor desires to make both proposals, submit separately for clarity.</b></p>		
<p><b>3.2 For Self-Hosted Proposal</b></p> <p>3.2.1 Briefly provide a listing of software and hardware required to host product in an enterprise environment. Please include Operating System, database, application and/or web server specification, deployment options needed to support 9,000 to 18,000 users.</p> <p>3.2.2 Provide additional details recommended to establish a testing/development environment.</p>		

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<p>3.2.3 What support is available when software updates break functionality?</p> <p>3.2.4 How often are software updates released?</p> <p>3.2.5 Describe the technical support available to College-hosted LMS. Include information relating to installation and implementation. Provide information about availability and access to support technicians, phone support, online resources, and peer support (other customers).</p> <p>3.2.6 Briefly describe any additional related information.</p>		
<p><b>3.3 For Vendor Hosted Proposal (Hosted Off-site)</b></p> <p>3.3.1 Describe the data center. Include location and general security protocols</p> <p>3.3.2 Briefly describe the throughput guarantees (server response times), college bandwidth requirements, uptime guarantees, and maintenance schedule. (If available, provide a sample Service Level Agreement as applies to the proposal).</p> <p>3.3.3 Briefly describe optimal architecture and/or process for system redundancy, backup/recovery/archiving (are details and service levels negotiable?), and disaster recovery.</p> <p>3.3.4 Describe standard space allocation, including any additional information regarding costs and/or procedures for requesting additional space.</p> <p>3.3.5 How often are software updates deployed?</p> <p>3.3.6 Can you commit to a response time?</p> <p>3.3.7 Briefly describe any additional related information.</p>		
<b>4. SYSTEM SUPPORT/TRAINING</b>		
<p><b>4.1 General Support</b></p> <p>4.1.1 Does the company have materials that provide a general overview, including system navigation tips? If yes, please describe the availability of these materials.</p> <p>4.1.2 Describe the end user support plan to accompany purchase of your LMS, including documentation and routine support.</p> <p>4.1.3 Does the company have online support materials available for students, faculty/designers, including contextual help, feature tutorial, guides, and any other available forms of support? If yes, please briefly describe these online support materials.</p> <p>4.1.4 If hosted, will the helpdesk function be an extra cost?</p>		
<p><b>4.2 IT Help Desk Support</b></p>		

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<p>4.2.1 Describe expected response times, including problem escalation through problem resolution.</p> <p>4.2.2 Describe installation and implementation support, including hours/availability of different tiers, documentation, and routine support.</p> <p>4.2.2.1 What is the hierarchy in the level of support and what determines that level of support, considering cost and escalation factors?</p> <p>4.2.2.2 Is there Gold, Silver, Platinum, Bronze support available</p> <p>4.2.2.3 Do higher levels of support cost extra and does that differ between a hosted and non-hosted environment?</p> <p>4.2.3 Describe regular maintenance procedures. Include information on update support, typical update cycles, notification processes, and database problem support.</p>		
<p><b>4.3 System Training</b></p> <p>4.3.1 Describe training available for College LMS administrators and systems administrators, including any additional cost involved.</p> <p>4.3.2 Describe any other training/support materials available (online and otherwise), including any additional fees.</p>		
<b>5. ACCESSIBILITY</b>		
<p>The Illinois Information Technology Accessibility Act (Public Act 095-0307) required that information technology developed, purchased, or provided by the State is accessible to individuals with disabilities. These Standards define the functional performance criteria and technical requirements that must be met to ensure that information technology is accessible. See <a href="http://www.dhs.state.il.us/IITAA/IITAAStandards.html">http://www.dhs.state.il.us/IITAA/IITAAStandards.html</a> for reference. Vendor should answer yes or no as to if the LMS meets the standard. A comment section is provided for elaboration.</p>		
<b>Standard Requirement</b>	<b>Vendor is compliant (Yes/No)</b>	<b>Vendor's Comments</b>
<p><b>5.1 Coding</b></p> <p>5.1.1 Use valid, standard web programming code.</p> <p>5.1.2 Use appropriate markup to convey document structure.</p> <p>5.1.3 Provide meaningful page titles.</p> <p>5.1.4 Use headings to introduce sections and sub-sections, and use them in the correct order.</p> <p>5.1.5 Use lists to identify series of related items, including navigation menus.</p>		
<p><b>5.2 Text</b></p> <p>5.2.1 Use text to display test, unless formatting that</p>		

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<p>cannot be achieved with CSS is required.</p> <p>5.2.2 Use relative sizes for fonts.</p> <p>5.2.3 Identify the language of text.</p> <p>5.2.4 Use images instead of "ASCII art."</p>		
<p><b>5.3 Colors</b></p> <p>5.3.1 Do not convey information with color alone</p> <p>5.3.2 Use contrasting foreground and background colors.</p>		
<p><b>5.4 Images</b></p> <p>5.4.1 Provide appropriate "alternate text" for all images.</p> <p>5.4.2 Provide full descriptions for graphs, diagrams, and other meaningful images.</p>		
<p><b>5.5 Image Maps</b></p> <p>5.5.1 Provide alternate text for each area in client-side image maps.</p> <p>5.5.2 Use client-side image maps instead of server-side image maps unless areas cannot be defined with available shapes.</p>		
<p><b>5.6 Sounds</b></p> <p>5.6.1 Do not convey information with sound alone.</p> <p>5.6.2 Do not automatically play audio.</p> <p>5.6.3 Provide text transcripts for audio containing speech when it is provided to the public and/or required to be viewed by employees.</p>		
<p><b>5.7 Multimedia</b></p> <p>5.7.1 Provide synchronized captions for all multimedia that contains essential auditory information when it is provided to the public and/or required to be viewed by employees.</p> <p>5.7.2 Provide audio descriptions for all multimedia that contains essential visual information when it is provided to the public and/or required to be viewed by employees.</p>		
<p><b>5.8 Animation</b></p> <p>5.8.1 Provide a means of pausing any moving, blinking, scrolling, or auto-updating information.</p> <p>5.8.2 Do not include content that flashes faster than 3 times per second.</p>		
<p><b>5.9 Links</b></p> <p>5.9.1 Ensure that links are understandable out of context.</p> <p>5.9.2 Provide a means of skipping past repetitive navigation links.</p> <p>5.9.3 Avoid using small links.</p> <p>5.9.4 Ensure that same-page links move keyboard focus as well as screen focus.</p>		
<p><b>5.10 Forms</b></p>		

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<p>5.10.1 Provide labels or titles for all form fields.</p> <p>5.10.2 Provide legends for groups of form fields.</p> <p>5.10.3 Ensure that form fields are in a logical tab order.</p> <p>5.10.4 Avoid placing non-focusable text between form fields.</p> <p>5.10.5 Ensure that text in form fields can be enlarged.</p>		
<p><b>5.11 Tables</b></p> <p>5.11.1 Identify a header cell for each column and row in simple data tables.</p> <p>5.11.2 Identify relationships in complex data tables using id and headers attributes.</p> <p>5.11.3 Provide summary attributes for data tables.</p>		
<p><b>5.12 Frames</b></p> <p>5.12.1 Provide concise, unique, and understandable titles for frames.</p> <p>5.12.2 Avoid using hidden, empty, or non-essential frames.</p>		
<p><b>5.13 Scripts</b></p> <p>5.13.1 Ensure that scripted functions are usable with assistive technologies.</p> <p>5.13.2 Ensure that significant interactions can be performed with both keyboard and mouse.</p> <p>5.13.3 Avoid changing content unexpectedly.</p>		
<p><b>5.14 Embedded Objects</b></p> <p>5.14.1 Use accessible embedded objects whenever possible.</p> <p>5.14.2 If an inaccessible embedded object must be used, provide an accessible alternative that includes the same content and functionality.</p>		
<p><b>5.15 Downloadable Documents</b></p> <p>5.15.1 Provide natively accessible downloadable documents whenever possible.</p> <p>5.15.2 If a downloadable document cannot be made natively accessible, provide an accessible alternative that includes the same content and functionality.</p>		
<p><b>5.16 Timing</b></p> <p>5.16.1 Notify users of time limits and provide a means to extend time if possible.</p> <p>5.16.2 Do not automatically refresh the current page.</p>		
<p><b>5.17 Page layout</b></p> <p>5.17.1 When using tables for layout, ensure that reading order is logical.</p> <p>5.17.2 When using style sheets for layout, ensure that reading order is logical.</p> <p>5.17.3 Avoid horizontal scrolling.</p>		

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<b>5.18 Alternate Accessible Versions</b> 5.18.1 Use separate accessible versions only as a last resort.		
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**ATTACHMENT B - PRICING PROPOSAL (WARRANTY, LICENSING,  
MAINTENANCE AND UPDATES)**

(Attachment B shall be incorporated into the resulting contract)

**Vendor must respond in detail to each of the following items listed. Use additional pages if necessary.**

**1. WARRANTY INFORMATION**

Vendor must provide warranty information. Detail all components associated with providing an LMS.

1.1 Describe the terms and conditions of warranty on the software and professional services.

1.2 Describe how the warranty is implemented to provide resolution to problems

**2. PRICING INFORMATION**

Vendor must provide itemized pricing. Detail all pricing components associated with providing an LMS, including but not limited to all hardware, software, training, warranty and maintenance. The College will not be responsible for any payments not outlined in this RFP without mutual agreement.

2.1 Describe the terms, conditions and nature of the license and the renewal costs. Provide details regarding server licenses and client licenses, including any distinctions between per-seat, individual, or requirements for license servers.

2.2 Describe in details any additional license costs for mirrored servers, fail over servers, test/development servers, underlying operating systems, databases, and/or other software components necessary for operating the LMS.

2.3 Describe in details, the conditions and nature of the support services provided. Include support services' cost related to migration of content, integration with Datatel, IT Help Desk support and support for faculty and students.

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### 3. PRICING SHEET

Please fill out the following pricing sheet. If the item is included in the price of the license, use INC. If the item is not available, use N/A. There are two sheets, one for self-hosted LMS costs and one for vendor-hosted LMS costs. If Vendor desires to make both proposals, submit separately for clarity.

<b>3.1 SELF-HOSTED LMS PRICING PROPOSAL</b>			
ITEM	1 <sup>ST</sup> YEAR COST	2 <sup>ND</sup> YEAR COST	COMMENTS
3.1.1 Production License			
3.1.2 Test/Development License			
<b>INTEGRATION</b>			
3.1.3 Integration with Datatel			
3.1.4. Customization			
3.1.5 LDAP/AAD and SSO Fees			
3.1.6 Consulting Fees			
<b>SUPPORT</b>			
3.1.7 General Support – Place the cost of support for system administration, helpdesk support, faculty and student support. If tier pricing, make sure to provide what kind of support is provided in each tier.			
3.1.8 Course/section content migration			
3.1.9 Maintenance Fee			
3.1.10 Software upgrades - Patches			
<b>TRAINING</b>			
3.1.11 Information technology Office			
3.1.12 Help-Desk			
3.1.13 Distance Learning Department / Faculty			
<b>MISCELLANEOUS</b>			
3.1.14 Mobile Apps			
3.1.15 Learning Object Repository			
3.1.16 Portfolio			
3.2 Prices may vary based on other factors. Please list those factors and explain below:			

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#### 4. PRICING SHEET

Please fill out the following pricing sheet. If the item is included in the price of the license, use INC. If the item is not available, use N/A. There are two sheets, one for vendor-hosted LMS costs and one for vendor-hosted LMS costs. If Vendor desires to make both proposals, submit separately for clarity.

<b>4.1 VENDOR-HOSTED LMS (HOSTED OFF-CAMPUS) PRICING PROPOSAL</b>			
<b>ITEM</b>	<b>1<sup>ST</sup> YEAR COST</b>	<b>2<sup>ND</sup> YEAR COST</b>	<b>COMMENTS</b>
4.1.1 Production License			
4.1.2 Test/Development License			
<b>INTEGRATION</b>			
4.1.3 Integration with Datatel			
4.1.4. Customization			
4.1.5 LDAP/AAD and SSO Fees			
4.1.6 Consulting Fees			
<b>SUPPORT</b>			
4.1.7 General Support – Place the cost of support for system administration, helpdesk support, faculty and student support. If tier pricing, make sure to provide what kind of support is provided in each tier.			
4.1.8 Course/section content migration			
4.1.9 Maintenance Fee			
4.1.10 Software upgrades			
<b>TRAINING</b>			
4.1.11 Information technology Office			
4.1.12 Help-Desk			
4.1.13 Distance Learning Department/Faculty			
<b>MISCELLANEOUS</b>			
4.1.14 Mobile Apps			
4.1.15 Learning Object Repository			
4.1.16 Portfolio			
4.2 Prices may vary based on other factors. Please list those factors and explain below:			

## ATTACHMENT C - EXECUTION OF PROPOSAL

Bid Submitted By and Authorized Signature: The individual's signature below constitutes that the person is an officer of the company who is authorized to contractually obligate the company listed below. They further constitute that they have read and agree to all instructions and specifications listed in this bid document unless otherwise marked and listed in the "exception to bid" section.

Bid Submitted by: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_

FEIN: \_\_\_\_\_

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**ATTACHMENT D - CONTRACTOR CERTIFICATION**

Illinois Revised Statute 1987  
Chapter 38, Sections 33E-3 and 33E-4

The undersigned hereby certifies that it is not barred from bidding on this contract as a result of violation of either Section 33E-3 (bid rigging) or 33E-4 (bid rotating) of the Illinois Revised Statutes 1987, Chapter 38.

Under penalty of perjury, the undersigned Contractor certifies that this proposal has not been arrived at collusively or otherwise in violation of Federal or Illinois antitrust laws.

Company Name \_\_\_\_\_

By \* \_\_\_\_\_

Address \_\_\_\_\_

City/State/ZIP \_\_\_\_\_

\* Must be actual signature in ink of a representative of Contractor authorized to legally commit the Contractor.

Section 33E-5(b) pertains to disclosure of information related to the terms of a bid and any bidder's responsiveness to a request for bids. Specifically, district officials or employees must not knowingly open a sealed bid at a time or place other than as specified by the district. Also, any official who knowingly discloses any information related to the terms of a sealed bid or any bidder's responsiveness to the request for bids commits a class 3 felony. This section does allow, however, that no violation occurs if any disclosure made to an interested person also is made generally available to the public. **CONSEQUENTLY, COLLEGES SHOULD BE CAUTIOUS NOT TO DISCLOSE ANY INFORMATION THAT IS NOT RELEASED TO THE PUBLIC.**

Section 33E-6 contains several provisions potentially impacting College purchasing procedures. **SPECIFICALLY, A PERSON COMMITS A CLASS 4 FELONY WHEN INFORMATION CONCERNING THE SPECIFICATIONS OF A CONTRACT IS KNOWINGLY CONVEYED TO A BIDDER OR PROSPECTIVE BIDDER OTHER THAN THROUGH THE BID INVITATION, PRE-BID CONFERENCE, OR CONTRACT SOLICITATION PROCEDURE.** Thus, once an INVITATION FOR BID for a particular contract is released, MCC cannot respond to individual inquiries from bidders. Likewise, no information may be volunteered concerning potential Subcontractors if the contract involves subcontracting work.

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**ATTACHMENT E - REFERENCE LIST**

List four community colleges to whom you company has licensed an LMS within the last three years:

1    Name: \_\_\_\_\_  
      Address: \_\_\_\_\_  
                  \_\_\_\_\_  
                  \_\_\_\_\_  
      Phone: \_\_\_\_\_

2    Name: \_\_\_\_\_  
      Address: \_\_\_\_\_  
                  \_\_\_\_\_  
                  \_\_\_\_\_  
      Phone: \_\_\_\_\_

3    Name: \_\_\_\_\_  
      Address: \_\_\_\_\_  
                  \_\_\_\_\_  
                  \_\_\_\_\_  
      Phone: \_\_\_\_\_

4    Name: \_\_\_\_\_  
      Address: \_\_\_\_\_  
                  \_\_\_\_\_  
                  \_\_\_\_\_  
      Phone: \_\_\_\_\_