

Date: June 26, 2017



To: Proposers

Ref: RFP PG-006-17 Learning Management System

Subject: **ADDENDUM NO. 02**

This addendum amends, clarifies, amplifies, or further explains the above reference Request for Proposal (RFP). The information contained herein shall supersede and take precedence over the information contained in the RFP.

Clarification:

1.) Q: Whether companies from Outside the USA can apply for this?

A: Yes, provided that a current and valid ISO27001, SOC2, similar security audit is attached to the proposal packet (see Section 2.4 of the RFP for more information). To be considered a viable proposal, vendor must adhere to U.S. and Texas law, that all payments are in US dollars and that they accept our terms and conditions of Addendum and terms within the Execution of Offer (See Section 6.1 in RFP)

2.) Q: Whether we need to come over there for meetings?

A: No onsite training or meetings are required within the RFP. If vendor wishes to provide onsite training or meetings, this will be performed at cost of the vendor and cannot incur costs to TSTC.

3.) Q: Can we preform the tasks (related to RFP) outside the USA? (like from India or Canada)?

A: Yes, no specific requirements of vendor locale are defined within the RFP

4.) Q: Can we submit the proposals via email?

A: Proposals must be submitted as described in the RFP (See section 1.3 Submission of Proposal) of the RFP.

5.) Q: Will all of these below integrations be used in the Pilot? If not, which ones will be used?

Cengage Learning MindTap & MindLink, Blackboard Open Content, SoftChalk Cloud, Commercial Content, W.W. Norton InQuizitive, TestOut, Magna, Texidium, MymathLab, Pearson Mastering, Turnitin

A: These are the minimum that to be included for the pilot: Texidium, MyMathLab, Pearson Mastering & Turnitin

Our intent of the open ended question is to learn the capabilities of all plugins available from each proposed solution.

6.) Q: Can you please confirm your FTE (Full Time Equivalent)?

A: Our estimate for FTE count for 16/Fall would be around 14,000.

7.) Q: Licensing: in the RFP, it states that there are 12,000 students across all campuses. Could you clarify how many students would be a part of the Pilot? Would those numbers of students vary in year two, three, four?

A: At this time, only the cyber security program will be tested. Estimated 8 to 10 faculty will be in trial. As for students, there are currently 400 + students in cyber but not all will taking online courses. I would estimate no more than 50 for the trial.

8.) Q: Allows for multiple Entry/Exit points – Please provide a practical example of the intended workflows and effects related to multiple entry and exit points

A: Multiple Entry – Multiple Exit is a scheduling type that allows students to enroll at TSTC and register for courses outside of the traditional 15 – week semester or block scheduling parameters.

9.) Q: Ability to add pre-requisite competencies – Please provide a practical example of a prerequisite competency and its effect on the course and student. For example, are pre-requisite competencies added per student or per course? Describe the student and teacher workflows relative to a pre-requisite competency.

A: There will not be the need to have pre-requisite competencies; we require the ability to allow our students to complete competencies and task/activities in any order as directed by the instructor.

10.) Q: Ability to customize the sequence of competencies – Please provide a practical example of competency sequence customization. For example, is the sequence customized per course or per student? What is the expected effect and teacher workflows?

A: There will not be the need to have pre-requisite competencies; we require the ability to allow our students to complete competencies and task/activities in any order as directed by the instructor.

11.) Q: Automatic Cert1/Cert2 awarding: Embedded Certificates of Completion automatically awarded once the student has met competency requirements – Please provide a practical example of the expected functionality related to the LMS embedding certificates of completion automatically. For example, when and where will the embedded certificates appear (in the course or in a transcript in the student's profile)?

A: This is SIS based and will need to work with the LMS.

12.) Q: Do you need all pages of the Execution of Offer included with our proposal, or just the last page?

A: Include all pages of Execution of Offer.

13.) Q: What would you like us to include in our proposal for section 5.3 RFP Terms and Conditions?

A: Include “Terms & Conditions” page 29-31 of RFP with your submittal.

14.) Q: Are we able to submit our own terms and conditions to supplement the terms in the RFP?

A: No

15.) Q: Is there any opportunity to negotiate certain key sections in the RFP such as termination for convenience?

A: Only the awarded proposer will have the option to negotiate with TSTC.

16.) Q: How will you measure a successful pilot? E.g. increased student engagement, higher no of course completion, higher no. of job placement etc.

A: Criteria will be discussed once we implement a solution and is not relevant to start the pilot.

17.) Q: What is the motivation behind this RFP (why is a new LMS needed)?

A: The need to support the College's initiatives for effective course development and delivery in different modalities (competency based education, direct assessment, multiple exit, traditional online).

18.) Q: How did TSTC choose the list of criteria in the RFP?

A: LMS users, administrators, and technical support, were asked to indicate criteria necessary and desired in an LMS. In addition, leadership knowledgeable about upcoming initiative were asked for necessary functions in an LMS.

19.) Q: Who are the people requesting change to a new LMS?

A: Instructional departments

20.) Q: What tools will TSTC use to grade the percentage scores for the RFP evaluation?

A: Please refer to page 7 (Proposals will be evaluated using the criteria listed below).

21.) Q: How many RFP's is TSTC considering?

A: To be awarded (1) one, RFP's to be received as many that are submitted on or before the due date as stated on request for proposal.

22.) Q: What's the most important criteria in choosing a company to work with?

A: As per parameters listed in the RFP Section 2

23.) Q: What are the roles of the people in the committee that is evaluating the RFP?

A: Committee consists of IT, Instructional, Innovation, Professional & Training Development personnel.

24.) Q: On page 9, in Section 2.3: what does multiple entry/exit points mean?

A: Multiple Entry – Multiple Exit is a scheduling type that allow students to enroll at TSTC and register for coursed outside of the traditional 15 week semester or block scheduling parameters.

25.) Q: On page 9, Section 2.3: Can you give us some examples of “clean, modern and user friendly” design that meet your criteria?

A: Clean, modern, user-friendly – this indicates an interface that has features that resonate with today's learner but is not overwhelmingly busy in design. It's tools must be intuitive for the faculty member to build and deliver a curse and for learner to use to be successful in a course.

26.) Q: On page 10, under Course Design Parameters: How would you define “Easy Migration”?

A: The ability to transfer content from the current to a new management system seamlessly with limited need for modifications.

27.) Q: On page 10, under Course Design Parameters: What tools, systems, and other LMS, CMS, IMS, etc. does TSTC use now besides Moodle that will require integration with our system for the initial pilot versus the full launch?

A: Please see section 2.6 System Capability Requirements & 2.7 System Implementation / Migration.

28.) Q: On page 10, under Course Design Parameters: What is the priority of the systems and tools listed in the RFP that need to be integrated for the pilot?

A: Please see section 2.6 System Capability Requirements & 2.7 System Implementation / Migration.

29.) Q: on page 10, under Course Design Parameters: can you tell us the specific courses that are going to be piloted in the new system for the fall?

A: They will be limited number of courses within the Cybersecurity award.

30.) Q: On page 10, under Course Design Parameters: What is the priority of the plugins that need to be integrated with the new system for the pilot?

A: The necessary plugins were addressed in one of the prior questions.

31.) Q: On page 10, under Course Design Parameters: What is the top 3 outcomes that are most critical for the students, faculty and administrators to achieve in the pilot phase?

A: Criteria will be discussed once we implement a solution and is not relevant to start the pilot.

32.) Q: On page 11, under Assessment Parameters: Our system is fully configurable- however we would like to understand your desired workflow for customization for your configurable system?

A: We would like you to demonstrate how the system is customizable.

33.) Q: On page 11, under Assessment Parameters: Do you expect the customization to be prompt driven using pre-defined blocks or be open ended?

A: Pre-defined blocks

34.) Q: On page 11, under Assessment Parameters: Can you give us some example use cases for “customization” that TSTC will require for the pilot?

A: Please see section 2.3

35.) Q: On page 12, under Analytics, Reporting and Simulation: What are some use cases of student simulation scenarios?

A: We do not have a clear understanding of this question.

36.) Q: On page 12, under Training Parameters: How critical is it to have available online versus in person as a PD before the pilot launches?

A: Face-to-trace train the trainer would be preferred; however online would also be considered.

37.) Q: On page 12, under Training Parameters: What are the expectations of a successful training for the pilot (how many people need to be trained, training hours/trainee, experience level of trainee, proficiency level expected upon completion of training, self-paced etc)?

A: LMS administrators and selected support and professional development staff. These individuals are proficient in the functionality of management systems and will need enough knowledge to be to train others. About 10 individuals would be involved in the training.

38.) Q: On page 12, under Support Parameters: Does TSTC need an SLA for an organization similar (or larger) in size to TSTC in order to be selected?

A: Yes, similar in size.

39.) Q: On page 13 under Security Requirements: What does TSTC prefer: Hosting at TSTC on local servers, hosted on TSTC cloud or hosted on provider cloud?

A: No preference at this time we are open to review all options.

40.) Q: On page 17 under References: Does TSTC need three references that are all from similar size contracts in order to be selected?

A: We will be sporadically checking references, but realize they may not be of similar size.

41. Q: What matters more: quality or quantity of references?

A: Quality

42.) Q: How many vendor pilots will TSTC be running/selecting concurrently to run with current LMS?

A: One pilot

43.) Q: How many programs and what programs will be piloted? How many student and faculty will be in the pilot in each program?

A: At this time, only the cyber security program will be tested. Estimated 8 to 10 faculty will be in trial. As for students, there are currently 400 + students in cyber but not all will taking online courses. I would estimate no more than 50 for the trial.

44.) Q: Does TSTC have a definition and or strategic plan for Competency Based Education (CBE) it can share to help guide our guide our proposal?

A: We need clarification on why this information is pertinent to the RFP. What is the goal in obtaining this information.

45.) Q: Is the scope of work for the initial pilot different than the full migration? If so, please indicate the major workflows that each stage of the project will need to deliver.

A: The initial pilot involves courses in a limited number of awards (degrees). Full migration would involve all courses in all awards offered at the College developed and delivered in all modalities; therefore, the scope of work will be the same but on a smaller scale.

46.) Q: Will TSTC consider any potential product customizations of the selected Online LMS as part of the scope of work?

A: It would be considered but we would need to weigh the benefit of the customization with a possible additional cost and any impact(s) on LMS functionality.

47.) Q: Is TSTC in need of any strategic and operational consulting services to assist in meeting its CBE goals for this project?

A: Not relevant to this RFP

48.) Q: Are any of the features listed weighted for requirement, i.e. mandatory/must have, preferred, optional, etc.? If so, which ones are mandatory for the initial pilot stage of the project?

A: Does this need to be done for multiple sections? Would need to see the final version of the RFP to rank some of the features.

49.) Q: Does TSTC have a separate curriculum and course development system? Or, is the intent to develop and author the courses and content natively in the Online LMS?

A: Don't understand this question. We are not asking the vendor to develop our curriculum or our courses.

50.) Q: What types of instructional material does TSTC use today with the Blackboard Open Content plugin?

A: Proposer will provide a list of all compatible plugins with your product.

51.) Q: What is meant by "ability to create meta courses" Please elaborate

A: This is the ability to create a "parent" or master course that can have "child" or sub courses linked together so that if a change is made in one it will be reflected in all.

52.) Q: Can TSTC provide an example of a use case where it would "customize the sequence of competencies" within a CBE program?

A: There will not be the need to have pre-requisite competencies; we require the ability to allow our students to complete competencies and tasks/activities in any order as directed by the instructor.

53) Q: Is TSTC open to integrated solutions to assist with its analytic needs in the Online LMS?

A: As per the parameters listed in the RFP Section 2. Analytics, Reporting & Simulation. Please respond with the capabilities and the cost associated with your proposed solution.

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Buyer

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In submission of this proposal, proposers must acknowledge receipt of this addendum; otherwise proposal will not be given consideration. Proposer must acknowledge receipt by returning a copy of this notice with (RFP) Request for Proposal.

Proposer's Signature: _____

Printed Name: _____

Vendor Name: _____

Vendor Identification Number: _____

Date: _____