



JOLIET JUNIOR COLLEGE
—1901—

Request for Proposals for Learning Management System



JOLIET JUNIOR COLLEGE

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Joliet Junior College Request for Proposal

RFP Opening August 21, 2013 @ 2:00 PM

Background

Joliet Junior College is a comprehensive community college. The college offers 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. The College has a combined total of 21,578 credit and 16,278 non-credit students attending classes on its main campus, located within the city of Joliet, and its two extension campuses, located in Romeoville and downtown Joliet, as well as satellite sites throughout the District's seven counties, which include parts of Will, Grundy, Kankakee, Kendall, LaSalle, Livingston and Cook Counties. Over the past five years, Joliet Junior College has increased enrollment an average of 3.5% per year.

The College employs approximately 220 full-time faculty members and just over 240 full-time support staff. Our total employee count is over 1,300, including all full and part-time faculty, staff and student workers. Joliet Junior College serves approximately 650,000 residents in a 1,442 square mile area.

Vision Statement

Joliet Junior College, the nation's first public community college, will be a leader in teaching and learning, and the first choice for post-secondary education.

Mission Statement

Joliet Junior College enriches people's lives through affordable, accessible, and quality programs and services. The college provides transfer and career preparation, training and workforce development, and a lifetime of learning to the diverse community it serves.

I. OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Joliet Junior College (JJC) is seeking proposals from qualified vendors for an online Learning Management Systems (LMS) designed for use in a college environment. The LMS must support a range of applications that can supplement traditional classroom instruction, integrate online and face-to-face instruction, and deliver totally online courses and programs. Respondents should be prepared to submit a proposal that addresses software, licensing, technical support, migration services (consulting), and hosting options. In addition, a primary goal is to select an LMS that will integrate smoothly and efficiently with the College's Ellucian Colleague ERP system. JJC is soliciting proposals for solutions which can be procured as either a Customer Hosted or Vendor Hosted solution.



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Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.

II. RFP SCHEDULE

Date (2013)	Event
July 31, 2013	Vendors contacted via email / advertised
August 6, 2013 @ 2:00 PM	Last date/time for submission of written questions via email to purchasing@jjc.edu
August 8, 2013 end of business day	Responses to questions emailed
August 21, 2013 @ 2:00 PM	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
August 22, 2013 thru 27 th , 2013	JJC Evaluation Team reviews proposal
September 3, 2013 thru 13 th , 2013	Presentations by finalists
October 8, 2013 Board Meeting	Notification of Award

III. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before August 6, 2013 at 2:00 PM (CDT).

All questions and answers will be published and provided to all potential suppliers by end of business day on August 8, 2013.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's must be submitted on the forms provided in a sealed envelope



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clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for Learning Management System, the opening date and time. An original and one (1) CD or Flash Drive containing a digital copy of the RFP shall be provided.

RFP's must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room A3102, 1215 Houbolt Rd., Joliet, IL 60431-8938.

RFP's not submitted in the format as instructed by this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, properly identified, prior to the opening hour.

Receipt of RFP / Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFP's received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received on or before August 21, 2013 @ 2:00 PM at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.



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Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC 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, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of one year from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional four (4) one-year terms.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to prebid conferences. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response

IV. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.



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Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor 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 JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC 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 such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the



negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

V. FORMAT FOR RESPONSE

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

An original and one (1) CD or Flash Drive containing a digital copy of the proposal will be required. Each shall be submitted in a binder. The original copy should be so noted and signed

1. Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

2. Table of Contents

Clearly identify the materials by sections and page number(s).

3. Letter of Transmittal

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. Profile of the Vendor

Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

- a. Provide a list of the vendor's top ten current and prior two-year clients indicating the type of services the organization has performed for each client.
- b. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
- c. Indicate any third-party firms involved with your program and state their role(s).

5. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

6. Responses to Addendum



7. Prices Responses

8. Invoicing Procedure

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees.

9. Pro forma Contract

The terms and conditions included in the *Pro forma* Contract apply to any contract resulting from this RFP. In this section of your proposal state any clarifications to the proposed document and your reasons for clarifications. No exceptions are allowed. However, alternative suggestions are encouraged. Please list any alternative suggestions for improvement in costs and/or services provided as an alternative.

10. Bidder's Certification Statement

VI. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier 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 RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. The provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process.
2. The quality and range of services the firm proposes to provide.
3. The extent to which the goods or services meet JJC needs.
4. The firm's overall experience, reputation, expertise, stability and financial responsibility.
5. The vendor's past relationship with JJC, if any.
6. The experience and qualifications of the staff that will be assigned to service JJC's account.
7. The ability to provide service in an expedient and efficient manner.
8. Facilities (computerized information systems, access to industry facilities, quality and range of management reports, etc.) that will be used in auditing JJC's expenditures.
9. Vendor's financial terms offered to JJC.
10. The training options available.
11. The total, long-term cost to JJC to acquire the vendor's goods and services.
12. Any other relevant factor that a private business entity would consider in selecting a supplier.



VII. PROPOSER QUALIFICATIONS

Professional and Technical Experience

Proposer must provide a brief description of its company, including the date established, and the firm's complete name, address, voice telephone and fax numbers and other relative contact information. Included also, should be the organization's experience and history implementing software solutions for organizations similar in size and scope to JJC.

Demonstration

It is preferred that the vendor can demonstrate their experience by providing live links to either actual or demo systems that indicate the vendor's capabilities to deliver the required software.

Sustainability and Financial Capability

The Proposer must demonstrate through its corporate history that it is able to sustain high quality services to JJC. Additionally, to demonstrate its financial capability and stability, Proposer must provide a brief corporate history, which would include a statement of income and retained earnings for the last two years as applicable, and a statement of changes in financial position for the last two years as applicable.

Customer References

Proposer must be able to demonstrate the ability to provide services outlined in Section VIII - Scope of Work by providing at least three references of current institutions for which similar services have been provided (these references should be provided using the form in Appendix A). It is preferred that at least one of these references be a community college.

References shall include:

- Date of installation
- Brief description of products and services
- Institution name
- Current contact person
- Address
- Telephone number
- Email address
- Number of faculty
- Number of students

References must not be from a person, company or organization with any interest, financial or otherwise, in the Proposer organization. JJC may, at its sole discretion, directly contact other known clients of Proposer for references. The College may eliminate from further consideration in the RFP process any Proposer who, in the opinion of the College, receives an overall unfavorable report from client references.

VIII. SCOPE OF WORK



JJC is requesting proposals to identify enterprise Learning Management Systems (LMS) and providers who are prepared, serious and committed to working with the College collaboratively to support the success of LMS implementations to the highest capacity. We are looking for LMS providers who know and understand the value of engaging with their clients for true collaboration and for the greatest success of the company and the College.

8.1 Our LMS Vision

The general specifications of the LMS and its implementation (“Project”) includes learner tools (communication tools, productivity tools, and student involvement tools) and support tools (administration tools, course delivery tools, and curriculum design tools) that enable the delivery of online learning. All proposals will offer core features specifically related to "course development" and the capability of interfacing with student records systems.

We are looking for the following characteristics of an LMS:

- 1) Elegant user interface (aesthetically pleasing, simple design, and clean)
- 2) Easy to Use (intuitive, efficient to manage, quick to create, edit and/or achieve tasks)
- 3) Seamless (smart tools interoperate, data flow is smooth, similar actions and consistent interface to achieve tasks, aware of variety of document formats, easy data interchange/exchange)
- 4) Reliable and Robust (stable, high quality assurance, high uptime, fault tolerant, easy backup strategies, simple disaster recovery)
- 5) Integrated with Ellucian Colleague.
- 6) Extendable and Interoperable (API calls, Services Oriented Architecture, web services, 3rd party tools)
- 7) Assessable (reporting summaries allowing measurement of usage and growth)
- 8) Accessible (meeting requirement for section 508)
- 9) Address the need to migrate existing online course content from the current LMS in use, Angel 8.0.
- 10) Flexible (must accommodate a full range of content including, text, multimedia, and laboratory simulations)
- 11) Support a wide variety of pedagogical approaches and designs, accommodate diverse learning styles, and provide mechanisms that promote community among the learners.
- 12) Standards-based and comply with the most recent version of the guidelines of SCORM, IMS, QTI, IMS Enterprise, IMS LIP, IEEE, LOM, and other national and international specifications and standards organizations.

8.2 Background: Existing Premise Hardware/Services

- ▶ Hardware Purchasing: In the event of the selection of an institution-hosted implementation, JJC shall be responsible for the purchase of all hardware systems.
- ▶ Current Enterprise Systems Description: JJC is a single-campus environment that utilizes the Ellucian Colleague SIS.
- ▶ Current LMS Environment: JJC has employed the Angel 8.0 LMS software solution for all of its online courses.
- ▶ Current Historical Uses:

Online Courses

Spring 2012	Summer 2012	Fall 2012	Spring 2013
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246 courses	185 courses	272 courses	275 courses
5367 registrations	3245 registrations	5240 registrations	5539 registrations

Face-to-Face Courses. All face-to-face courses automatically have an Angel course shell created for it each semester, with the instructor having the option to utilize the tools to support the delivery of their face-to-face courses. Below is data for face-to-face courses that have utilized the LMS tools in some way.

Spring 2010	Spring 2011	Spring 2012	Spring 2013
1102 courses	1231 courses	1333 courses	1358 courses

Our Learning Management System currently supports:

- Active Course Sites: 1,633 (does not include repositories, community groups, or master courses)
- Active Faculty: 712
- Active Students: 13,057
- Average Logins per day: 10,014
- Peak logins in a single day, Spring 2013: 17,395

While overall growth in usage has somewhat slowed, it is still steadily increasing at a rate of about 10% a year.

8.3 Responding to the Scope of Work

There are two response sections within the scope of work:

- 1) *RFP Response Tables* allow you to rate your company and software support for various features, services, and integrations. This section is intended for a quantitative analysis of software ability and will be used to calculate a score.
- 2) *RFP Response Narrative* asks you to describe many of these areas in more detail. If you need to put more detail for an item from the response tables, review the narrative section, as there may already be a section to discuss the item.

8.4 RFP Response Tables

How to use these tables: Each section contains a list of abilities, features, or integrations that your system may have. You will be asked to rate the level of functionality, provide version numbers for software integrations and show whether the features have passed accessibility testing.

Rating:

For each item, enter a value for the level of support that the item has. The possible values are described below.

Value	Definition
5	System has full support for the item and it has been implemented on production systems.
3	Development or testing of this item is in progress, or development is complete but it has never been implemented in a production system.
0	The item does not exist or is not supported.



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Note: If the vendor solution provides the functionality through means other than implementation in their own software and the solution has been implemented and integrated on a “live” system that does not require extra login procedures, then the item can be given a score of “5”. You will also need to list any third-party software requirements in section 2.5.3: “Describe any additional hardware and software needed or recommended to complete implementing and managing the product.”

Version:

Enter the version or range of versions that your system supports/integrates with.

Accessibility:

Some sections also require that you list the accessibility of each feature. For the "Accessible" column, simply enter a Y or an N regarding whether the product (feature) passes Section 508 Software Applications and Operating System Criteria 1194.21 (a) - (l) and / or Web Criteria 1194.22 (a) - (p) and provides equally effective access for individuals using a robust range of assistive technologies.

EXAMPLE 1:

Rate your software’s browser support. In this example, Internet Explorer and Firefox are fully supported, Google Chrome is in development, Opera is not supported, and Safari is in testing.

Note: If a browser is only supported for certain operating systems, list the operating systems next to the browser name.

Browsers Supported	Versions	Rating
Internet Explorer (Mac and PC)	7, 8, 9	5
Mozilla Firefox	3.x, 4.x	5
Google Chrome		3
Opera		0
Safari (Mac)	4.x, 5.x	3

EXAMPLE 2:

In this example, all features exist except there is no way to manage courses by term and the WYSIWYG content editor is still in development.

Features	Accessible	Rating
1. Teaching and Learning		
a. Course Management	Y	5
i. by Term	N/A	0
ii. by Department	Y	5
iii. by College	Y	5
b. File Management System	Y	5
i. WYSIWYG Content/HTML Editor	Y	3
ii. File Manager	Y	5



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NOTE: Do not change the order of items or add additional items to a list unless you are specifically instructed to do so. Unexpected changes may cause a miscalculation of the overall score.

Features	Accessible	Rating
1. Teaching and Learning		
a. Course Management		
i. by Term		
ii. by Discipline		
iii. by Department		
b. File Management System		
i. WebDAV		
ii. WYSIWYG Content/HTML Editor		
iii. a Macro tool that allows the easy reuse of text snippets		
iv. File Manager		
v. Native display of a variety of file formats without the need for external software or download (e.g. .doc, .ppt, .docx, .pptx, .pdf)		
vi. document versioning		
c. Gradebook		
i. Customizable weighted categories		
ii. Output of grades to Ellucian Colleague		
iii. Customizable Rubrics		
iv. Exportable		
v. Importable		
vi. Printable		
vii. Display a single student's grades		
viii. Ability to enter grades by assignment or by user		
d. Import publisher content		
e. Assignment drop box		
i. Drop box per assignment		
ii. Multiple file upload		
iii. Tracking drafts		
iv. Instructor feedback with audio		
v. Instructor feedback with video		
vi. Ability to return a "marked-up" document to students		



vii. Conditional feedback provided if certain criteria reached		
viii. Associate drop box with rubric		
ix. Ability to see the document and rubric “side by side” while grading.		
f. Search within course or courses		
g. Selective release (date/time) of assignments, quizzes, grades, learning modules		
h. Conditional release (items available if certain criteria reached) of assignments, quizzes, grades, learning modules		
i. Sequenced lesson builder with drag and drop functionality		
j. Exam/Quiz creation		
i. Multiple Question Types (T/F, Essay, Short Answer, Multiple Choice)		
ii. Import quizzes (Respondus, publisher test banks)		
iii. Able to randomize question and/or answer order		
iv. Create questions containing mathematical expressions for math/science/technology courses		
v. Create assessment questions with images and videos		
vi. Support for question pools to develop random assessments		
k. Peer Review for assignment submissions		
l. Tool for adding inline comments in Office documents for grading and peer review of assignments, without downloading documents to user’s computer		
m. Tools to analyze assessment question validity		
2. Communication		
a. Calendar – automatic posting to calendar when instructor adds content		
b. Announcements – both course level, system-wide, and by role		
c. Email		
i. Option to use both external and internal email		
ii. Conditional email (email sent if certain criteria is reached)		
iii. Responses to messages forwarded to external accounts (e.g. Live@edu, Gmail, SMS, Facebook, etc) are routed back to sender		
iv. Integration with Office 365		
d. Discussion/forums		
i. Anonymous posting option		
ii. Grading		
iii. Sorting		



iv. Searching		
v. Conditional posting (user must make 1 st post before able to see other posts)		
vi. Ability to add audio to post		
vii. Ability to add video to post		
viii. Ability to moderate posts		
ix. Associate discussion forum with rubric		
x. Student profile picture is displayed with forum posts		
xi. Plagiarism detection in discussion forum posts		
e. Chat		
f. Voice tools (live and recorded)		
g. Virtual Classroom		
i. Whiteboard		
ii. Multimedia (video, graphics, images, audio)		
iii. Live interactive online meeting tools		
3. Users		
a. Student/Faculty profiles		
i. Bio		
ii. Pictures		
iii. Non-LMS contact info (e.g., email addresses, Instant Messenger nick names, and other contact information for tools that exist outside of the LMS)		
b. Course-level groups w/ private content areas, forums, etc.		
c. Customizable account-specific portal/dashboard with role pertinent data (student versus faculty/staff)		
d. Warning when user is about to time-out.		
4. Content		
a. Blog Tool		
b. Foreign Language Support		
c. Linking from internal LMS and external web content		
d. Multi-level wikis (course, user group, college)		
e. Podcasts - streaming and file download		
f. RSS Feeds		
g. ePortfolio tools		
5. Assessment		



a. Comprehensive Student Activity Tracking		
b. LMS system-wide survey		
c. Attendance Tracking (face-to-face)		
6. Help		
a. Documentation		
i. Contextual		
ii. Customizable by the college		
iii. Online		
iv. Printed		
7. Other Features — List any features not included above.		
a.		
b.		

Administration Tools	Accessible	Rating
1. Ability to create ad-hoc communities by email invitation (ex. – student clubs, alumni organization)		
2. Reporting including:		
a. Individual Course Statistics		
b. Course Statistics (across all courses)		
c. Standard Reporting To include: 1) General reports showing the number of faculty, students, courses using the system with subtotals by departments and colleges based on hierarchy; 2) Reports on how many courses are using what tools— gradebook, discussions, assignment tool, etc.; 3) Statistics about usage of the system—peak times, number of logins, avg. course size, etc.		
d. Active courses (available and with user activity)		
e. Number of students (by unique login)		
i. In one or more active courses		
ii. In a given term		
f. Number of instructors (by unique login)		
i. In one or more active courses		
ii. In a given term		



g. Tool usage per course		
h. Tool usage across all courses		
i. Tool usage per instructor		
j. Tool usage across the institution		
k. Batch Activities		
i. Import/Export Courses		
ii. Import/Export Users		
iii. Delete Courses and Users		
3. College logo and text branding		
4. Crosslisting Courses (“Crosslisting” is a process for sharing course content without manually recreating multiple instances of the same course that have different enrollments. Example 1) One course has two names because a student can get credit for either social studies or multicultural studies. Hence the same content, with enrollments from BOTH classes merged and the students all end up in the same course. Example 2) One faculty member teaches 2 sections of Health 101. He wants all students in one course with the same content, but students from the different sections do not see each other in forums, etc.)		
5. Secure exam administration (browser lockdown)		
6. Add a link in all courses to an external resource, system-wide.		

Server Support		
Operating Systems	Versions	Rating
Red Hat Linux		
Solaris		
Windows		
Other?		
Database Management Systems	Versions	Rating
Microsoft SQL Server		
MySQL		
Oracle		
Other?		
Database Reporting Tools	Versions	Rating
Brio		



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Crystal Reports		
GoodData		
Other?		
Web/Application Server	Versions	Rating
Apache		
IIS		
TomCat		
WebLogic		
Other?		
Web Access Reporting	Versions	Rating
Google Analytics		

Client Support		
Browsers Supported	Versions	Rating
Internet Explorer		
Mozilla Firefox		
Safari		
Google Chrome		
Other?		
Operating Systems Supported	Versions	Rating
Linux		
Mac OS X - Lion		
Mac OS X - Mountain Lion		
Windows Vista		
Windows XP		
Windows 7		
Windows 8		
Other?		
Mobile Device Ready	Versions	Rating
iOS (phone & tablet)		
Android (phone & tablet)		
Blackberry		
Windows		
Other?		



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Web Plug-ins	Versions	Rating
.Net		
Java		
Other?		

Standards	Versions (if applicable)	Rating
1. IMS		
a. IMS Enterprise		
b. Common Cartridge		
c. QTI (Question Test Interoperability)		
d. LTI (Learning Tools Interoperability)		
2. OSID (Open Service Interface Definition)		
3. LDAP Authentication		
4. SCORM		
5. XML		
6. Web Services (i.e. SOA – Service Oriented Architecture)		
7. Tin Can		

Certified Integrations	Rating
1. Student Information Systems	
a. Ellucian Colleague SIS	
i. Real-time add/drops	
ii. Grade Exchange	
iii. Real-time course creation/deletion	
2. Assessment	
a. Direct Database Access	
3. Exam Creation	
a. Respondus	
b. Publisher Test Banks	
4. Plagiarism Detection/Prevention	
a. TurnItIn.com	
b. Other?	



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5. Identity Management Systems	
a. Active Directory	
b. CAS	
c. LDAP	
8. Online Library/Journal Software	
a. Overdrive	
b. EBSCO-EDS	
c. B&T Blio	
d. Net Library	
e. Infotrac	
f. Springshare Research Guides	
9. Live Classroom	
a. Adobe Connect	
10. Portal	
a. Ellucian Datatel Portal	
11. Extensibility	
a. SDK Available	
b. API Available	
12. Reporting Tools	
a. Crystal Reports	
b. Custom reporting API	
13. Wiki	
a. PBWiki	
b. Wikispaces	
14. Blog	
a. Blogger	
b. Wordpress	
c. RSS	
15. Google Tools/Apps	
16. Microsoft Office 365	
17. Ensemble Video	
18. Panopto Focus Lecture Capture	
19. Starfish Early Alert and Connect	
20. Smarthinking Online Tutoring	



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21. Studymate Class	
22. Scantron Class Climate	
23. Other?	

For each service: enter a 5 if the service is provided, a 3 if it is provided at an additional cost or a 0 if it is not provided at all.

Service	Provided?
1. Support	
a. 24x7x365 Support	
b. Dedicated contacts within the company for this account	
c. Follow-up protocol in place	
d. Online bug and support call tracking viewable by customer	
e. Tiered escalation path	
2. Implementation Assistance	
a. Migration Services	
b. Performance Tuning	
c. Professional Services	
d. Project Manager	
e. Project Timeline	
f. Regular (Weekly, Monthly, etc) Planning Meetings	
g. Marketing materials	
3. ASP	
a. Hosting	
b. Disaster Recovery	
i. Recovery from Catastrophic Failure	
ii. Recovery of a single course section	
c. Offsite backup	
d. Security	
e. Uptime Monitoring	
f. Virus scanning support for attachments/content	
g. Provide "end-of-semester" course archive	
4. Community	
a. Conferences (A conference would be a gathering in a certain geographical location of the vendor and user community,	



providing services such as workshops, training, Q & A sessions, and/or demonstrations of upcoming products.)	
b. User Groups	
c. Webinars	
d. Website/Forums	
5. Training	
a. Administrators	
b. Existing materials (video, tutorials) available	
c. Train-the-Trainer	
6. Documentation	
a. User Documentation	
b. Hosting guidelines	
c. Server configuration specifications provided	
d. Standard service profile/process for license types	

8.5 RFP Response – Narrative

This section of the RFP is seeking detailed responses to the following questions and topics for qualitative analysis. Provide a description for each item, rather than simply an affirmative/negative response.

Note: The numbering for this section begins at 1.0 for ease of reference in the response.

1.0 LMS Provider Business and Partnership

- 1.1 Relationships: Describe a typical customer relationship. Also provide a description of the relationship between key contacts within your organization. (e.g. “A Technical Support Representative will be the main customer contact if a technical issue arises. If the TSR is unable to resolve an issue within 24 hours, the Project Manager in the Customer Relations department is alerted to the issue and will contact the client.”)
- 1.2 Collaboration: How open and collaborative is the LMS provider? Give examples specific to other institutional partnerships of a similar size to JJC.
- 1.3 What kind of events and user communities are available and/or supported by the LMS provider in order to learn from other users and clients?
- 1.4 What are the LMS providers’ standard business processes for timely delivery of license keys?
- 1.5 Other topics JJC should consider in this area of Provider Business and Partnership?

2.0 System Architecture and Viability

- 2.1 Reliability and stability
 - 2.1.1 Uptime



- 2.1.1.1 What is the uptime of the LMS?
- 2.1.1.2 What is the uptime of a hosted solution?
- 2.1.1.3 How do you calculate the uptime?
- 2.1.2 How resilient is the product to hardware and software failure?
- 2.1.3 What levels of redundancy can be integrated into the system's architecture? (e.g. database replication, hardware, etc.)
- 2.1.4 What are the unavoidable single points of failure?
- 2.1.5 Can routine hardware maintenance be performed without disrupting the system availability to users?
- 2.1.6 How does the system gracefully degrade when the load becomes too much?
- 2.1.7 What are the alerts or warnings that appear when this happens?
- 2.2 Scalability
 - 2.2.1 How is the system/product expandable and scalable?
 - 2.2.2 As LMS use grows both in breadth and depth, how is the system expandable such that the labor requirements and system uptime are not affected?
- 2.3 Sustainability

(Note: JJC labor resources are thin, hence efficiency and effectiveness of administering and maintaining the system is extremely important.)

How many FTE (Full Time Equivalent) staff members are needed to maintain the system/product? Be sure to include the skill sets that these staff members will need to run the system/product.
- 2.4 Extendibility - The LMS must be able to extend the features of the system via API (Application Program Interfaces) or some other customizations that follow a set of industry standards.
 - 2.4.1 What methods and/or tools are available to extend the system? For example, can a web application be built that calls on the LMS to perform certain functions?
 - 2.4.2 How does your product coordinate available web services in an end-to-end business process? Are other products are needed?
 - 2.4.3 What are the functions that can be performed via a web API?
 - 2.4.4 Can user accounts be created and deleted via an API?
 - 2.4.5 Can enrollment adds and drops be performed via the API?
 - 2.4.6 Can grades be imported or exported?
 - 2.4.7 Can single-sign-on from other campus systems (portals, legacy systems) be implemented?
 - 2.4.8 When integrating extensions to the LMS, will the users need to separately sign into that extension or are directory and account information passed from the LMS to the extension? Please list examples of items that do not require additional sign in.
 - 2.4.9 What other data can be posted from the LMS to other systems (e.g. achievement of learning outcomes)?
 - 2.4.10 What other functions can be performed via a web API?
- 2.5 System Requirements
 - 2.5.1 What hardware is needed to run the whole system in a production mode for the scenarios outlined in section 2.2.2 above? (If this is a hosted solution, provide a pricing sheet as part of Appendix B for hardware upgrades above and beyond the recommendations given here, e.g. extra RAM, hard drive, bandwidth, etc.)



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- 2.5.2 What technology assumptions (both network and system) are made with the installation of your product? e.g. 1 or 10 gigabit VLAN infrastructure, Operating System type(s), hardware specs, i.e. 4-way CPU with 16 GB ram, etc.
- 2.5.3 Describe any additional hardware and software needed or recommended to complete implementing and managing the product. For hosted solutions, please provide pricing for the additional items as part of Appendix B.
- 2.5.4 Describe both the minimum and recommended hardware, software and bandwidth setup for accessing the system off-campus (e.g, a student accessing a class from home).
- 2.5.5 Describe any scalability limitations of the database management system used. Is your product certified to run on clustered databases?
- 2.5.6 How many concurrent web connections can each front-end web server handle?
- 2.6 Data Modeling
 - 2.6.1 Describe how your products support XML, XSD, XSLT, XPath, and WSDL. Are these standards used for internal representation of the tool models and data?
 - 2.6.2 List standard formats that can be imported and exported from your modeling tools.
- 2.7 Describe your development lifecycle for the development tools in your product stack including the high-level steps and tools that support design, development, testing, deployment and asset management (e.g. source control).
- 2.8 Enterprise Service Bus and Messaging
 - 2.8.1 Describe how your product supports large data volumes including large message sizes and high arrival rates (include limitations).
 - 2.8.2 Describe your support for JMS (including version) and any proprietary extensions.
 - 2.8.3 Describe the message patterns and protocols supported - e.g. publish/subscribe, synchronous/asynchronous, push/pull/pool, topics/queues.
 - 2.8.4 Do you have client protocols for Java, .NET, C ++, SDK, etc.?
 - 2.8.5 What other transports other than HTTP can you configure your product to use for SOAP messages?
 - 2.8.6 Describe message persistence scenarios.
 - 2.8.7 Describe support for message delivery notification, exception handling, logging, dead letter queues, security (access control architecture), message encryption.
 - 2.8.8 Describe your support for file sharing, file and database connectivity including adapter scenarios.
- 2.9 Services Oriented Architecture (SOA)
 - 2.9.1 Describe how your product supports an enterprise SOA or your roadmap to support SOA.
 - 2.9.2 Provide your SOA reference architecture and product names, descriptions, high-level features and roles.
 - 2.9.3 For the products listed in your SOA reference architecture identify the development tools used for each product and how these tools interoperate - e.g. how does a Business Practice tool interoperate with the Enterprise Service Bus from a developer's perspective?
 - 2.9.4 Describe your deployment, monitoring and management platform for SOA that enables composite applications to be developed, deployed and managed as distributed, standards-based services.
- 2.10 Describe your approach to the creation of Rich Internet Applications interfaces particularly related to the W3C standards: <http://www.w3.org/TR/wai-aria-practices/>



- 2.11 Quality Control and Performance Testing
 - 2.11.1 Describe the Quality Assurance processes the software is run through to ensure the least amount of bugs and issues are found in the product in a production environment.
 - 2.11.2 Provide information regarding the QA department size, methodology, vision, commitment, and track record.
 - 2.11.3 Describe the processes for testing hot fixes and new releases.
 - 2.11.4 What kind of performance tests are done on the system BEFORE software is released?
 - 2.11.5 Is testing performed in a simulated production environment with full-sized databases, user traffic and application architecture?
 - 2.11.6 What comprehensive functional tests are performed? How does the QA process check for accessibility?
 - 2.11.7 What kind of integration testing is performed?
 - 2.11.8 Describe the load testing process.
 - 2.11.9 Are load tests by type of transaction performed? Describe the results (e.g. what happens when 1,000 students use the chat function simultaneously?)
 - 2.11.10 Have load testing results been independently verified? If so, by who?
- 2.12 Backup
 - 2.12.1 What are the methods for full LMS backup?
 - 2.12.2 Is the system configuration backed up?
 - 2.12.3 What are the methods for course section backups?
 - 2.12.4 What are the methods for course section recovery and the amount of time required to perform the recovery?
 - 2.12.5 Can all sections be recovered from the course section backup?
 - 2.12.6 Is it possible to complete nightly or weekly section backups for a production system with a few thousand course sections? Does this process require system downtime? (If the response would vary based on the hardware/software in use, provide information for each scenario.)
 - 2.12.7 Define the Term roll over process. Can courses be archived/backed up by Term?
 - 2.12.8 Can this be done without affecting end-user performance?
 - 2.12.9 Describe the backup system configurations (hardware and software) that are used by institutions similar in size to JJC.
 - 2.12.10 If the solution is hosted, what is the process for requesting and typical turn around time to send a client part of the archive (e.g. how long would it take to provide the full Fall semester archive)?
- 2.13 Disaster Recovery
 - 2.13.1 How would a college perform LMS disaster recovery?
 - 2.13.2 If you provide a hosted solution, describe the in-house disaster recovery procedures.
- 2.14 Security
 - 2.14.1 Describe the security philosophy and architecture.
 - 2.14.2 What security protocols or standards are available to secure data collected and secure transactions protecting transmission of information?
 - 2.14.3 What methods of authentication can be used? ADFS, SLDAP? CAS? Other? Does the system have a fallback (local) Auth database? How is it secured?



- 2.14.4 Does a local Auth database need to exist (local account for each user) in order to utilize SLDAP or ADFS?
- 2.14.5 How many different authentication methods can be used on the same system for different groups or institutions?
- 2.15 Standards for migration
 - 2.15.1 What migration tools and utilities are available to move from other LMS products to yours? Provide the specific software product and version number that the tool works for. Also be sure to include the level of granularity (Course section, term, department, college) of the tool.
 - 2.15.2 What migration tools and utilities are available to move from your LMS to a standard format (i.e IMS formats)? How reliable and practical are the tools or utilities to export ANY and/or ALL data within your system at any time?
- 2.16 Describe the standards that are employed for integrating with other systems.
- 2.17 Metadata
 - 2.17.1 Does your product include a metadata repository?
 - 2.17.2 Is there a centralized, single product repository within your SOA support?
 - 2.17.3 Can your metadata repository be geographically distributed and federated? How does the product support data distribution and reconciliation?
 - 2.17.4 Describe the development lifecycle and governance support for metadata and services.
 - 2.17.5 List the products that use the metadata repository including relevant third-party tools.
 - 2.17.6 Describe version control and impact analysis in the tools.
 - 2.17.7 How do you view and query repository data?
 - 2.17.8 Does your product provide graphical representations of metadata and service linkages?
 - 2.17.9 Describe your standards support including UDDI (Universal Description Discovery and Integration).
- 2.18 Other topics JJC should consider in this area of System Architecture?

3.0 Feature Set and Intuitive User Interface Design

- 3.1 A detailed list of features is provided in the Response Tables that preceded this narrative section. If there are additional features that were not included, please describe them here.
- 3.2 What features are unique to your product?
- 3.3 Intuitive interface
 - 3.3.1 How was the interface designed to be intuitive?
 - 3.3.2 How do you determine ease of use?
 - 3.3.3 How are these tools designed for higher education's teaching and learning environment?
 - 3.3.4 Explain if and how your software supports Cascading Style Sheets.
 - 3.3.5 Does your interface follow today's W3C web standards?
- 3.4 Accessible
 - 3.4.1 Do all users with or without disabilities have equally effective access, quality, timeliness, and availability to all functions and aspects of your product? Examples:



- 3.4.1.1 Equal quality - if a person without disability has access to a text-based chat feature then the person with a disability has access to the same content in such a way that it is just as operable.
- 3.4.1.2 Equal timeliness - if a person without a disability has 24 / 7 access then a person with a disability has 24 / 7 access.
- 3.4.1.3 Equal availability - if a person without disabilities can use the LMS with their operating system of choice then a person with disabilities can operate the LMS with their operating system of choice.
- 3.4.2 Are support materials (documentation, online help, video tutorials, etc) accessible with equally effective access, quality, timeliness, and availability?
- 3.4.3 What tests have been applied to ensure accessibility compliancy?
- 3.4.4 How does the company respond to timely updates to the product when accessibility issues arise?
- 3.4.5 Are there any tools that are not accessible with equally effective access, quality, timeliness, and availability?
- 3.4.6 Is there a plan currently in place to make those items accessible with equally effective access, quality, timeliness, and availability? Provide the timeline.
- 3.4.7 Describe the process for ensuring accessibility of new releases in areas of equally effective access, quality, timeliness, and availability?
- 3.4.8 If your company has a web site addressing accessibility, please list the URL.
- 3.4.9 Will a disabled person be able to use your website listed above in order to learn how to best navigate through your product with accessibility tools?
- 3.5 Administration
 - 3.5.1 Easy and flexible application administration?
 - 3.5.2 User Roles
 - 3.5.2.1 Define the roles (student, designer, administrator, etc.) available in your LMS.
 - 3.5.2.2 What are the default permissions of each of those roles?
 - 3.5.2.3 Are the roles customizable?
 - 3.5.2.4 How are permissions and roles assigned?
 - 3.5.2.5 Large number of permission/role assignments at once?
 - 3.5.3 What kind of configuration and settings are available in the application?
 - 3.5.4 Does the product do cross-listing of course sections (two or more section enrollments merged into one “master” course section enrollment?)
 - 3.5.5 Can a survey be easily set up across all course sections or any subset of course sections at one time?
 - 3.5.6 Branding
 - 3.5.6.1 Describe the extent to which the institution can brand their LMS.
 - 3.5.6.2 Must the vendor/product logo always appear to the user?
- 3.6 Foreign Languages
 - 3.6.1 What languages are available with this LMS?
 - 3.6.2 What steps and permissions are required to install languages and make them available to the users?
 - 3.6.3 What steps are required for a user to change languages?
 - 3.6.4 Are languages released at the same time new releases are available?
- 3.7 File Upload
 - 3.7.1 What file types cannot be uploaded/accessed in a course?



- 3.7.2 How do uploaded files (documents, presentations, etc) appear in the LMS? (HTML, file attachment, window frame, or new window)
- 3.7.3 Are there file size limits or quotas for the amount of content that can be uploaded to a course?
- 3.7.4 Are file size limits configurable at a course and global level?
- 3.8 Web 2.0 Integration
 - 3.8.1 List the Web 2.0 tools that have been developed in the LMS. (Example, course-level blogs or wikis)
 - 3.8.2 List the Web 2.0 tools that are accessible in the LMS.
 - 3.8.3 How do you plan to integrate developing technologies without compromising the core requirements of the LMS?
- 3.9 Other topics JJC should consider in this area of User Interface and Design?

4.0 Support and Services

- 4.1 Support
 - 4.1.1 What support options are available?
 - 4.1.2 What support options are provided with the software license?
 - 4.1.3 What service levels are available?
 - 4.1.4 Is there tiered support to resolve more complex issues?
 - 4.1.5 Are general implementation and troubleshooting support services available?
 - 4.1.6 Is premium support provided where the campus is assigned a technical person who knows the college's LMS environment before a support phone call comes in?
 - 4.1.7 Is there a central knowledgebase and/or issue tracker available for customer use?
 - 4.1.8 Please provide the following metrics from last year (12 months previous to now):
 - 4.1.8.1 Average response time for urgent needs
 - 4.1.8.2 Average response time for important, but not urgent needs
 - 4.1.8.3 Average response time for other needs
 - 4.1.8.4 Number of staff working on support/troubleshooting within the company
 - 4.1.8.5 Number of institutions each technical staff person is supporting
 - 4.1.8.6 Average age for a trouble ticket before it is resolved
 - 4.1.8.7 Average number of tickets resolved in 24 hours
 - 4.1.8.8 Number of incidents escalated above tier one support
 - 4.1.8.9 Average response time for escalated versus routine issues
 - 4.1.8.10 Other helpdesk metrics that can be provided? How are these determined?
- 4.2 Services
 - 4.2.1 What general information services are provided regarding technology, installation, implementation, backup and recovery of systems?
 - 4.2.2 Which of these services are provided with the software license?
 - 4.2.3 Describe the migration services offered to assist a campus in transitioning from a different LMS provider or product.
 - 4.2.4 What professional services are offered? Professional consulting, planning, performance tuning and/or programming services available?
 - 4.2.5 Are project management services offered for new implementations and migrations?
- 4.3 Sandbox
 - 4.3.1 A hosted sandbox for your product is required for accessibility evaluation purposes. Proposers must provide the URL and login information at the time of RFP response.



- 4.3.2 How long can the sandbox remain available to JJC users who are looking with campus committees at other products?
- 4.4 Migration
 - 4.4.1 Describe the experience your company has in migrating a client's data from one LMS to another. Include the name and version of the software that the client originally used and the number of clients that this migration has been performed for (e.g. assisted five clients in migrating from LMS A version 3 to LMS B version 7).
 - 4.4.2 Provide a list of best practices based on your experience with previous migrations.
 - 4.4.3 Provide example migration plans.
- 4.5 Training and Training Materials
 - 4.5.1 What training and training materials are available?
 - 4.5.2 What training and training materials are included with the license?
 - 4.5.3 Can the institution customize the software documentation and training materials for their institution without incurring additional fees?
- 4.6 Hosting
 - 4.6.1 What hosting/ASP (Application Service Provider) services are provided? Third party hosting/ASP services are acceptable. Respondents should document the nature of these relationships and include references for third party vendor.
 - 4.6.2 What levels of service are provided?
 - 4.6.3 What metrics are used to determine level of service?
 - 4.6.4 How are the metrics calculated?
 - 4.6.5 How is the customer informed about whether service level objectives are being met?
- 4.7 New releases
 - 4.7.1 What is the new release schedule? When was the last release? Is this a typical release schedule?
 - 4.7.2 How often are major releases typically available?
 - 4.7.3 Are hosted systems and self-hosted on the same release schedule?
 - 4.7.4 Will new versions of the product require a migration (internally or externally) from an older version?
 - 4.7.5 What is typically required to move to a newer version? (e.g. estimated downtime, site visit, etc.)
 - 4.7.6 When hosted, are updates installed without campus notice/acceptance required? How are updates managed with hosted clients?
- 4.8 Hot Fixes
 - 4.8.1 What is the standard hot fix schedule?
 - 4.8.2 Are hosted systems and self-hosted on the same release schedule?
 - 4.8.3 Will hot fixes related to broken functionality of the product be back-ported to previous versions, or will they only be released for the most current version?
 - 4.8.4 What about hot fixes related to security issues?
 - 4.8.5 Can hot fixes be applied independently or does each one depend on all previous hot fixes being applied?
 - 4.8.6 When hosted, are hot fixes applied without campus notice/acceptance required? How are updates managed with hosted clients?
- 4.9 Upgrades
 - 4.9.1 What is the downtime requirement for configuration changes and upgrades?



- 4.9.2 Do you allow a test instance of your product at no cost? If no, what will be the charge for test only systems? The term “Test instance” could encompass exploration environments for testing of new features, pilot environments for testing out updates or new versions. Essentially, could JJC have a production system as well as a test system setup that allows administrators to test out new updates without incurring additional license costs?
- 4.10 Other topics JJC should consider in this area of LMS Support and Services?

5.0 Monitoring, Reporting and Assessment

- 5.1 Monitoring Tools
 - 5.1.1 What is the architecture and components of your system management and monitoring tool?
 - 5.1.2 Do you support component availability, logging, and tracking of events, problem determination, performance analysis and other metrics? What tools work best with your product? SAS, etc
 - 5.1.3 Describe monitoring integration with Enterprise Management tools such as HP OpenView or NAGIOS.
 - 5.1.4 Describe integration with problem management tools.
- 5.2 Standard Reports and Assessments
 - 5.2.1 What standard reports are provided with the system? Please provide the report title, a description of the contents and attach examples as an appendix.
 - 5.2.2 Do these reports summarize the breadth of use per term (number of course sections, designers, students, etc)?
 - 5.2.3 Do these reports summarize depth of use per term (# of emails, discussion boards, learning modules, calendar uses, etc)?
 - 5.2.4 Describe the summary reports available that give information at the following levels:
 - 5.2.4.1 Course Section
 - 5.2.4.2 Course
 - 5.2.4.3 Department
 - 5.2.4.4 College
 - 5.2.4.5 Institution
 - 5.2.5 Is it possible to customize the standard reports? To what extent? Is there an additional cost to do this?
 - 5.2.6 What query and/or reporting tools are available to access the data in the system?
 - 5.2.7 Is there a documented database schema for clients?
 - 5.2.8 How is data available at a micro and macro level?
 - 5.2.9 Does reporting cause the production system to slow down? If so, what is recommended to run reports?
 - 5.2.10 Are there hardware or software requirements outside of the license in order to do this kind of reporting?
 - 5.2.11 What kind of tools are there to monitor the whole system? Do you provide one tool that gives a dashboard to monitor the system while it is up and running? (i.e. CPU, memory, processes, database, network traffic, e-mail alerts, number of concurrent users, etc. What kind of system alerts are provided by the system?
- 5.3 Are there other important application performance metrics and if so, what tools are provided to monitor those metrics?



- 5.4 Other topics JJC should consider in this area of LMS Monitoring, Reporting and Assessment?

6.0 Product Roadmap and Vision for Product's Future

- 6.1 Please provide a graphic as well as a narrative description of the Product Roadmap providing a "big picture" of where the design and development of this product is currently going in the next two years.
- 6.2 Where does the product stand in its current form and where is it going in the future (next 3 years or so)?
- 6.3 Weaknesses
- 6.3.1 What are the product(s) weaknesses?
- 6.3.2 What areas are being focused on in the near term to improve those weaknesses?
- 6.3.3 What areas are being addressed in design or development right now?
- 6.4 What are the top 3 biggest strengths of the product(s)?
- 6.5 What makes this product unique based on what is already in the market of higher education LMS'?

7.0 Open Questions, Comments and Suggestions

- 7.1 Are there other items or options that JJC should consider when preparing to invest in an LMS product?

IX. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

X. PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.



APPENDIX A
Client References

Client Reference #1

Institution Name

Institution Address

Number of Faculty

Number of Students

Contact Name

Contact's Title

Contact's Phone No.

Contact's Email

Project Installation

Start / End Dates

Brief Description of
Project



APPENDIX A
Client References

Client Reference #2

Institution Name

Institution Address

Number of Faculty

Number of Students

Contact Name

Contact's Title

Contact's Phone No.

Contact's Email

Project Installation

Start / End Dates

Brief Description of
Project



APPENDIX A
Client References

Client Reference #3

Institution Name

Institution Address

Number of Faculty

Number of Students

Contact Name

Contact's Title

Contact's Phone No.

Contact's Email

Project Installation

Start / End Dates

Brief Description of
Project



APPENDIX B
Proposed Pricing
1 LMS License

FTE: 9,433

Software License Fees or Costs	JJC Hosted	Vendor Hosted
1. Base system		
2. Customization		
3. Additional modules/license fees		
4. Annual maintenance fees per year		
5. 3 rd party software, if any		
6. Available discounts, if any		
7. Technical and User Documentation		
8. List other fees or costs:		
a.		
b.		

Services Offered (consulting-hourly)	JJC Hosted	Vendor Hosted
1. Installation		
2. Migration services		
3. Integration		
4. Training and training materials		
5. Support services		
6. Custom programming		
7. Software hosting costs		
8. List other services:		
a.		
b.		

Other Costs (describe)	JJC Hosted	Vendor Hosted
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TOTAL VENDOR CHARGES

Include itemizations and explanations or clarification of pricing as needed.

** If there are additional cost models that you wish to discuss, please include that information in this appendix.



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CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED WITH YOUR BID TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, H-1019
1215 Houbolt Road
Joliet IL 60431