Framingham State University (hereinafter referred to as University or FSU) is currently accepting competitive proposals for an eLearning Solution at the University as indicated in the Scope of Work section of this Request for Proposal (RFP). Our objective is for the University to secure the services of a qualified vendor(s) in order to, at a minimum, meet the guidelines set forth in this RFP.
1.0 OVERVIEW

Framingham State University Background

Framingham State University is a vibrant, comprehensive liberal arts and sciences institution offering 25 undergraduate degree programs in arts, humanities, sciences, social sciences, and professional fields. Nearly 6000 students attend Framingham State University, including nearly 2000 graduate students. FSU offers graduate degrees in 23 fields, including an extensive graduate program for teachers in international schools. FSU takes pride in its 28,000 alumni, most of whom live and work in Massachusetts.

Framingham State University strives to provide excellent service to its students to facilitate learning on all levels. To that end, we are moving toward a collaborative model of providing library and technology services to students, a model that is currently being adopted by other universities. This will involve enhanced teamwork and communication between the departments, as well as a change in mission and objectives for some units. FSU seeks to make these changes effective with the beginning of the 2011-2012 academic year, beginning September 1, 2011.

The Distance Education Program at Framingham State University enables students to achieve their educational goals online, on time, ongoing. Online courses are offered in over 18 subject areas. Students may earn Master’s and Bachelor’s Degrees as well as Graduate Certificates through the Division of Graduate and Continuing Education (DGCE).

1.1 RFP TIMELINE

Listed below are the key dates for the selection process, fieldwork, and reporting.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 18, 2011</td>
<td>RFP released to vendors</td>
</tr>
<tr>
<td>February 28, 2011</td>
<td>Vendor Letter of Intent</td>
</tr>
<tr>
<td>March 18, 2011</td>
<td>Written proposals are due from vendors</td>
</tr>
<tr>
<td>March 21, 2011</td>
<td>Vendor site visit requests</td>
</tr>
<tr>
<td>March 28, 2011</td>
<td>Site visits scheduled</td>
</tr>
<tr>
<td>April 8, 2011</td>
<td>Vendor selected</td>
</tr>
<tr>
<td>April 18, 2011</td>
<td>Proposal award notification</td>
</tr>
<tr>
<td>May 1, 2011</td>
<td>Implementation project launched</td>
</tr>
<tr>
<td>June 2012</td>
<td>Project Completed</td>
</tr>
</tbody>
</table>
2.0 GUIDING PRINCIPLES AND PREREQUISITES

The eLearning Roadmap Task Force assumptions and guiding principles form the foundation by which the eLearning Review Project technology and planning decisions are reviewed. A set of core baseline requirements form the decision process. The University eLearning Task Force committee agrees that the solution must:

- **meet institutional goals and directives**, support and/or advance the student and faculty teaching and learning experience, on-campus or online;
- **scale, so that it supports all constituencies at the university**, from students enrolled in the day program, Graduate and Certificate programs, international program or continuing education students or faculty and staff committee and research needs;
- **be reliable**, with a good record of stability and minimal service interruptions in context with our current and proposed future use of the system;
- **adhere to security and privacy policies and meet industry standards** so that it integrates with existing systems or future unanticipated needs.

2.1 SCOPE OF WORK/SERVICES

The solution presented should support criteria listed above and encompass the solution and services required for implementation, support and hosting of an eLearning platform. The deliverables requested fall into two main categories broken into the following specific topic areas.

2.1.1 ELEARNING PLATFORM SOLUTION AND SERVICES

- Teaching and Learning
- User Experience
- Administrative Functionality
- ELearning Extended Services
- Vendor Services and Support
- Open Standards (as outlined in Section 3.2)

2.1.2 HOSTING SOLUTION AND SERVICES

- Administrative Features and Functionality
- Hosting Services and Support
  - Open Standards (as outlined in Section 3.2)
  - 24-7 Call Center Support

Implementation and training could, and probably should, run concurrently. Each of the areas listed will consist of several sub-components beginning with these basic requirements.
2.2 MANDATORY LETTER OF INTENT

A letter indicating the Vendor’s intent to respond to this RFP must be received by the RFP Coordinator at the address specified in Section 6.0 Bidder Responsibilities, no later than the date and time listed in Section 1.1 RFP Timeline. The Vendor may submit the Letter of Intent by U.S. mail, facsimile, or e-mail. Vendors submitting a letter of intent will directly receive amendments and other information regarding this RFP.

Each Vendor must submit the Letter of Intent using the Cover Page.

Mail to: Linda Nesta
Operations Manager
100 State Street
Framingham, MA 01701
Fax to: 508-626-4029
Attn: Linda Nesta
Email to: Inesta@framingham.edu

3.0 BASIC REQUIREMENTS

The University eLearning Task Force has identified the following basic requirements in addition to the core requirements outlined below.

3.0.1 GENERAL REQUIREMENTS

- Support the University ELearning Roadmap guiding assumptions and principles listed above
- Integrate with Banner and the Luminis portal
- Support the online teaching and learning environment regardless of the course delivery methodologies (hybrid, blended, asynchronous, hyflex, web-enhanced or other)
- Support an ePortfolio assessment strategy
- Support an eReserve document management strategy
- Provide a documented migration/upgrade strategy
- Provide the ability to link out and integrate with various external applications used for the delivery of course content, including eReserves, EPortfolio, public Blog and Wiki sites, and Framingham State University local web servers
- Adapt frequently to meet the needs of an evolving teaching and learning environment
- Support a wide variety of pedagogical approaches and designs, accommodate diverse learning styles and provide a mechanism that promote community and collaboration among learners
- Support an automated course creation, course merge enrollment process
- Provide single sign-on capabilities with Active directory
- Support IMS and other industry standards (as outlined in section 3.2 below)
• 508 compliant
• Integrate with a vendor supported hosting solution
• Integrate with Web 2.0, 3.0, and other third party tools (e.g. Elluminate, Respondus, Learning Objects)
• Accommodate a full range of content, including text, multimedia, simulations and specialized characters (foreign languages, math characters, etc.)

3.0.2 HOSTING REQUIREMENTS
• Provide a secure hosting solution
• Integrate with FSU external password reset utility - (http://password.framingham.edu)
• Support analytic tools and usage information
• Provide 24/7 Call Center Support
• Support RSS, Web Services, and WebDAV
• Support Emerging platform standards
• Provide a documented backup, restore and archive policies and procedures in support of a 24/7 operation
• Provide a documented disaster recovery procedures
• Provide system security provisions
• Provide data security provisions
• Provide upgrade schedule and published upgrade plan
• Provide documented Service Level Agreement
• Provide storage limitations on data, bandwidth, usage, etc.
• Support the need to migrate existing online course content from a variety of LMS platforms and content publishers including open courseware
• Provide documented system monitoring procedures for system failure, environment alerts, etc.
• Provide procedures for alerting customer if/when unanticipated issues arise

3.1 CORE REQUIREMENTS

3.1.1 Teaching and Learning
• Faculty and student teaching and learning interface
• Back-end secure database to store course materials and student work
• Integration with an eReserve document management strategy
• Integration with an ePortfolio assessment strategy
• Management Interface for FSU control of software parameters
• Authentication and provisioning interface to The University Identity and Access Management Services
• Integration with Web 2.0/3.0 applications, widgets and services
• IMS Standards support

3.1.2 User Experience
• Teacher and student experience is supported by the learning platform
• Documentation to support faculty, students and system administrators
• Implementation of the tool to support committees, clubs and organizations
• Active User Community and Idea Exchange opportunities

3.1.3 ELearning Administrative Functionality
• Self-service analytics which go beyond number of courses and active users
• Extract course materials and student work from the existing Learning Management System implementation
• Merge course capabilities
• Automated course creation and enrollment strategy
• Integration Services with Banner and/or third party systems
• Banner/Luminis event integration (initial setup and ongoing fees)
• Single Sign On from Portal (Luminis)
• Archive strategy and implementation support
• Messaging strategies based on user types and/or groups

3.1.4 ELearning Extended Services
• Extract or integrate with course and ePortfolio content from existing platform or external solutions
• Extract or integrate with course eReserve content from existing platform or external solutions
• Extract or integrate with course evaluation solution
• Integrate with publisher content
• Integrate with third party tools
• Integration services with Ecommerce solutions
• Branded solution

3.1.5 ELearning Vendor Services and Support
• Upgrade/Migration strategies and support
  o Documented migration strategy
  o Import course materials and student work to the new system
  o Provide samples of courses that have been successfully migrated from our database
• Documentation and Training
  • Train all appropriate FSU IT/ETO staff in the operation and maintenance of all software used in the solution
  • Provide a program of support of both face-to-face and online chosen by FSU
  • Provide telephone support to FSU staff
  • Provide full documentation of the delivered solution. Documentation must be adequate to allow FSU personnel to maintain and configure the system as necessary going forward
  • Provide Online Training support for faculty and students
• Open Standards (plus more)
  o Support of IMS Standards and other integration solutions

3.1.6 Hosting Administrative Functionality
• Self-service analytics which go beyond number of courses and active users
• Extract course materials and student work from the existing Learning Management System implementation
• Merge course capabilities
• Automated course creation and enrollment strategy
• Integration Services with Banner and/or third party systems
• Banner/Luminis event integration (initial setup and ongoing fees)
• Single Sign On from Portal (Luminis)
• Backup/Restore strategy and implementation support
• Archive strategy and implementation support
• Messaging strategies based on user types and/or groups

3.1.7 Hosting Administrative Functionality
• Self-service analytics which go beyond number of courses and active users
• Extract course materials and student work from the existing Learning Management System implementation
• Merge course capabilities
• Automated course creation and enrollment strategy
• Integration Services with Banner and/or third party systems
• Banner/Luminis event integration (initial setup and ongoing fees)
• Single Sign On from Portal (Luminis)
• Backup/Restore strategy and implementation support
• Archive strategy and implementation support
• Messaging strategies based on user types and/or groups

3.1.8 Hosting Services and Support
• Provide a 24-7 access, secure and stable environment
• Provide a secure disaster recovery operation
• Adhere to security and privacy policies
• Provide a Service Level Agreement which meets the needs of the user community
• Meet technical requirements listed in Section 3.2
• Upgrade/Migration strategies and support
• Documented migration strategy
• Import course materials and student work to the new system
• Provide samples of courses that have been successfully migrated from our database
• Documentation and Training
• Train all appropriate FSU IT/ETO staff in the operation and maintenance of all software used in the solution
• Provide a program of support of both face-to-face and online chosen by FSU
• Provide 24-7 Call Center support for faculty, students and staff
• Provide full documentation of the delivered solution. Documentation must be adequate to allow FSU personnel to maintain and configure the system as necessary going forward
• Provide Online Training support for faculty and students
• Support Open Standards (see technical requirements below)
• Support of IMS Standards and other integration solutions

3.2 TECHNICAL REQUIREMENTS

3.2.1 Licensing
• Provide a copy of licensing fee structure
• Provide a license quote for 8,000 to 10,000 users
• Provide the projected change in licensing costs for the next 3 years

3.2.2 Integration
• Banner/Luminis event integration (initial setup and ongoing fees)
• Single Sign On from Portal (Luminis)

3.2.3 Evaluation Environment
FSU seeks a dedicated staging environment to support the upgrade/migration to the selected Learning Platform from the time the proposal is awarded until the implementation is complete. The instance will be used by instructional designers, system administrators and some faculty and students to aid the upgrade/conversion process. If there is a fee for this service, include pertinent information in the response to the RFP.

3.2.4 Standards Compliance
FSU seeks a comprehensive Learning Platform solution. The proposed solution should comply with all relevant standards for courseware and interface with external systems. Please address your proposed system’s support for data interchange and other standards including, but not limited to, the following:
• SCORM (Shareable Content Object Reference Model) --- Also known as “Shareable Courseware Object Reference Model Initiative” SCORM is a commonly used standard for delivery of course content by textbook publishers
• IMS GLC --- A set of standards defined and maintained by IMS Global Learning Consortium
• IEEE 1484 LOM (learning Object Metadata) --- A standard defining the attributes required to fully/adequately describe a Learning Object. Learning Objects are defined here as any entity, digital or non-digital, which can be used, re-used or referenced during technology supported learning
• LDAP (Lightweight Directory Access Protocol) --- Access to a database of information of various types - RFC2251, 2829, 2830, and 3377 and related RFCs, active directories
• IMAP (Internet Message Access Protocol Version 4rev1 and better) --- allows a client to access and manipulate electronic mail messages in multiple folders on a server. RFCs 2060, 1731, 2087 (quotas), 2086 (ACLs), and related RFCs
• SMTP (Simple Mail Transfer Protocol) --- the basic protocol for transport of electronic mail across the internet, defined in RFC 2821, 2554 (SMTP Authentication) and related RFCs
• SSL (Secure Socket Layer) --- a protocol that provides for encryption of sessions
• 508 compliant

3.2.5 Usage Requirements
The proposed LMS system must be capable of supporting at least 10,000 active student user accounts, 700 faculty accounts, and 25 administrator and/or instructional designer accounts. Full featured Web access must be available for all user types.
3.2.6 Security Requirements

Security and privacy are important to FSU. The proposed solution must support encryption for access and authentication/authorization. Adequate protection of the data store from hackers and other unauthorized users must be demonstrated. At minimum the SSL protocol should be supported.

In the course of providing services to FSU, the vendor may be given access to personal information about members of the FSU community. The vendor will maintain the confidentiality of all such personal information, and except as provided by law shall limit access to personal information to employees and subcontractors who perform services under the Contract, and shall promptly destroy any copies of personal information maintained by the Vendor upon completion of the tasks that required use of the personal information. Upon request the vendor will supply a list of all employees and subcontractors who were provided this access.

3.2.7 Records Retention

All communications records sent and received during the conduct of FSU business may, depending on their content, be Public Records and should not be deleted except in accordance with policy. Public Records must be saved by the custodian or keeper of that Public Record to a permanent electronic record system (i.e., saved in a digital archive) and preserved in accordance with the current Massachusetts Retention Schedule.

The successful response will propose a data archival solution to aid in compliance with these requirements.

3.3 DESIRED FEATURES

3.3.1 ELEARNING PLATFORM

Teaching and Learning

- Pedagogical Design
  Integration with interactive tools, and new pedagogical tools that are routinely added to the system

- Content Authoring
  Provide a suite of tools for authoring media-rich content, importing content, drag-and-drop interfaces, as well as uploading rich content types such as podcasts, video clips, etc.

- Copyright Management
  Authors (Faculty/Students) are given choices (such as Creative Commons) for their content, and consumers (students) are reminded of their responsibilities.

- Open Courseware
  Option to publish course content as open courseware

- Communication
  Highly flexible options for the use of email (asynchronous by roster, individual or group; opt-in options) as well as instant messaging, chat and threaded discussions
• **File Exchange**  
Secure shared folders for file exchange among students as well as instructors and allows for bulk downloads of attached files

• **Sections and Groups**  
Hierarchy to support sections within a single course so that course content is shared among sections

• **Discussion Tools**  
Highly functional, easy to use options, which support user profiles and pictures, file attachments, html and web 2.0 interface

• **Testing and Assessment Tools**  
Provide tools for creating assessments with multimedia, learning games, and other interactive tools such as polls

• **Grading Functionality**  
Highly functional, user defined, grade book that is easy to use; allow for more than the grading of individual assessments, for example, grading (and with feedback) of one question for all assessments simultaneously

• **Student Assessment Tracking**  
Student tracking tools which provide the instructor with a student’s progress through the course

• **Calendar Functionality**  
Integration with external calendaring systems; ICAL; integrated with academic calendar; campus events

• **Conditional (content) release functionality**  
Scheduled release of course content and assessments

• **Presentation Tools**  
Tool set for creating and editing presentations within the LMS framework to leverage use of the LMS content repository

• **Tool Set integration (3rd Party Tools)**  
Integration with web tools, mashups, widgets and gadgets, third party tools e.g. Learning Objects, Respondus etc.

• **Visual Text Box Editor**  
WYSIWYG editor for all aspects of the environment (content pages, discussion board, assessments, polls) which allow users to copy and paste from an external source (e.g. Microsoft Word); equation editor with TeX/LaTeX capabilities is preferred

**User Interface**

• **Design and layout**  
Simple, intuitive interface with minimal clicks to access materials

• **Content Organization**  
Diverse storage and use strategies, from public, private and shared workspaces, to subscription-based content

• **Browser setup and support**  
Support of all browsers and platforms with no special setup requirements for the user
• **Usability**
  Consistency – Intuitive – Customizable interface

• **Learnability**
  Users are able to complete basic tasks with little or no previous technical knowledge

• **Efficiency**
  Basic functionality is easily remembered and repeated

• **Memorability**
  Proficiency is easily established after being away from the system for an extended period of time

• **Errors**
  End-user errors require little or no assistance from support to correct the problem

• **Satisfaction**
  It is “pleasant” to use the design

• **Accessibility**
  Meets accessibility standards set by the ADA

• **Quality Matters**
  Learning platform supports and is easily used to implement Quality Matters course design principles.

**Administrative Functionality**

• **Analytics**
  Self-service analytics are available and well documented. Additional functionality may be added or modified.

• **Course/Organization Management**
  Course/organization automated creation process integrates with University SIS seamlessly

• **Course Copy**
  Course content is easily copied between one or multiple course sections

• **Upgrade Strategy**
  Faculty and students are minimally disrupted by vendor upgrades

• **Migration of existing courses**
  Migration tools; Documentation; solution maintains the integrity of the original course

• **Course Export**
  Course structure and content, as well as selected sub-elements of a course, use an industry-standard such as IMS Content Packaging so that course may be imported into companion LMS systems

• **Course Archives**
  Archive tools that support automatic backup of completed courses with student submissions and discussions intact

• **Integration with Student Information System (Banner)**
  Seamless integration updates courses rosters; Students can be automatically emailed course access information
• **Single sign-on**
  Integration with campus single sign-on

• **Security**
  LMS Platform adheres to campus wide and industry (TEACH) standards

• **Integration with campus portal (Luminis)**
  LMS and portal share single sign-on and select tools can be integrated with the portal via industry-standard integrations (Luminis Database)

• **System speed and reliability**
  System is rarely off-line

• **Server requirements**
  Vendor offers hosted solution

• **Scalability**
  LMS clusters well and has been known to support installations well over one hundred thousand users

• **Impact**
  Adoption of the LMS will have **Little or No** ramifications to the University

• **Support**
  User Acceptance

• **Resources**
  Resources are leveraged to achieve project overarching project goals

• **ELearning Services (Extended Functionality and Resources)**

  **EPortfolio**
  A full-featured ePortfolio tool is integrated into the LMS and makes possible the gathering, review and presentation of work products to support any portfolio strategy (resume, learning, tenure, etc.)

  • **Course Evaluations**
    Hierarchical and flexible system for anonymous evaluations at course, department and institutional level for either summative or formative purposes

  • **University Collaboration**
    Campus-wide framework that supports collaborative work such as wiki with version tracking, threaded discussion, instant messaging and chat, whiteboard, and web conferencing (audio and video)

  • **Integration with library resources and eReserves**
    Tools are present that allow faculty to locate and reference both public and licensed library materials, including full texts

  • **Textbook, Publisher content integration**
    Supported texts, excellent well-organized materials, easily installed and based on industry or community standards (e.g., Common Cartridge)

  • **Ecommerce**
    Product functionality includes e-Commerce capabilities or integration with student ID card services.
• **Messaging**
  Automated messages (email, text, announcements) may be delivered to specific user groups enrolled in the LMS across courses

• **Branding**
  The Learning Platform is easily branded to reflect divisions across the University

**Vendor Services and Support**

• **Vision and product roadmap**
  LMS vendor or developer community has published their vision for both the technical and pedagogical aspects of the product, and timing of releases is clear and adhered to.

• **Adaptability**
  Vendor culture is willing to change to adapt to change based on faculty and student needs and the evolution of the e-Learning (Blended, online, web-enhanced) environment.

• **Support**
  24/7 phone and email support with tracking system to follow the progress of issue resolution

• **Training Materials**
  Excellent printed/online (video) materials and many opportunities for online and classroom training sessions

• **System Resources**
  Contextually-appropriate help files are accessible from all pages and provide assistance for students, faculty and system administrators as appropriate

• **Use of Open Standards**
  Open standards are incorporated wherever appropriate in the LMS and are leveraged to provide as many options as possible

• **Hosting Solution**
  Solution provider will host vendor solution or provide connection to a third party solution

**Miscellaneous**

• **Math Equation Editor**
  Full functioning math equation editor is built into the LMS. Ability to enter complicated functions, graphs and graphics exists

• **Adaptive Release**
  Functionality exists to hide and reveal content based on student roles

• **Student Dashboard metrics**
  Dashboard metrics are integrated with SIS

• **Interoperability**
  Multiple solutions may be integrated with learning environment; Cloud solutions, ePortfolio, Card Access, Analytics, etc.

• **University Goals and Objectives**
  Platform supports university goals and objectives
• **Teaching and Learning experience**
  LMS Platform supports and/or advances the student and faculty teaching and learning experience, on-campus or online

• **Migration Services**
  Ability to extract course materials and student work from the existing Learning Management solution to upgraded/new platform

• **Publishing Options**
  Ability for students to work in groups on a project then publish for whole class to read. Support the ability to selectively publish course materials, but not student work, to the World-Wide-Web at large. Ability to add groups of students who are not enrolled in the class so they can see the materials, i.e. auditors, prospective majors, with privilege granularity to allow access to certain things to authorized visitors while restricting other sections

• **Mobile/Handheld**
  LMS Platform allows participants to fully participate in their online learning experience. User interface should provide full featured support to all major workstation platforms: Windows, Mac-OSX, Linux, Android, Windows Mobile. iPad, iPhone etc.

• **Performance**
  Support for multiple simultaneous open windows. Auto-save feature for text entry and page creation

### 3.3.2 HOSTING SOLUTION

**Administrative Functionality**

• **Analytics**
  Self-service analytics are available and well documented. Additional functionality may be added or modified

• **Course/Organization Management**
  Course/organization automated creation process integrates with University SIS seamlessly

• **Course Copy**
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• Single sign-on
  Integration with campus single sign-on

• Security
  LMS Platform adheres to campus wide and industry (TEACH) standards

• Integration with campus portal (Luminis)
  LMS and portal share single sign-on and select tools can be integrated with the portal via industry-standard integrations (Luminis Database)

• System speed and reliability
  System is rarely off-line

• System backup and archiving
  Course archives are scheduled and stored on an external drive. Restore procedures are fully documented and supported.

• Server requirements
  Vendor offers hosted solution

• Scalability
  LMS clusters well and has been known to support installations well over one hundred thousand users

• Impact
  Adoption of the LMS will have Little or No ramifications to the university

• Support
  User Acceptance

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  The Learning Platform is easily branded to reflect divisions across the university

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• **System Resources**
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  Open standards are incorporated wherever appropriate in the LMS and are leveraged to provide as many options as possible

• **Hosting Solution**
  Solution provider will host vendor solution or provide connection to a third party solution

**Miscellaneous**

• **Interoperability**
  Multiple solutions may be integrated with learning environment; Cloud solutions, ePortfolio, Card Access, Analytics, etc.

• **University Goals and Objectives**
  Platform supports university goals and objectives
• **Teaching and Learning experience**  
  LMS Platform supports and/or advances the student and faculty teaching and learning experience, on-campus or online

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  Ability for students to work in groups on a project then publish for whole class to read. Ability to selectively publish course materials to the World Wide Web at large, but not student work. Ability to add groups of students who are not enrolled in the class so they can see the materials, i.e. auditors, prospective majors, with privilege granularity to allow access to certain things to authorized visitors while restricting other sections

• **Mobile/Handheld**  
  LMS Platform allows participants to fully participate in their online learning experience. User interface should provide full featured support to all major workstation platforms: Windows, Mac-OSX, Linux, Android, Windows Mobile. iPad, iPhone etc.

• **Performance**  
  Support for multiple simultaneous open windows. Auto-save feature for text entry and page creation

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### 3.4 DETAILED ISSUES AND QUESTIONS

Please answer the following specific questions regarding your proposed solution pertaining to your Learning Platform, Content Management System, EPortfolio Solution and/or EReserves.

### 3.4.1 ELEARNING PLATFORM

**Teaching and Learning**

1. Does your LMS include tools for synchronous and asynchronous communication?  
   How do they work for students/faculty/admin?

2. Does your LMS include tools for team and class collaboration?  
   How do they work for students/faculty/admin?

3. Does your LMS include tools for academic integrity?  
   How do they work for students/faculty/admin?

4. Does your LMS include tools for class monitoring and management (coordinating work, student activity reporting, conditional release, etc.)?  
   How do they work for students/faculty/admin?

5. Does your LMS include tools for administrative review (faculty activity reporting, etc.)?  
   How do they work for faculty/admin? Different levels of admin?

6. Does your LMS include tools for class administration (reports, set-up, privileges, etc.)? Can these be automated or copied from course to course, or set for groups of courses?  
   How do they work for students/faculty/admin? Different levels of admin?
7. Does your system include support for designing courses from new or shared material, and supporting different kinds of course elements and multimedia? How do they work for students/faculty/admin? Different levels of admin?

8. Does your system include the ability to copy courses from a “master version”? How does this work for students/faculty/admin? Different levels of admin?

9. Does your system enable course elements to be designed in a “tree” structure, with different elements grouped within a hierarchy (e.g., Readings, Discussion and Assignments for one section grouped together). How do they work for students/faculty/admin? Different levels of admin?

10. Does your system enable flexibility in the “look and feel” of the courses, and can it be “locked” or standardized for groups of courses? How does this work for students/faculty/admin? Different levels of admin?

11. Does your system enable templates to be generated for all courses, or for different groups of courses? How do they work for students/faculty/admin? Different levels of admin?

12. Does your system allow the course structure and settings to be copied into other versions of a course, and are there limits on what can be copied? How do they work for students/faculty/admin? Different levels of admin?

13. Does your system include tools for controlling assessment (test design, randomized questions or responses from pools, limited time and date of access, copy-paste eliminated, etc.)? How do they work for students/faculty/admin?

14. Does your system allow unlimited characters of open-ended feedback from faculty, and the attachment of edited copies of student work? How do they work for students/faculty/admin?

15. Does your system allow repeated or iterated submission of student work? How do they work for students/faculty/admin?

16. Does your system allow faculty to input closed and open-ended feedback on discussion activity with immediate view of student posts? How does this work for students/faculty/admin?

17. Does your system support group activities, and what kinds of tools are available for groups? How do they work for students/faculty/admin?

18. Does your system have tools for RSS notification for faculty or students, and if so, what kinds of actions or inactions are they linked? How do they work for students/faculty/admin?

19. Does your system support handheld and mobile devices such as PDA, iPhones, Cell Phones, etc. How do they work for students/faculty/admin?

Content Management System/EReserves

1. Does your product have version control? How does it work for students/faculty/admin?
2. Does your product have access control?  
   How does it work for students/faculty/admin?

3. Does your product propagate changes to linked content in a course or other web connections?  
   How does it work for students/faculty/admin?

4. Does your product convert file formats?  
   How does it work for students/faculty/admin?

5. Does your product have editable metadata?  
   How does it work for students/faculty/admin?

6. What infrastructure does your product require?  
   How does it work for admin?

7. What type of content does your product store?  
   How does it work for students/faculty/admin?

8. How does your solution integrate with a course?  
   How does it work for students/faculty/admin?

9. What types of usage statistics are available for your product?  
   How does it work for students/faculty/admin?

10. What type of security is employed in your product?  
    How does it work for students/faculty/admin?

11. What systems does your product integrate with?  
    How does it work for students/faculty/admin?

12. What standards does your product support?  
    How does it work for students/faculty/admin?

13. Does your product support non-technical authoring?  
    How does it work for students/faculty/admin?

14. Does the product support WebDav file management?  
    How does it work for students/faculty/admin?

15. Does the product support Learning Objects?  
    How does it work for students/faculty/admin?

16. Does the product support EReserves?  
    How does it work for students/faculty/admin?

17. Does the product comply with Copyright and TEACH?  
    How does it work for students/faculty/admin?

**ePortfolio Solution**

1. Does your product ensure anytime and any-location access, i.e. available 24-7 globally?  
   How does it work for students/faculty/admin?

2. Does your product have access control?  
   How does it work for students/faculty/admin?
3. Does your product integrate with any Learning Management System, Content Management System, and Banner?
   What are the systems? How does the integration work?

4. Does your product allow multiple user and administrative roles? That is, can an individual be assigned multiple roles and access?
   How does it work for students/faculty/admin/reviewers?

5. Does your product accept multiple file formats as artifact: text, graphic/audio/video files?
   How does it work for students/faculty/admin?

6. Does your product allow owners to add/post/modify reflections? Does it save each draft?
   How does it work for students/faculty/admin?

7. Does your product allow owners to customize the look of the portfolio? Does it allow the institution to provide a required template?
   How does it work for students/faculty/admin?

8. Does your product cross link artifacts between courses/programs? That is, can all users utilize a post in multiple ways?
   How does it work for students/faculty/admin?

9. Does your product enable owner’s control of artifact and reflection readiness for review to various levels of reviews (instructor, advisor, or external)?
   How does it work for students/faculty/admin?

10. Does your product allow owners to send requests for reviewer comments?
    How does it work for students/faculty/admin?

11. Does your product allow reviewers to add/post/modify comments?
    How does it work for reviewers/faculty/admin?

12. Does your product alert owners for new instructor/review feedback?
    How does it work for students/faculty/admin?

13. Does your product incorporate or establish standards and rubrics for both user and reviewers?
    How does it work for students/faculty/admin?

14. Does your product generate aggregated reports or link easily to in-place systems for aggregation?

15. Does your product save and package ePortfolio to be launched outside the system?
    How does it work for students/faculty/admin?

16. Does your product allow users to access their Portfolio after they have left/graduated from the institution?
    How does it work for students/faculty/admin?

**Focused/Technical Questions Teaching and Learning, Content Management, EPortfolio**

1. How many clients are using the latest release of this exact platform? Provide references using the exact version of the software you plan to sell the University.

2. Provide product release notes for the previous 12 months, next 12 months.

3. Please provide a roadmap of future development of the proposed solution including functionality, standards support, and/or integration with other systems or products.

5. Describe the ability to interface with Banner: feed specifications and API.

6. Are there any Single Points of Failure in the proposed solution?

7. What impact will customizations have on future upgrades?

8. It is preferred (but not required) that the successful bidder will provide migration and conversion of existing course and account data to the new system. Please describe the tools that could be used to accomplish this and the names of three other institutions who have successfully implemented the solution.

9. Describe the training and documentation that will be provided during the upgrade/migration and on-going:
   - Include how course materials and student work are migrated to an upgraded/new solution.
   - Extract course materials and student work from the existing Learning Management System implementation
   - Import course materials and student work to the new system
   - Extract or integrate with course and ePortfolio content from existing platform
   - Provide samples of courses that have been successfully migrated from our database

10. Describe your Support & Development Services (including location and escalation process).

11. How will integrations be supported on future releases?

12. What Post Implementation costs will we potentially Incur?

13. Describe any major changes within your organization, and how this has impacted your clients?

14. How does your licensing model support infrequent users?

15. To what extent, and what methods are proposed, to customize the solution to meet the needs of FSU for such things as branding, interface with local applications such as email and blogging packages.

16. What tools and features are available to the Systems Administrator to manipulate, rename, move, edit, and otherwise work with user accounts and course data?

17. Describe the training and documentation that will be provided.

18. What on-going costs are associated with the proposed solution? Do maintenance fees, if any, include software updates and/or bug-fixes?

19. Describe the cost for an additional staging/test environment to support on-going use of the solution.

20. Describe any technical support that will be provided on an on-going basis? How is support obtained? Describe escalation procedures in the case of a severe or extended problem. What initial period of technical support is provided with the initial purchase and what are the costs of technical support beyond the initial period?

21. What alternate hosting solutions are provided if you do not provide a hosted solution?

22. Is a service level agreement provided? If so, please describe the parameters.

23. Can the proposed solution be upgraded or patched without interrupting services?
24. Does the proposed solution support hacker avoidance techniques such as locking a user account after a defined number of login failures? What other hacker avoidance techniques are available?

25. Are there any restrictions on the naming of accounts such as reserved characters or words?

26. What reporting tools are provided for statistical analysis? What Log and/or Audit analysis tools are provided? Please provide sample reports.

3.4.2 HOSTING SOLUTION

Teaching and Learning Platform

1. Does your LMS include tools for synchronous and asynchronous communication? How do they work for students/faculty/admin?

2. Does your LMS include tools for team and class collaboration? How do they work for students/faculty/admin?

3. Does your LMS include tools for academic integrity? How do they work for students/faculty/admin?

4. Does your LMS include tools for class monitoring and management (coordinating work, student activity reporting, conditional release, etc.)? How do they work for students/faculty/admin?

5. Does your LMS include tools for administrative review (faculty activity reporting, etc.)? How do they work for faculty/admin? Different levels of admin?

6. Does your LMS include tools for class administration (reports, set-up, privileges, etc.)? Can these be automated or copied from course to course, or set for groups of courses? How do they work for students/faculty/admin? Different levels of admin?

7. Does your system include support for designing courses from new or shared material, and supporting different kinds of course elements and multimedia? How do they work for students/faculty/admin? Different levels of admin?

8. Does your system include the ability to copy courses from a “master versions”? How does this work for students/faculty/admin? Different levels of admin?

9. Does your system enable course elements to be designed in a “tree” structure, with different elements grouped within a hierarchy (e.g., Readings, Discussion and Assignments for one section grouped together)? How do they work for students/faculty/admin? Different levels of admin?

10. Does your system enable flexibility in the “look and feel” of the courses, and can it be “locked” or standardized for groups of courses? How does this work for students/faculty/admin? Different levels of admin?

11. Does your system enable templates to be generated for all courses, or for different groups of courses? How do they work for students/faculty/admin? Different levels of admin?

12. Does your system allow the course structure and settings to be copied into other versions of a course, and are there limits on what can be copied? How do they work for students/faculty/admin? Different levels of admin?
13. Does your system include tools for controlling assessment (test design, randomized questions or responses from pools, limited time and date of access, copy-paste eliminated, etc.)? How do they work for students/faculty/admin?

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4. Does your product convert file formats? How does it work for students/faculty/admin?

5. Does your product have editable metadata? How does it work for students/faculty/admin?

6. What infrastructure does your product require? How does it work for admin?

7. What type of content does your product store? How does it work for students/faculty/admin?

8. How does your solution integrate with a course? How does it work for students/faculty/admin?

9. What types of usage statistics are available for your product? How does it work for students/faculty/admin?

10. What type of security is employed in your product? How does it work for students/faculty/admin?
11. What systems does your product integrate with?  
   How does it work for students/faculty/admin?

12. What standards does your product support?  
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ePortfolio Solution

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2. Does your product have access control?  
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3. Does your product integrate with any Learning Management System, Content Management System, and Banner?  
   What are the systems? How does the integration work?

4. Does your product allow multiple user and administrative roles? That is, can an individual be assigned multiple roles and access?  
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14. Does your product generate aggregated reports or link easily to in-place systems for aggregation?
    How does it work for students/faculty/admin?

15. Does your product save and package ePortfolio to be launched outside the system?
    How does it work for students/faculty/admin?

16. Does your product allow users to access their Portfolio after they have left/graduated from the institution?
    How does it work for students/faculty/admin?

Focused/Technical Questions for the support of all Three Systems

1. How many clients are using the latest release of this exact platform? Provide references using the exact version of the software you plan to sell me.

2. Provide the policies and procedures for upgrades and scheduled downtime, maintenance, etc. Include how is determined, who has input, and if the customer is consulted. What is the duration of downtime for major and minor upgrades?

3. What is the limitation/restriction (if any) regarding data storage, bandwidth, or application disk space? Include in your response your pricing model for different tiers of pricing if applicable.

4. Describe the backup schedule, restore and archive policies and procedures.

5. Provide evidence of a documented disaster recovery plan.

6. Describe notification procedures and protocols for communicating with customer regarding unanticipated issues and/or system failures.


8. Describe the ability to interface with Banner: feed specifications and API.

9. Describe the system security provisions for antivirus, firewall, etc.

10. Describe your hosting environment system monitoring tools and automated alert capabilities.

11. Describe your hosting environment environmental controls for HVAC, Fire detection and suppression, etc.

12. Describe security provisions including compliance with FERPA, protection of personally identifiable information, encryption, etc.

13. Is there Single Points of Failure in the proposed solution?

14. What impact will customizations have on future upgrades?
15. Provide product release notes for the previous 12 months, next 12 months.

16. Please provide a roadmap of future development of the proposed solution including functionality, standards support, and/or integration with other systems or products.

17. It is preferred (but not required) that the successful bidder will provide migration and conversion of existing course and account data to the new system. Please describe the tools that could be used to accomplish this and the names of three other institutions who have successfully implemented the solution.

18. Describe the training and documentation that will be provided during the upgrade/migration and on-going:
   - Include how course materials and student work are migrated to an upgraded/new solution.
   - Extract course materials and student work from the existing Learning Management System implementation
   - Import course materials and student work to the new system
   - Extract or integrate with course and ePortfolio content from existing platform
   - Provide samples of courses that have been successfully migrated from our database

19. Describe your Support & Development Services (including location and escalation process).

20. How will integrations be supported on future releases?

21. What Post Implementation costs will we potentially incur?

22. Describe any major changes within your organization, and how this has impacted your clients?

23. How does your licensing model support infrequent users?

24. To what extent, and what methods are proposed, to customize the solution to meet the needs of FSU for such things as branding, interface with local applications such as email and blogging packages?

25. What tools and features are available to the Systems Administrator to manipulate, rename, move, edit, and otherwise work with user accounts and course data?

26. Describe the training and documentation that will be provided.

27. What on-going costs are associated with the proposed solution? Do maintenance fees, if any, include software updates and/or bug-fixes?

28. Describe the cost for an additional staging/test environment to support on-going use of the solution.

29. Describe any technical support that will be provided on an on-going basis? How is support obtained? Describe escalation procedures in the case of a severe or extended problem. What initial period of technical support is provided with the initial purchase and what are the costs of technical support beyond the initial period?

30. What alternate hosting solutions are provided if you do not provide a hosted solution?

31. Is a service level agreement provided? If so, please describe the parameters.

32. Can the proposed solution be upgraded or patched without interrupting services?
33. Does the proposed solution support hacker avoidance techniques such as locking a user account after a defined number of login failures? What other hacker avoidance techniques are available?

34. Are there any restrictions on the naming of accounts such as reserved characters or words?

35. What reporting tools are provided for statistical analysis? What Log and/or Audit analysis tools are provided? Please provide sample reports.

4.0 PROJECT/PRODUCT/SERVICE PRICING

4.1 ITEMIZED PRICING

Bidders shall list, in an itemized format, all applicable fees required to meet the requirements of this RFP including, but not limited to:

- Hardware,
- Software,
- Services,
- Travel Costs
- Installation Fees
- Training Costs
- Warranty Costs
- Upfront, and ongoing cost;

With ongoing costs broken down by:

- Licensing
- Maintenance
- Support

Framingham State University understands that not all these costs may be required in each proposal. When applicable, bidders shall include an estimated number of hours/days to complete the project/services described in the Scope of Work/Services section. If additional materials and labor are required to complete the project, beyond that referenced in the Scope of Work, those additions, and their related fees must be expressed in writing to FSU’s Purchasing Department prior to the onset of the work or delivery of goods, and must be authorized by FSU. FSU will not be responsible for any/all hidden fees related to goods or services purchased as a result of this RFP.

All reference to pricing MUST be submitted in a separate sealed envelope clearly marked “FRU11-03 Pricing.” Any reference to pricing in the proposal response shall eliminate the proposal from consideration.
5.0 BIDDER QUALIFICATIONS

5.1 GENERAL QUALIFICATIONS

All Bidders must be a reputable firm which regularly provides this type of service and is capable of performing first-class work within standard industry practices. Bidders must submit company background information describing the organization, its size, and its structure.

Bidders shall provide, at a minimum, three (3) customer references which must include names, addresses, and appropriate contacts. (See Appendix A-2.) Also, references should be of a comparable organization and, when possible, within a close geographical area to FSU.

6.0 BIDDER RESPONSIBILITIES

The bidder assumes sole responsibility for the complete effort required in submitting a proposal in response to this RFP. No special consideration will be given after proposals are opened because of a bidder’s failure to be knowledgeable as to all the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its own investigation, as to all the requirements of this RFP.

It is the responsibility of each Bidder to do the following, before submitting their proposal:

1. Examine this RFP, including all components, thoroughly.
2. Become familiar with local conditions which may affect cost, progress, performance, and/or services described in this RFP.
3. Consider all Federal, State and Local laws, statutes, ordinances, regulations and other applicable laws which may affect cost, progress, performance, and/or services described in this RFP.
4. Clarify, with FSU’s Purchasing Department, any conflicts, errors, or discrepancies in this RFP.

Technical questions arising during the RFP process should be addressed in consecutive order, from beginning to end, as they appear in the RFP document, and must be submitted via email to FSU’s Purchasing department. Each question should begin by referencing the RFP page number and section number to which it relates. FSU’s Purchasing department will coordinate all replies to ensure all potential Bidders are provided the same information. Inquiries regarding this RFP should be made to:

Linda Nesta
Operations Manager
100 State Street
Framingham, MA 01701

Tel: 508 626-4533
Email: lnesta@framingham.edu
7.0 INSURANCE REQUIREMENTS

CERTIFICATES OF INSURANCE:

Contractor must provide Framingham State University one or more Certificates of Insurance showing the following coverage. The term “Contractor” here shall mean and include subcontractors of every tier:

1. COMMERCIAL GENERAL LIABILITY INSURANCE for any and all claims for damages due to bodily injury (including death), personal injury, or property damage. Such insurance coverage shall be the broadest enhanced Commercial General Liability coverage currently in the market, but in no case less than or more restrictive than the ISO 2001 form or its equivalent:
   a) Occurrence Form
   b) Limits:
      - Each Occurrence: $5,000,000
      - Products/Completed Operations Aggregate: $5,000,000
      - General Aggregate: $10,000,000
      - Personal and Advertising Injury: $5,000,000
      - Fire Damage: $5,000,000

2. WORKERS’ COMPENSATION AND EMPLOYERS LIABILITY:
   a) Waiver of Your Right to Recover from Others Endorsement favoring FSU is required where permitted by law.
   b) The following limits should apply:
      1) Workers’ Compensation Coverage: Statutory coverage in accordance with the law of the state where the work is to be performed and the laws of any other state that may apply.
      2) When applicable, Longshoremen and Harbor Workers Act Coverage.
      3) Employers Liability Limits:
         a) Bodily Injury by Accident: $1,000,000 Each Accident
         b) Bodily Injury by Disease: $500,000 Each Employee
         c) Bodily Injury by Disease: $500,000 Policy Limit

3. AUTO LIABILITY for any and all claims for damages due to bodily injury (including death) or property damages arising from or in any way connected with the ownership, possession, operation, use, maintenance or repair of owned, non-owned or hired motor vehicles:
   a) Required Limit: $1,000,000 Per Accident
   b) Symbol 1 – Coverage for Any Auto
   c) Contractual Liability Coverage included

4. UMBRELLA LIABILITY:
a) Occurrence Limit: $5,000,000
b) Aggregate Limit (where applicable): $5,000,000
c) Policy to apply excess of the Commercial General Liability, Liquor Liability if applicable, Auto Liability and Employers Liability Coverage

5. **DEDUCTIBLES OR SELF INSURED RETENTIONS:**

Deductibles or self insured retentions must be identified on the certificates of insurance. FSU reserves the right to reject any Certificate of Insurance (and therefore refuse to permit work to begin) with a Deductible or Retention that, at the sole discretion of FSU, is deemed unacceptable.

6. **ADDITIONAL INSURED ENDORSEMENTS:**

FSU will be named as Additional Insured on all Liability Policies. Acceptable Endorsements will include the following:

a. Commercial General Liability: CG 20 37 including Completed Operations encompassing the Work of this Contract; and CG 20 10 which addresses ongoing operations (or reasonable equivalent as determined by FSU or FSU’s representative).

b. Business Auto: CA 20 48 amended to alter coverage to include FSU for Vicarious Liability of the contracting party’s conduct.

c. Umbrella: Following Form Language that will include FSU to the extent provided in any acceptable Underlying Policy or Endorsement.

d. The contracting party’s insurance will be PRIMARY: Each policy described in this section shall provide coverage on a primary (non-contributory) basis for FSU as added as an Additional Insured. Any Coverage maintained by FSU is understood to be EXCESS (applicable after the contracting party’s insurance applies and is exhausted).

7. **CANCELLATION OR MATERIAL CHANGE** of terms and conditions in the contracting party’s policies of insurance required hereunder must be reported to FSU immediately upon notice of such cancellation or material change.

8. **A WAIVER OF RIGHTS OF RECOVERY AND WHERE APPLICABLE A WAIVER OF RIGHTS OF SUBROGATION** shall be provided favoring FSU and, with respect to Builders Risk Insurance, favoring every other insured party.

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### 8.0 CONTRACT PROVISIONS

When applicable:

- Contracts arising as the result of this RFP shall contain contractual provisions or conditions that allow for administrative, contractual, or legal remedies in instances in which a contractor (vendor), or its subcontractor(s), violates or breaches the contract terms, and provide for such remedial actions as may be appropriate.

- All contracts shall contain suitable provisions for termination by FSU, including the manner by which termination shall be affected and the basis for settlement. In addition, such contracts shall describe conditions under which the contract may be terminated for default as well as conditions where the contract may be terminated because of circumstances beyond the control of FSU.
9.0 PAYMENT TERMS, INSPECTION, ACCEPTANCE AND GUARANTEE

FSU’s standard payment terms are Net 45. However, prompt payment incentives (i.e. 2% 15, etc.) will be considered.

Payment to the vendor selected as the result of this RFP for all goods and services required in the Scope of Work/Services of this RFP shall be subject to final inspection and acceptance by FSU.

The selected vendor shall fully warrant with the manufacturer’s warranty all items provided under this RFP against defects in material and workmanship. Any and all applicable warranty information, including warranty duration, associated with the goods or services required in the Scope of Work/Services of this RFP must be fully disclosed in writing and made known to FSU.

10.0 PROPOSAL PREPARATION AND SUBMISSION

10.1 PROPOSAL COSTS

Proposals submitted should be simple and economical. The cost of investigating, preparing, and submitting a proposal is the sole responsibility of the Bidder and shall not be chargeable in any manner to FSU. FSU will not reimburse any Bidder for costs associated with the preparation and submission of proposals or for expenses incurred in making presentations, interviews, or negotiating with FSU.

10.2 PROPOSAL SUBMISSION

Proposals should be as thorough and as detailed as possible so that FSU may properly evaluate your capabilities to provide the required goods or services. Bidders are required to submit the following information/items/documents as a complete proposal, in order, as noted below.

10.3 TRANSMITTAL LETTER

1. Include a brief introduction of the vendor or team of vendors making the proposal. Provide primary contact information including Phone number, FAX number, and email address.

Identify all elements of your solution

- Learning Management System
- Content Management System
- EReserves
- EPortfolio
- Hosting Services and Support
- Open Standards (as outlined in Section 3.2)
- 24/7 Call Center Support
3. Using the Cover Page, share the following logistical information; Product Name, Company Name, Representative, Telephone, Email, Postal Address, Company Background (Time in business, clientele, service coverage, sustainability). As part of your proposal include the additional information:

- Experience and expertise of the firm relative to the scope of services contained in this RFP. This section should contain:
  - Recent project information of similar type completed by the firm along with the name and telephone number of the point of contact for each project.
  - Number and type of projects within the past five years completed relating to the project as outlined in the scope of services.
- The size of the firm relative to the size of the scope of services.
- Geographic location of the firm relative to FSU location. The firm should include a street address of the office proposed to handle the project.
- Current workload and ability to complete projects in the required time.
- A comprehensive list of all subcontractors that will/may be utilized on any given project.

4. Itemized pricing in a separate sealed envelope clearly labeled “FSU11-03 Pricing.”

10.4 RESPONSE

The detailed response should address all the issues and questions in this RFP and provide a detailed timeline, and itemization of required and optional costs.

- Information Package
  - A full set of product literature including brochures and other pre-printed informational materials or a detailed description of the software and systems proposed.
- Company Information and References
- Provide references and contact information for at least three (3) institutions currently using the proposed technology.

Proposals must be received no later than 2:00PM EST on Friday, March 18, 2011. Please mail one original and three copies of the proposal to:

Linda Nesta
Operations Manager
Framingham State University
100 State Street
Framingham, MA 01701

Proposals received after this deadline will not be considered.

An electronic copy of your proposal may be requested after the opening date. Please be sure that it will be available upon request.
11.0 PROPOSAL EVALUATION AND AWARD PROCESS

11.1 PROPOSAL EVALUATION

All proposals will be reviewed in accordance with the general evaluation criteria listed below. Proposals which have been determined not to be in compliance with the RFP requirements will not be considered. Pricing will only be considered on those proposals that are deemed acceptable. The contract will be awarded to the vendor(s) whose proposal is most responsive to needs of FSU and provides the highest value to FSU, considering cost as well as other factors based on the evaluation criteria described herein.

All information gathered will become the property of FSU, and it will be kept on file in the Purchasing Department. The submission of this RFP does not constitute a contract between FSU and the Bidder.

Members of the Framingham State eLearning Platform Task Force and the Business Office will evaluate all proposals received.

Proposals will be evaluated on the following criteria:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completeness of the proposal</td>
<td>20%</td>
</tr>
<tr>
<td>Functionality, Feasibility and Sustainability</td>
<td>25%</td>
</tr>
<tr>
<td>Industry recognition and reputation</td>
<td>10%</td>
</tr>
<tr>
<td>Compatibility with FSU systems and external networks</td>
<td>10%</td>
</tr>
<tr>
<td>Hard and soft costs of the proposal</td>
<td>20%</td>
</tr>
<tr>
<td>Technology and technological vision</td>
<td>15%</td>
</tr>
</tbody>
</table>

In addition, the Bidder’s previous record (i.e., references), company history, sales representation, terms and conditions, and explanation of any variances noted shall also be considered.

FSU reserves the right to review any variances, waive informalities, alter the scope of the project, reject any/all proposals, or cancel this RFP.

At the request and option of FSU, Bidders may be required to make an oral (face-to-face) presentation or to provide written clarification. These presentations or written clarifications will provide an opportunity for the Bidders to clarify—but not modify—their proposals.

All Bidders are required to address all service components described under the “Scope of Work/Services” section of this RFP.
11.2 NEGOTIATION AND BEST AND FINAL OFFER

Following the opening and evaluation of all proposals submitted, FSU reserves the right to negotiate:

- the technical services offered
- the terms and conditions and/or the price of the proposed good/service/project
- modifications to the application
- training and support materials

Contract(s) may be negotiated with contractor(s) whose proposal is determined to be most responsive to FSU’s needs and provides the highest value to FSU, considering cost as well as other factors based on the criteria described herein, all as solely determined by FSU.

11.3 CONTRACT AWARD

Any award made as a result of this Request for Proposal may be subject to the successful vendor and FSU entering into a signed written contract.

Contract award(s) shall be made to the bidder(s) whose proposal provides the highest value to FSU as solely determined by FSU.

FSU may award a contract based on initial proposals received without discussion of such proposals; therefore, each initial proposal should be submitted with the most favorable price, terms, product, and service available. FSU reserves the right to be the sole judge as to the overall acceptability of any proposal or individual merits of specific provisions within competing offers.

FSU reserves the right to reject any or all proposals and to award contract in whole or in part if deemed in the best interests of FSU.

The Purchasing Office of FSU is the only agency authorized to award a contract for the proposed purchases.

We look forward to receiving your proposal and appreciate your time and interest.

Please note:

Forms in Appendix A must be completed, signed and the originals submitted with the proposal.

Forms in Appendix B will be required of the successful bidder.

Incomplete or inaccurate proposals may be deemed nonresponsive and eliminated from consideration.

Bidders are hereby advised that the State Colleges are bound by open records laws when it receives proposal responses.

All costs of the response preparation and submission shall be borne by the bidder. The University shall, under no circumstances, be responsible for any pre-contractual expenses.

Original proposals must be signed by a person duly authorized to execute the contract on behalf of the bidder.
One original and three copies of the proposal must be received at the stated address no later than 2 p.m. March 18, 2011, at which time they will be opened and reviewed. It is the bidder’s responsibility to insure that delivery to the department is made on time. Late proposals will not be considered.

Proposals and pricing must be submitted in separate sealed envelopes clearly marked“ FSU11-03 Proposal” or “FSU11-03 Pricing.” If any pricing appears in the “Proposal” envelope, the response shall be disqualified.