

Re: Solano Community College RFP 12-003

Vendor questions with answers:

1. What is the anticipated ***duplicated*** head count that you expect to serve with Etudes, should we be your next LMS? Our pricing model is based on duplicated head count, and I need this data to provide you with a precise quote on your annual hosting and support fees in the proposal. Please give me your duplicated head count for all students that would use Etudes (distance learning, hybrid classes, as well as for classes that may use Etudes as a companion). Choose your highest enrollment term.
 - a. Approximately 9754 “enrollments” for Fall 2011 online and companion courses.
Approximately 20,000 unduplicated headcount students at SCC.
2. The majority, if not all, of the questions and items under the “Architecture” section of the RFP seem to be targeted toward having software and hardware specs for self-hosting of the LMS. This is not relevant for Etudes, as we are a fully managed and hosted solution. Self-hosting is not an option that we offer. It is unclear as to how to handle this section of the RFP, as a result. Please advise.
 - a. Answer all questions that don’t apply to you as N/A.
3. The mandatory proposal format does not instruct where to include the functionality requirements and the cost proposal. Can you please tell us in which order these should be placed and/or which section these should go in?
 - a. Following the Company information, make the cost proposal next and then the functional requirements.
4. The RFP asks for a 'brief overview' of the cost proposal in addition to that of the full fledged one. Can you please tell us exactly what is needed in this brief proposal? For example, are you looking for high-level costs, or a description of what we're proposing that we'd charge for, or a pricing strategy?
 - a. Give a total number here, if you have some variables (levels of support, etc.) list the total for each scenario.
5. What is the approximate number of courses that Solano Community College expects to have migrated to the new LMS?
 - a. 300.
6. Does Solano Community College have a hosting preference (Cloud-based, On-premise, Self-hosting)?
 - a. This will depend in part on the responses we get to the RFP.
7. What specific pain points does Solano Community College have with their current LMS platform they are looking to solve with a new LMS?
 - a. Integration with our Banner/Luminus system is paramount.
8. What are Solano Community College’s policies around requesting evaluation criteria after a contract is awarded and how many days after contract award are vendors allowed to challenge/request information?

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- a. You are allowed 3 days after the contract is awarded. And we are happy to provide our evaluation criteria during that time as well.
9. What SSO/Authentication method does Solano Community College currently have in place?
- a. None.
10. What type of E-mail system does Solano Community College currently use?
- a. gmail
11. Does Solano Community College currently use or need a Digital Repository?
- a. We do not currently use or need one.
12. Does Solano Community College currently use an E-portfolio solution?
- a. No.
13. Does Solano Community College currently use any synchronous Web conferencing tools?
- a. Yes, we use Elluminate plus via the CCC Confer provided by the California Community College's Chancellor's Office.
14. How many of which roles does Solano Community College expect will need application training? Does Solano Community College have any preference in delivery method (online, webinars, onsite)?
- a. 5 administrators, 200 faculty, 5,000 students using a variety of delivery methods.
15. Does Solano Community College currently use a plagiarism tool?
- a. No.
16. How many average years of experience does Solano Community College's administration and staff have with online learning?
- a. Approximately 11 years.
17. What is the desired time line for implementation and/or migration?
- a. We are hoping to use the spring 2012 semester for training and migration with our summer 2012 courses up on the new system.
18. What does Solano Community College anticipate the total number of active students to be (total amount of users that are currently using eCollege)?
- a. There are approximately 5,000 unduplicated users per semester.
19. Are vendors able to attend the pre-proposal conference via phone for demos?
- a. We did not offer this.

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20. In reference to eighth bullet point on page 13 of the Solano Community College RFP, Moodlerooms needs clarification as to how Solano Community College specifically defines 'post' and 'thread' in this context?
 - a. Post and thread relate to asynchronous threaded discussions. A post would be an individual post in response to a discussion, and a thread would be a discussion.
21. Regarding your current eCollege implementation: How many courses do you currently have?
 - a. About 300.
22. Regarding your current eCollege implementation: Do you have eCollege's Content Manager?
 - a. No.
23. Regarding your current eCollege implementation: Do you host media files on an eCollege file server?
 - a. No.
24. In the Client References section on page 6, SCC asks for written letters of recommendation from current community college clients. We have found that due to laws governing public institutions, administrators are not able to endorse vendors or write letters of recommendation. We are happy to provide references for contact, however. Can SCC modify this requirement?
 - a. Yes, see Addendum to RFP 12-003 on webpage and attached to the end of this document.
25. In the Support section on page 11, it is mentioned that support resources located in the U.S. and staffed with fluent English speakers will be scored higher than alternatives. We would ask that you consider modifying this to read as "located in North America and staffed with fluent English speakers." Is this possible?
 - a. Yes, see Addendum to RFP 12-003 on webpage and attached to the end of this document.
26. The first requirement mentioned in the RFP is, "Describe how the system offers support for the following ACCJC guideline: 'Institutions are required to have processes through which the institution establishes that the student who registers in the distance education or mediated course or program is the same student who participates each time in the course and completes and receives the academic credit.'" Is Solano currently using a specific identity-management system now?
 - a. We are currently using unique user name and password, but Federal and state laws are changing on this subject and we want to know what your company is doing to anticipate and deal with more stringent regulations about authentication of student identity for online learning.
27. The references from current clients. Is it ok if the customer institution emails their recommendation (in either the body of the email, or attachment) and then we copy and paste this into the RFP response? Or, do you require a hard copy which has been mailed from client to Solano?
 - a. See the Addendum for clarification about this recommendation.
28. Metrics from online users shows 4,458 unique users on 13,185 enrollments. How many additional unique users are there that make up the total enrollments of 19,593 using online tools? So, the additional 6,408 enrollments equals how many more unique users on top of the 4,458 fully online users?
 - a. One figure is a yearly figure, the other for a semester.
29. Is the RFP for the big companies only? Are small companies also eligible for applying? Are we eligible to apply?
 - a. Anyone is eligible to apply.

30. What are the key set of features you are looking for?
 - a. We are looking for a robust learning management system that successfully addresses the issues raised in the RFP.
31. What are the table stack features that you are looking for?
 - a. The question is unclear, I am not sure what a “table stack feature” is.