

1301 Main Street
Trenton, MO 64683

Request for Proposal

North Central Missouri College (NCMC) is seeking bids for a Learning Management System as well as migration and implementation services. The Learning Management System should be able to:

- Use cloud-based data hosting services.
- Import data to add or change student and course information through API or file export/upload.
- Export data and archive course content.
- Support Active Directory Single Sign On.
- Allow for multiple administrative levels.
- Provide comparable learning experience and responsiveness across multiple device types, operating systems, and browsers.
- Provide tools and features for bulk import of content from D2L Brightspace as well as individual course imports.
- Provide communication strategy functionality such as: early alerts, notifications, and a calendar tool.
- Provide tools and resources for instructors to create course content within the Learning Management System, such as file uploads to a course and tools to communicate complex math/science equations within coursework.
- Provide assignment grading tools such as in-assignment marking/commenting and scoring rubrics.
- Provide a mechanism for originality/plagiarism detection to be performed.
- Provide testing features such as: password protected exams, diverse questions options/types, test deployment options, accommodation features for students with exceptions (by assignment or by student, etc.).
- Provide grading features that include points-based, percentage-based, and weighted vs. un-weighted categories. Allow for student view of scores and comments.
- Provide options for accessibility features for impaired users, Universal Design for Learning (UDL), and testing exceptions.
- Have assessment functionality that allows for learner analytics encouraging student success, learning outcomes embedded within assignment or test questions, and viewing assessment data at various levels such as: course, department, program, general education, degree, etc.
- Provide a mechanism for performing surveys/course evaluations with ability to:
 - deploy within/to students in course sections;
 - group courses by semester, session, online vs. face-to-face, etc.;
 - gather survey results;
 - analyze results across courses and between courses.
- Provide options for integrating with Ellucian PowerCampus student information system and other key third-party products.

- Provide options for collaboration space functionality including recording a lecture (while meeting accessibility guidelines) and videoconferencing.
- Provide a process for influencing Learning Management System development based on faculty feedback.
- Provide analytics around student and faculty use of system and material.
- Provide timely, reliable, and accessible technical support to both NCMC employees and students.
- Provide clarity on features included in base software/service package vs. buy-up options for an additional price. Please include details about the system's ability to leverage emerging technologies, like artificial intelligence (AI) for course content generation or AI to assist with course management and support interactions.
- Be cost-effective with set rates.

The goal of this RFP is to solicit proposals for an efficient Learning Management System capable of supporting institution-wide learning operations at North Central Missouri College.

1. Background of North Central Missouri College

NCMC is a public community college located in Trenton, Missouri with approximately 1,772 FTE students. The college has remote sites located in Savannah, Missouri and Bethany, Missouri as well as online learning operations. NCMC is currently under contract with D2L's Brightspace LMS until January 2025.

2. The submitted proposal should include the following sections and requirements:

- 2.1. **Executive Summary** – this section will present a high-level synopsis of your response to this RFP. The Executive Summary should be a brief overview of the Respondent organization, overview of the engagement, and should identify the main features and benefits of the proposed work.
- 2.2. **Scope, Approach, and Methodology** – This section should include a description of each major type of work being performed and products being used. All information that is provided will be held confidential. The proposal should address each of the sections listed below:
 - Learning Management System Functionality
 - Implementation Build, Training, Support, and Timeline
 - Existing Course Migration Procedures and Services
 - Systems Integration Functionality and Procedures (provide specific details on integration with Ellucian PowerCampus student information system)
 - System and Learning Reporting (screen shots and/or sample reports preferred)
 - Technical Support Details and Options
 - System Maintenance and Enhancement Request Procedures
 - Service Guarantees/Warranties
 - Billing Expectations and Processes
 - Storage Limitation Information and Options (If unlimited, state so)
 - Additional Services Benefiting NCMC
 - Copy of Vendor's Sample Contract
- 2.3. **Project Deliverables** – include descriptions of functionality that meets the above needs. Include screenshots and sample reports as attachments to the proposal to provide an example how the Learning Management System would achieve requirements.

- 2.4. **Project Management Approach** – include the method and approach used to manage the overall project and client correspondence. Briefly describe the engagement proceeds from beginning to end.
- 2.5. **Project Team Staffing** – describe the qualifications and relevant experience of the staff that would be assigned to this project by providing biographies for those staff members. Describe the length of engagement with those staff members and what the process entails for transitioning to regular support (post implementation/migration/testing). Describe the experience of the staff providing support post-implementation.
- 2.6. **Project Scheduling** – please indicate the earliest anticipated date that your organization could begin the procedures for this project. Additionally, please indicate the anticipated date that the implementation/migration/testing would be completed and the system fully available for NCMC learning operations.
- 2.7. **Cybersecurity and Data Privacy Qualifications and Measures** – include the following:
- Please describe Respondent’s approach to cybersecurity and data privacy. Include descriptions of any cybersecurity or information security warranties.
 - Describe Respondent’s processes for screening staff that would be working on this project and supporting NCMC’s information or in-scope systems.
 - Describe Respondent’s cybersecurity and data privacy training practices for staff supporting NCMC information or in-scope systems.
 - If possible, please include a completed Higher Education Community Vendor Assessment Toolkit (HECVAT), available from Educause at <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>. To be valid, the document should have been completed within the previous 12-months and version 3 or better.
- 2.8. **Detailed and Itemized Pricing** – include the following:
- a fee breakdown by project phase and estimates of travel expenses (if necessary).
 - information regarding prices for storage and options for expansion (if unlimited state so).
 - information regarding prices for custom reporting or additional access to NCMC data (if data is fully accessible with base product state so).
 - any guarantees and warranties around system availability, functionality, and support response times. Please also include any remediation steps the Respondent would take if those guarantees or warranties were not realized.
 - detailed pricing for a period of five (5) years in one (1) year increments. Include line items for all components necessary to meet requirements as outlined in this RFP.

Please account for NCMC’s existing LMS contract end date of January 2025 when structuring proposals for the next 5-year term.

Questions about the specifications should be directed to Jennifer Triplett via e-mail at: jtripllett@mail.ncmissouri.edu.

3. Proposal Submittal Information and Evaluation

3.1 Bids must be received no later than **1:00 p.m. central time, Friday, November 17, 2023** and should clearly itemize prices. Response must be formatted using the eight (8) sections in order, shown in point 2 of this RFP. NCMC reserves the right to refuse any or all bids or delete any line item from the selected bid.

3.2 **This bid MUST be submitted by sealed bid. Submissions via email or fax will not be considered.**

Submit bids to:
**North Central Missouri College
ATTN: Tyson Otto
1301 Main Street
Trenton, MO 64683**

The outside of the envelope or package is to be clearly marked:
“Learning Management System Bid Response”.

Please include one original bid and three (4) copies.

3.3. The award of a contract resulting from this RFP will be based upon an offer’s cost, functionality, continuity of NCMC academic operations, and other factors as specified elsewhere in this RFP.

NCMC reserves the right to:

- Reject any offers and discontinue this RFP process without obligation or liability to any potential vendor;
- Accept best overall offer; selection will be based on more than the lowest priced offer;
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

3.4. By submitting a proposal in response to this RFP, the Respondent agrees to all terms and conditions, specifications, and all other requirements set forth in this RFP, including the selection and award process, and accepts NCMC’s judgment and decision of award.

3.5. This RFP is a solicitation for proposals and is not a contract or an offer to contract. NCMC is not required to award a contract and reserves the right at the College’s exclusive option to: (1) enter into contract or other contractual arrangements for all or any portion or portions of the requirements and specifications set forth in this RFP with one or more Respondents; (2) reject any and all proposals and re-solicit proposals; (3) reduce/revise the scope of work and choose portions of the work that are within the College’s budgetary limits or (4) reject any and all proposals and temporarily or permanently abandon the procurement, if deemed to be in the best interest of NCMC.

3.6. Proposals are to be **valid for a minimum of one hundred and twenty (120) days from the submittal deadline date** to allow time for evaluation, selection and any unforeseen delays.

3.7. Proposals and any other information submitted by the Respondent in response to this RFP shall become the property of NCMC.

- 3.8. Failure to comply with the requirements contained in this RFP may result in the rejection of the proposal. Proposals that are qualified with conditional clauses, alterations, items not called for in the RFP documents, or irregularities of any kind are subject to disqualification by NCMC at its option.
- 3.9. Except as otherwise provided in this RFP, no proposal may be changed, amended, or modified after it has been submitted or filed in response to this RFP. However, upon written request by the Respondent, a proposal may be withdrawn or withdrawn and resubmitted at any time prior to the Submittal Deadline. No proposal may be withdrawn after the Submittal Deadline without NCMC's consent, which shall be based on the Respondent's written documentation evidencing a reason acceptable to NCMC in its sole discretion.