



THE UNIVERSITY of
MISSISSIPPI
REQUEST FOR INFORMATION

The University of Mississippi is issuing a request for information (RFI) for enterprise learning management systems (LMS). The purpose of this RFI is to expand the understanding of available learning management systems in preparation for a possible procurement.

RFI Objectives

The University is interested in reviewing enterprise learning management systems specifically designed for a higher education environment. Acceptable learning management systems would be vendor supported solutions in a hosted or on-premises infrastructure model. The University currently utilizes Blackboard Learn 9.1 SP13 as an on-premises installation.

RFI Response Instructions

Responses from firms with practical knowledge of learning management systems in a higher education environment are welcome. All responses should be in the PDF format and emailed to **imsreview@olemiss.edu**. Submissions are due no later than **Friday, August 8, 2014 at 10:00 AM CDT**.

RFI Document Format

Please include a summarized company overview and a cover letter with the summary information of your response along with the response itself. The information requested for the summarized company overview is listed on page two (2) of this RFI document. The cover letter should also include the designated, primary contact within the respondent's company. The University suggests a limitation of twenty (20) pages, not including supporting documentation. The combined documents should not exceed 10 MB. If supporting documentation is included, clearly indicate the pages relevant to this RFI.

Questions Regarding this RFI

Questions regarding this RFI should be emailed to James Ball, Deputy CIO for Academic Technology, **jb@olemiss.edu**. Questions should be received by **Friday, August 1, 2014 at 12:00 PM CDT**.

Campus Visit and Presentations

After the reviewing committee has evaluated the responses, RFI Respondents may be invited to provide a technology demonstration to support their responses. At the appropriate time, presentation guidelines will be provided.

Timeline for RFI events

RFI release date	07/11/2014
Question deadline	08/01/2014 at 12:00 pm CDT
Supplier response to RFI deadline	08/08/2014 at 10:00 am CDT
Review of responses	08/08/2014 to 09/01/2014*
Requested technology demos	09/01/2014 to 09/05/2014*
Review of demonstrations	10/01/2014 to 12/15/2014*

*Dates are subject to change.

Rules

This RFI does not constitute a solicitation or an offer of a contract. Responses will not bind the University to respondent or respondent to University contractually, monetarily, or in any other way. The University will not provide comments, documentation, or other types of responses regarding the results of its review. This RFI may or may not lead to a competitive procurement.

Supplier response must be accurate at the time of submittal and remain valid for the remainder of the RFI review process.

The supplier must keep all information confidential.

Company Overview

In the RFI, please provide a summarized description of your company, including the following:

1. Vision and objectives
2. Size and location
3. Number of years in business
4. Number of customers
5. General products offered
6. Level of knowledge of the industry
7. Level of expertise in products offered

Company Offering

Please provide a listing of current offerings made by your company which are relevant to our Topics of Interest (see pages 3-8).

RFI Topics of Interest

Please consider the following questions and functionality topics in your response.

A. Enterprise level solution and scalability

- Provide a list of other higher educational institutions using the LMS in instances of more than 25,000 accounts and 25,000 courses.
- What is the maximum number of active users allowed on the LMS at one time?
- What is the maximum number of users that can be enrolled in a course?
- Does the LMS include an API that allows automated class creation, enrollments, withdrawals, etc. Detail the additional API functionality.
- Does the LMS adjust its resources to balance different loads and demands?
- What is the standard published plan for providing upgrades, new releases, and the related notifications of the LMS?

B. Security and Authentication

- What authentication methods are supported by the LMS?
- Is two-factor authentication supported by the LMS?
- Are secure connections (SSL) required for web and mobile device app access to the LMS?
- What levels of encryption and security does the LMS support? Address FERPA and the protection of personally identifiable information.

C. Infrastructure

- Is the LMS infrastructure a hosted or on-premises model?
- What is the LMS storage capacity?
- What are the LMS provisions for data storage, large file size transport and video streaming?
- What import/export features are available to ensure easy migration between solutions?
- For hosted infrastructures, list the utilized cloud vendors and their data center locations. Related, describe the procedures and offerings for backup and disaster recovery.
- For hosted infrastructures, what is the timeline to bring up a LMS instance to support over 25,000 accounts and over 25,000 courses.
- For on-premises infrastructures, provide the platform requirements including hardware, OS, database and load balancing recommendations to support over 25,000 accounts and over 25,000 courses.
- For on-premises infrastructures, are there cloud-based features and components.

D. Features

Describe in detail how the LMS handles each of the features below. If additional features are available, please detail those as well.

1. Design and Layout

- Can an instructor customize the look of a course site? (e.g. menu color, layout, background, banner, etc.) Detail available options.
 - Can an instructor create custom course menus? (e.g. add new menu items, change menu order, etc.) Detail available options.
2. Content Authoring and Organization
 - Multiple file uploads and drag and drop capabilities
 - Support of multimedia files (text, audio, video, etc.)
 - Support for multiple languages
 - Course templates containing design specifications (color, layout, etc.)
 - Ability to create content modules
 - Ability to copy content between courses
 3. Content Management
 - Can the LMS auto-generate content items from multiple file uploads? (i.e. If an instructor uploads a folder (or set of folders), can the system auto-generate an individual content item for each item in the folder?)
 - Control item availability based on date/time
 - Adaptive release options
 - Bulk delete items/recycle course
 - Describe how the LMS accommodates users who wish to store course materials and media in secure, persistent repositories for use in multiple courses and multiple terms.
 - Ability to upload course cartridges
 4. Course Import/Export Options
 - Can an instructor export a copy of the course for import into another LMS?
 - Can a course that was exported from the LMS then be imported into the LMS under a new course name?
 - Can a student export all of his work/assignment submissions as a single .zip file?
 5. Communication
 - Describe how the LMS handles the following communications:
 - Announcements
 - Email
 - Are attachments allowed?
 - Notifications
 - SMS messaging
 6. Assignment Creation, Submission, and Grading
 - Secure online assignment submissions
 - Bulk download of student assignment submissions
 - Create gradebook column when assignment is created
 - Inline grading/annotation feedback directly onto assignments
 - Control assignment availability/due date
 - Flexibility to accept late submissions
 - Ability to create group assignments
 7. Plagiarism Detection Tool
 - Does the LMS provide a plagiarism detection tool?

- If so, please describe how it is integrated into the LMS with regard to assignments/submissions. Give details about the sources that are used when checking for plagiarism.
8. Users and Groups
 - Instructor ability to add and remove users from course
 - Instructor ability to assign permissions to specific users in the course
 - Ability to create groups via:
 - Self enrollment
 - Random enrollment
 - Manual enrollment
 - Group discussions, blogs, and other tools
 9. Student Portfolios
 - Does the LMS have a built-in portfolio solution? Detail available options.
 10. Discussion Tools
 - Describe available moderation tools
 - Grading options
 - Ability to post anonymously
 - Collect all posts
 - Hide all threads until user's first post
 11. Blogs, Wikis, Journals
 - Users can create blog/journal entries that are private (viewable to student and instructor only)
 - Users can create blog/journal entries that are shared with all users in the course
 - Users can make comments on blog/journal entries that are open to everyone in the course
 - Users can collaborate on wiki spaces within the course
 - Instructors can view record of individual student activity with a course wiki
 12. Testing and Assessment Tools
 - List all allowed question types.
 - Time limited/Auto submit options
 - Can an instructor print a hard copy of a test?
 - Ability to set exceptions for tests (e.g. allow extra time for a student with disabilities)
 - Pools and randomization capabilities
 - Ability to grade by question (e.g. Grade all question #1 answers for every student before moving on to grade question #2, etc.)
 - Test re-grading option
 - Ability to add images/AV to test questions
 - Integration of equation editor for questions, student answers, and feedback
 - Ability to create question sets/random blocks
 - Create questions with multiple parts
 - Multiple feedback display options
 - Anonymous Surveys

- Test import/export options
 - Item analysis options for tests
13. Gradebook
- Store grades from assignments not generated within the system (e.g. paper hand-in)
 - Control how/when grades are released to students
 - Ability to drop grades
 - Ability to assign extra credit
 - Calculate totals based on percentage and/or points
 - Contact students directly from gradebook link
 - Export/Import from Excel
 - Ability to create calculated columns
 - Ability to create custom gradebook views
 - Ability to create custom grade scale for letter grades
 - Provide Gradebook history that records all gradebook changes
 - Assign rubrics
14. Calendar
- Describe the LMS calendaring options.
 - Does the LMS provide a data management feature that can be used to easily modify due dates in a course that has been copied from a previous semester?
15. Collaboration
- Live text-based chat
 - Live audio/video communication
 - Live whiteboard and/or desktop sharing
16. Learning Analytics
- What kind of learning analytics features are integrated and/or otherwise available? To whom are these data available and how are they presented?
17. Self and Peer Assessment
- Does the LMS provide self and peer assessment capability? Give details.
18. Course Reporting
- History of login to LMS
 - History of login to course
 - History of activities performed by users
 - View breakdown of time spent on page/section/activity for each student
 - SACS/ABET course objectives and outcomes reporting
19. Video Integration
- Ability to view YouTube videos within the LMS course
 - Record video directly into the course (instructors and students)
 - Provide audio/video feedback
 - What are the LMS provisions for media storage and streaming?
20. Browser Support
- Which browsers does the LMS support?
 - Describe your plan to support newly released browsers as they become available.

- Does your web layout and design model use HTML5 and CSS3 conventions with support for responsive design? Please describe.

E. Mobile Access

- Does the LMS provide a mobile device app? If so, for which platforms and devices is the app available?
- Is the mobile device app limited in functionality as compared to access from a browser? Please describe.

F. Third Party Integrations

- Does the LMS allow integration of third party tools?
- What is the breadth of professionally developed third party tools available for integration? What is the respondent's technical review and approval process for these tools?
- Does the LMS work with Textbook Publishers to integrate their content into the LMS and to authenticate and exchange data directly with their systems? If so, which Textbook Publishers are supported?
- Does the LMS support/integrate with YouTube and iTunes U?
- Does the LMS integrate with classroom response systems (clickers)? If so, which vendors are supported?
- Describe how the LMS integrates with cloud storage, namely Box, Google Drive, OneDrive, and iCloud.

G. Training and Client Support

- What support/training resources are available to instructors and students? (e.g. documentation, communities of practice, training videos, etc.)
- What support/training resources are available for technical staff?
- What are the timeframes of response for system support requests/trouble tickets?
- What is the typical internal staffing support required to operate and manage the LMS?

H. System Administration Tools

- What data are available for system monitoring and how are they presented?
- What kind of system monitoring tools, dashboards and alert systems are available to technical staff via the GUI and API?
- What kind of data, system, and log analysis tools are available to technical staff via the GUI and API?
- What kind of usage and reporting features are available?
- Is the LMS flexible enough to allow for non-course related sites?
- What type of system branding options are available clients?

I. Accessibility

- Does the LMS comply with the Americans with Disabilities Act of 1990, amended Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines (WCAG) 2.0? Describe how the LMS complies.

- Are all areas of the LMS screen reader accessible?
- Does the LMS allow for exceptions to online tests in order to provide extra time for students with disabilities?

J. Pricing (*The University is not interested in a shared tuition model*)

- What are the costs for undertaking a pilot of the LMS?
- What are the tiered pricing rates for the enterprise level LMS licenses? If applicable, please provide Internet2 NET+ Initiative pricing.
- What are the pricing rates of any related modules?
- What are the support, maintenance, upgrade, training, and new release pricing rates?
- What are the pricing rates for 24 x 7 technical support?

K. Proposed implementation

- Explain the method of delivery of products offered.
- Provide details of the training/support activities involved in implementation.
- Provide a timeframe for delivery of product from receipt of order

L. By submitting a response to this RFI, the supplier explicitly agrees to the following confidentiality clause:

“During the course of this RFI process, you may acquire confidential information related to our business, project, and/or University employees and students. You must agree to keep this information strictly confidential at all times (even after the project has been completed).”