February 16, 2021

ADDENDUM NO.: One

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# CMJ-1092**
Dated: January 29, 2021
Commodity: Learning Management System
RFP Closing On: **March 3, 2021 at 2:00pm**

Please note the clarifications and/or changes made on this proposal program:

1. **Question: What are some of the main challenges James Madison University is experiencing with the existing Instructure Canvas platform?**
Answer: Unable to answer.

2. **Question: Do you know what pricing JMU is currently paying for Instructure Canvas?**
Answer: The current annual service term cost is $317,472.70.

3. **Question: Does JMU have a weighted grade system process that will be applied to the decision-making process? If so, what percentage does the Small, Minority and Women owned subcontractor requirement be in relation to that grading scale?**
Answer: See RFP Section V. Evaluation and Award Criteria for information and publication of points prior to close.

4. **Question: Is JMU going to replace the existing proctoring and plagiarism tools? Or will the new LMS need to integrate with those existing platforms?**
Answer: Offerors should include in their proposal any information relevant to plagiarism tools offered or compatible with their platform, e.g.:

  - Per RFP Section IV.B.1.i. offerors are asked to: *Describe the proposed solution's diverse tools for facilitating the assessment of student learning. Including, but not limited to: Plagiarism detection.*
  - Per RFP Section IV.I.9. offerors are asked to: *Describe support for integration with JMU's existing systems listed in the background statement including pricing (in Section X Pricing Schedule), availability of API's, toolkits for creating connectors, available services, etc. Provide a full list of application connectors. Describe any other methods of integration supported.*

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5. **Question: Is inclusion of a SWaM Business as a subcontractor a mandatory requirement of the proposal? (i.e., would proposals be disqualified if they do not include a SWaM subcontractor component?)**
Answer: SWaM participation is not a requirement for a proposal to be considered responsive.

6. **Question: How would a vendor who includes a SWaM subcontractor as part of their proposal be scored vs. one who doesn't?**
Answer: See RFP Section V. Evaluation and Award Criteria information and publication of points prior to close.

7. **Question: What are JMU's timeline expectations for implementation of the proposed solution?**
Answer: Offerors are asked to provide a typical timeline in Section IV.H.1. University timeline needs are unknown at this time.

8. **Question: In Section H. General, question 2, it is asked that we "describe your data migration plan and methodology for migration from Instructure Canvas to your system". What type of data is JMU looking to migrate?**
Answer: Courses and all course content/objects from the past two years.

9. **Question: How many active courses are supported in the current LMS?**
Answer: Approximately 6000 Fall semester, 6000 Spring semester, and 2000 Summer semester.

10. **Question: For course conversion into any new LMS, can you describe the support level you are seeking? Does JMU prefer the vendor to manage the effort or will JMU instructional design teams and faculty be expected to populate new course shells?**
Answer: Describe all support levels offered in proposal response. JMU will manage and populate new course shells.

11. **Question: Are you planning on growing your online programs over the next 12-18 months?**
Answer: Yes.

12. **Question: Do you have the ability to facilitate self-account creation and enrollment for Continuing Ed?**
Answer: Yes, but will likely not deploy self-account creation.

13. **Question: What does your current course development model look like? Do instructional designers or faculty create your course design?**
Answer: We do not have a standardized or enforced course development/design model. We offer Instructional Design consultation and support to help faculty develop their courses to best meet their teaching needs.

14. **Question: How does JMU currently remediate content for accessibility?**
Answer: Canvas accessibility checker and various other services support by JMU's Office of Disability services.

15. **Question: Does JMU prefer 24/7 LMS end user support or just nights and weekends?**
Answer: Offerors are encouraged to provide all available models for end user support offered.

16. **Question: Does your faculty use rubrics and are faculty required to grade assignments inside of the LMS?**
Answer: Rubrics are available and faculty can choose to create and use them. Faculty can grade assignments both in and out of the LMS.

17. **Question: Do you have real-time reporting to alert you that students have become at risk? If yes, how?**
Answer: No.

18. **Question: Section C, 3.c. What does JMU mean by "data collections" as part of the question, "Learning object repositories, multimedia libraries and data collections"- Can JMU please provide an example use case?**
Answer: These include, but are not limited to music, video, digitized historical and special collections, and digitized print documents. Use Case: Embedded or linked access from courses to these above-mentioned types of collections.

19. **Question: Section E. 2. Describe all row-level security options as well as any field-level encryption available. Can JMU please provide an example use case?**
Answer: One such use case would be the ability grant or deny the ability of the instructor to see selected student administration data from within their course in a safe and secure manner. Describe the capabilities of the proposed solution regardless of intended use.

20. **Question: Section E. 10. Describe workflow functionality included with application and provide a list of any function for which workflow is already built and delivered. Can JMU please provide an example use case?**
Answer: For example, how does the proposed solution deploy and communicate functionality in terms of updates, upgrades, security vulnerabilities, and other changes.

21. **Question: Section H. 6. Describe active user groups and how they function, including any capability for establishing customizable user designations. Can JMU please provide an example use case?**
Answer: One example would be to establish specialized communities formed around the LMS platform such as development groups, user groups, support groups, etc.

22. **Question: Can JMU please provide examples of how the university is currently using: Ex Libris Alma/Primo library services in the current LMS**
Answer: Alma/Primo is a relatively new platform for JMU. So far, we have only linked some data from Alma/Primo to provide connections to library resources within the LMS. We are interested in exploring additional functionality.

23. **Question: Can JMU please provide examples of how the university is currently using: Ex Libris Leganto course resource list management in the current LMS**
Answer: JMU Libraries instance of Course Resources (Leganto) reading list tool allows instructors to incorporate library materials directly into their Canvas courses. Instructors can use the tool to build reading lists that include books, articles, videos, web resources, etc. The API bridge created by Leganto between Canvas and Alma allows instructors to interact with library course reserves staff to obtain copyright permissions or purchase materials not owned by JMU Libraries.

24. **Question: How does JMU currently address accreditation support/program improvement? Does the university currently conduct formative and summative assessment activity within the LMS?**
Answer: Currently, program accreditation reports and support are gathered and submitted within the academic department with assistance from the Libraries in reporting library-specific support. The sources and types of data gathered are determined by the academic department and the accrediting body.

25. **Question: Roughly what percent of your current supplier's functionality are you utilizing consistently?**
Answer: Due to the fact that many instructors are designing their own courses, we have no way to offer a quantitative answer to this question.

26. **Question: What are some of the challenges and/or limitations you face with your existing solution?**
Answer: Unable to answer.

27. **Question: Can you please explain the reasons for releasing an RFP versus contracting directly with a supplier or simply renewing with your current provider?**
Answer: As an agency of the Commonwealth of Virginia JMU is required to seek competition to the fullest extent possible. At the approach of the end of term contracts JMU goes out to RFP to seek such competition.

28. **Question: What is the main difference you desire to see from the supplier you select from what you have today?**
Answer: One example of functionality desired is the ability to easily perform quantitative assessments utilizing LMS data without the need for add-ons.

29. **Question: Is your current (and desired) objective for institutional assessment to facilitate a "juried" review of key artifacts on institutional outcomes? To be able to collect artifacts from the LMS and facilitate a review?**
Answer: Higher Education institutions and the entities therein are required to provide many sets of data in multiple formats and combinations. Describe what the proposed solution offers in support of collecting this vast array of data collection and reporting, particularly for common standardized assessments and reports.

30. **Question: Does your internal and external assessment process include use of course-embedded rubrics tied to key/signature assignments to collect assessment performance on ILOs, PLOs, and/or CLOs?**
Answer: Yes, some of JMU's academic departments/programs use embedded rubrics that are tied to signature assignments.

31. **Question: Do you have Programs (including General Education) that would want to leverage exams to collect performance on ILOs, PLOs, CLOs from in and across courses and programs?**
Answer: JMU does not currently utilize a central mechanism to provide such information with any such data collection being aggregated at the department level. Describe how the proposed solution offers supports such capabilities.

32. **Question: Do your faculty need to report annually information on student performance from the courses they teach on Course or Program learning objectives?**
Answer: Our understanding is that this reporting requirement is not formalized and varies across campus. Describe how the proposed solution could facilitate such reporting.

33. **Question: What challenges in evidence capture, measurement, reporting, and analysis do you encounter currently that you would like the LMS to assist with?**
Answer: Currently, we do not utilize the LMS systematically capture, report, and analyze data. Describe how the proposed solution could assist in systematically capturing and reporting data.

Signify receipt of this addendum by initialing *"Addendum #1_____"* on the signature page of your proposal.

Sincerely,

Colleen Johnson
Buyer Specialist
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