

Addendum 01
RFP 2023-13 Learning Management System

Questions and Clarifications: Indicate the response to questions with a yes or no option on this page and include with the technical proposal. Questions requiring a description should be answered on a separate page and included with the technical proposal. Please identify the section for each response.

END-USER FEATURES AND TOOLS

1, PRODUCT FEATURES AND FUNCTIONS

1.1 Content Migration

- 1.1.1 Do you provide migration of content from Blackboard to your LMS solution? (Please describe.)
- 1.1.2 Can you merge course sections? Can courses be unmerged? (If so, describe the process.)
- 1.1.3 Can instructors create course backups for their personal storage? (If so, describe the process.)
- 1.1.4 Regarding content migration, what content items have been problematic? What workarounds are required?

1.2. Analytics & Learning Outcomes

- 1.2.1 What analytics and reports are available for the institution to track learner performance that can improve retention and completion rates with the native product? (No additional add-ons.)
 - 1.2.1.1 Student access metrics?
 - 1.2.1.2 Assignments and tests completed?
 - 1.2.1.3 Pages visited?
 - 1.2.1.4 Early warning indicator for at-risk students?
 - 1.2.1.5 Assessment metrics
 - 1.2.1.5.1 Item Analysis Reporting? Provides answer choice frequency information on a question-by-question basis.
 - 1.2.1.5.2 Item Statistics Reporting? Descriptive statistical information for each question.
 - 1.2.1.5.3 Cross-Tabulation Reporting? Two questions within one chart for comparative data.
 - 1.2.1.5.4 Comparative Item Reporting? Reports individual question information based on questions from the data.
 - 1.2.1.5.5 Question Mean Reporting? Provides the Mean for every question tabulated.
 - 1.2.1.5.6 Analysis Group Reporting? Overall analysis of each question, along with analysis of questions that are placed in groups.
- 1.2.2 Does the LMS provide alignment with course assignments and learning objects to course outcomes and standards? (If so, describe the process.)
- 1.2.3 Can existing learning outcomes from Blackboard Original or Word Docs be imported into the LMS?
- 1.2.4 Does the LMS provide the ability to download or export data from analytics for use in a Data warehouse?
- 1.2.3 What types of institutional reports and transactional data are available with the native product? (No additional add-ons.)
 - 1.2.3.1 Course opened and accessed?
 - 1.2.3.2 Course last accessed?
 - 1.2.3.3 Course content size?
 - 1.2.3.4 Other?

1.3 User Interface

- 1.3.1 Describe available customizations to allow WSU Tech branding and role-based branding.
- 1.3.2 Are there administrative settings that lock down the look and feel of the user interface?
- 1.3.3 Describe available customizations to allow College branding. (Institutional homepage and course homepage.)
- 1.3.4 Does the LMS support student role impersonating or masquerading for faculty and administrators?

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1.3.5 Can instructors customize components in the LMS? (Buttons, banners, text menus, etc.) If so, please describe the process.

1.3.6 Does the LMS provide course-wide search? (Search at the level of a single course.) Describe your course search capabilities. If available, can this feature be limited or restricted?

1.3.7 Please list which browsers are supported - including those versions.

1.3.8 Does the LMS support pop-up windows for learning content?

1.4 Mobile Learning Applications

1.4.1 Describe the mobile learning app availability for mobile devices (iOS and Android).

1.4.2 Describe the security features for the various mobile device platforms supported under your product. 1.4.3 Is the mobile learning application an additional cost or part of the base product? (Please list on pricing sheet.)

1.4.4 Does the mobile learning app have the same features as your LMS?

1.4.5 Can WSU Tech technical support customize the mobile learning app?

1.4.6 Can faculty customize the mobile LMS features that are available for students? (Turn course features off/on.)

1.4.7 List the features that the mobile app provides for instructors. (If different than student-view.)

1.4.8 List the features that the mobile app provides for students.

1.5 Class Management & Gradebook

1.5.1 Can class rosters and the gradebook be printed and, if so, what options are available to print?

1.5.2 Does the LMS have a tracking feature? (When the students last accessed the course, exams, etc. Please describe.)

1.5.3 Does the LMS support keyboard entry for the gradebook without a mouse? (Tabs, etc.)

1.5.4 Does the gradebook export in a spreadsheet or database format? (Normalized files.)

1.5.5 Does the gradebook allow for the ability to choose whether students/assignments are rows or columns/records or fields?

1.5.6 Does the LMS allow importation of an entire gradebook?

1.5.7 Does the LMS allow importation of grades for one assignment/item?

1.5.8 Can the instructor adjust the column width in the results?

1.5.9 What descriptive statistical tools are available for student submissions? (e.g., Mean, Media, Mode, Standard Deviation, Variance, Frequency Distributions)

1.5.10 What inferential statistical tools are available for student submissions? (e.g., Correlation coefficient, point bi-serial, linear regression)

1.5.11 Are photos for students and faculty supported?

1.5.12 Does the LMS have an attendance tool?

1.5.13 Can instructors view reports showing time, date, and frequency of individual access to course?

1.5.14 Does the LMS support downloading the content of an assignment offline?

1.5.15 Does the LMS provide a predictive "What If" grade feature?

1.5.16 Does the LMS provide selective release of assignments based on grades?

1.5.17 Can instructors create custom learning pathways for students by controlling access to materials and tests?

1.5.18 Can the gradebook drop scores (lowest quiz)?

1.5.19 Does LMS handle Extra Credit and Automatic Zeros?

1.5.20 Does gradebook provide first, highest, and average grade submissions?

1.5.21 Can gradebook assignments be regraded?

1.5.22 Can gradebook assignments be rearranged?

1.5.23 Can instructors preview gradebook settings and results from student view?

1.5.24 Can LMS provide submission dates for assignments in grade book?

1.5.25 Can Gradebook be locked once final grades are submitted/transferred to SIS?

1.5.26 Can gradebook be unlocked by Admin role/permissions?

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1.6 Assessment & Rubrics

- 1.6.1 Does the LMS have an export/import/copy feature for assessments and quizzes? If yes, describe this feature.
- 1.6.2 Can browser lockdown techniques be used to ensure assessment security? (Please describe options.)
- 1.6.3 Does the LMS allow IP restrictions to ensure assessment can only be taken in certain locations (e.g., campus lab or testing center)?
- 1.6.4 Please list all question types supported in the assessment tool.
- 1.6.5 Can LMS allow proctored passwords to ensure assessment security?
- 1.6.6 Can assessment be customized by adjusting time and number of attempts for individual students?
- 1.6.7 Can assessment tool randomize quiz answers?
- 1.6.8 Can assessment tool randomize quiz questions?
- 1.6.9 Can assessment tool randomize questions from a pool of questions?
- 1.6.10 Can assessment tool provide display of questions one-at-a-time and all-at-once?
- 1.6.11 Can assessment tool provide navigation control and correct feedback?
- 1.6.12 Can LMS re-grade assessments?
- 1.6.13 Can LMS embed videos and graphics into assessments?
- 1.6.14 Please list all question types supported in the assessment tool.
- 1.6.15 Can LMS provide item analysis of assessment questions?
- 1.6.16 Can instructors create rubrics inside the LMS?
- 1.6.17 Can instructors tie rubrics to offline assignments in the grade book?
- 1.6.18 Can instructors tie rubrics to learning outcomes?
- 1.6.19 Can instructors copy rubrics between semesters and courses?
- 1.6.20 Can students track their assignment submissions? (Progress tracking.)
- 1.6.21 Nursing faculty can create *Bowtie* and other Next Gen NCLEX-RN assessment types.

1.7 Content Organization and Course Calendar

- 1.7.1 Explain how the LMS supports the use of the Quality Matters Rubric in the design of courses.
- 1.7.2 Does the LMS support customizable learning environments e.g., Competency Based Learning? Please describe.
- 1.7.3 What file types can be added to the learning modules and content areas?
- 1.7.4 Does the LMS have a Rich Text Editor? Explain the base technology (CodePlex, etc.)
- 1.7.5 Does the LMS have lesson plan templates?
- 1.7.6 Does the LMS have a glossary tool?
- 1.7.7 Does the LMS have a student workspace?
- 1.7.8 Can instructors import/export/copy content between courses? Is there a limit on the file or course sizes?
- 1.7.9 Does the LMS have content areas/learning modules?
- 1.7.10 What file types can be added to the learning modules?
- 1.7.11 Does the LMS have an Equation editor? With math and chemistry equation symbols? If so, please describe and include the language used.
- 1.7.12 Can instructors share files between class sections?
- 1.7.13 Does the LMS support drag and drop course building?
- 1.7.14 Does the LMS have a file upload feature? Describe how instructors upload files. (e.g., one file at a time or zipped files at once)
- 1.7.15 Does the LMS have web linking and video embedding available? (If so, describe the process.)
- 1.7.16 Does the LMS have a checklist tool?
- 1.7.17 Does the LMS have a student workspace?
- 1.7.18 Does LMS contain an Academic and a Course calendar? If yes, how does it integrate with calendar feeds and what format? Can it be restricted?
- 1.7.19 Does LMS provide ability to subscribe to external calendar?
- 1.7.20 Does the calendar automatically add events from any tool that has assigned or due dates?

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1.8 Communication & Collaboration tools

- 1.8.1 Does the LMS include a course-level threaded discussion board? Describe your discussion technology.
- 1.8.2 Does the LMS support multimedia integration in the discussion board?
- 1.8.3 Does the LMS support grading of discussion board using rubrics?
- 1.8.4 Can the instructor moderate the discussion threads?
- 1.8.5 Does the LMS have a self-contained, FERPA-compliant, and secure message feature in each course?
- 1.8.6 Does the LMS support multiple e-mail addresses or forwarding?
- 1.8.7 Does the LMS e-mail support folder creation and course separation?
- 1.8.8 Does LMS work with existing or external e-mail system and provide tracking by section?
- 1.8.9 What level of access do administrators have to communications managed by the LMS? For example, can administrators read student and/or instructor emails/messages stored on the LMS? Can administrators delete emails/messages and other communications between students and faculty? Can administrators determine if users have read communications managed by the LMS?
- 1.8.10 Can announcements in the LMS be delivered system-wide?
- 1.8.11 Does the LMS include a student group level discussion board? Describe your student group discussion technology.
- 1.8.12 Does the LMS include wikis, journals, and blogs? (If so, please describe.)
- 1.8.13 Does the LMS e-mail support folder (content) creation and course separation?
- 1.8.14 Can LMS deliver 2-way (SMS) texting? If yes, is the SMS gateway provided within the LMS solution?
- 1.8.15 Does LMS have an integrated Lecture Capture tool for recording course lectures, submissions, and feedback? (Is this a hardware or a software solution?) Is this solution native or does it require additional resources?
- 1.8.16 Does the LMS have an integrated synchronous web-conference tool? (Is this a hardware or software solution?) Is this solution native or does it require additional resources?
- 1.8.17 Does the LMS support contact via cell phone for such things as course notifications? If so, how are cell phone/text message charges managed? Is this included?
- 1.8.18 Can student videos from a video library be attached to assignments for grading? If so, please explain the process.

1.9. Student Portfolio

- 1.9.1 Does the LMS have an e-Portfolio tool? If yes, describe the features that are included in a student portfolio.
- 1.9.2 Is the e-Portfolio a part of the base product or is it available for an additional fee? (Please list on pricing sheet.)
- 1.9.3 Can instructors create e-portfolios to assess students' progress?
- 1.9.4 Can students create their own e-portfolios?
- 1.9.5 Does the portfolio tool have functionality that follows students over multiple semesters and courses?
- 1.9.6 Can students provide permission for a prospective employer to see their e-portfolio?
- 1.9.7 How does WSU Tech control access to students' e-portfolios in your LMS?
- 1.9.8 What happens to an e-portfolio once a student is no longer a student?
- 1.9.9 Can students export/import e-portfolio from/to other systems?
- 1.9.10 What file types are supported in a student portfolio?

1.10. Accessibility

- 1.10.1 Does the LMS provide results of the Voluntary Product Accessibility Template (VPAT®2) for review? If so, please attach.
- 1.10.2 Does the LMS meet ADA/Section 508 compliance? Does it meet WCAG 2.1 Level AA Compliance?

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- 1.10.3 Does the LMS support the use of screen readers (for example JAWS, NVDA)?
- 1.10.4 Does the LMS provide variable assessment time frames for individual students?
- 1.10.5 Does the LMS provide the ability to add captions to assignments and assessments? If yes, can those captions be turned off by the end-user?
- 1.10.6 Does the mobile app meet any/all the above standards? Please list areas of deficiency.
- 1.10.7 Does the LMS have a LATEX equation editor? Including math and chemistry equation symbols? If so, please describe.
- 1.10.8 Does the LMS support the integration of Anthology ALLY? If so, what specific release of ALLY does it currently support?
- 1.10.9 Does the LMS support automatic closed captioning for internal video recording (eg, feedback for a student assignment)
- 1.10.10 What is your process for addressing user-reported accessibility issues?
- 1.10.11 Do you have a designated accessibility representative to address issues or questions and provide oversight related to the accessibility of your product?
- 1.10.12 Which assistive technologies on the Windows OS and MacOS platforms do you test with to evaluate access for blind and visually impaired individuals? Please describe and provide supporting evidence of your assistive technology testing process.
- 1.10.13 Does your product undergo accessibility testing prior to each release or sprint? Describe how digital accessibility fits into your product development lifecycle and what is your release cycle (monthly/annually)

1.11. Departments and Organizational Resources

- 1.11.1 Does the LMS provide features for departmental and organization collections of resources with role-based access like a course?

1.12 Assessment and Accreditation

- 1.12.1 Can the learning management system (LMS) track and manage institutional assessment data effectively, including student outcomes, program evaluation, and accreditation requirements?
- 1.12.2 How does the LMS support competency-based education (CBE) by enabling the assessment and tracking of individual student competencies and mastery levels?
- 1.12.3 Can the LMS integrate with existing institutional assessment tools or platforms, such as student information systems, data warehouses, or analytics platforms, to streamline data collection and reporting processes?
- 1.12.4 Does the LMS provide customizable assessment templates and rubrics to align with institutional assessment goals and competency frameworks?
- 1.12.5 What reporting and analytics capabilities does the LMS offer to generate real-time and comprehensive reports on student performance, program effectiveness, and institutional assessment outcomes? Please describe.
- 1.12.6 How does the LMS support the creation, delivery, and tracking of formative and summative assessments in a competency-based education model?
- 1.12.7 Can the LMS support both direct and indirect assessment methods, such as surveys, interviews, portfolios, and performance assessments, to ensure a comprehensive assessment approach?
- 1.12.8 Does the LMS have features for managing assessment schedules, deadlines, and notifications to keep students, faculty, and administrators informed about assessment activities?
- 1.12.9 How does the LMS facilitate collaboration and communication among faculty, students, and administrators to support assessment planning, data sharing, and decision-making processes?
- 1.12.10 Can the LMS accommodate different assessment workflows and processes specific to competency-based education, such as competency mapping, progression tracking, and individualized learning plans?
- 1.12.11 What security measures and data privacy protocols does the LMS have in place to ensure the confidentiality and integrity of assessment data?

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- 1.12.12 Can the LMS support benchmarking and comparative analysis by allowing institutions to compare their assessment results with national or industry standards?
- 1.12.13 Does the LMS offer tools for creating and managing institutional assessment rubrics, including the ability to align rubrics with specific competencies and learning outcomes?
- 1.12.14 Can the LMS facilitate the collection and analysis of qualitative assessment data, such as student reflections, narratives, or self-assessments?
- 1.12.15 How does the LMS support faculty professional development related to assessment practices, competency-based education, and the effective use of the LMS tools for assessment?
- 1.12.16 Can the LMS integrate with external assessment or accreditation platforms, if needed, to streamline the data exchange and reporting processes? Please describe which platforms.
- 1.12.17 What training and technical support services does the LMS provider offer to ensure smooth implementation, adoption, and ongoing maintenance of the system?
- 1.12.18 Can the LMS accommodate multiple types of assessment data, such as numerical scores, qualitative feedback, and rubric-based evaluations, and present them in a comprehensive and meaningful way?

2. INTEGRATION, ACCESS, AND ARCHITECTURE

2.1 Integration with BANNER

- 2.1.1 Is your company an Ellucian BANNER partner?
- 2.1.2 Has integration been performed before with hosted Ellucian systems running on Amazon Web Services (AWS)?
- 2.1.3 Does the LMS integrate with BANNER? If yes, describe system integration with BANNER, particularly for course/section creation, accounts, enrollments (both students and faculty), and grade publication/grade journey.
- 2.1.4 What BANNER value is used as the login id/username? How is the LMS identity linked to the BANNER record?
- 2.1.5 How does the LMS support importing Grades into BANNER? Including last date of attendance for Federal Financial Aid requirements.
- 2.1.6 Describe the course/section merge process.
- 2.1.7 Describe the account creation/provisioning process.
- 2.1.8 Describe the course enrollment process. (Student and faculty)
- 2.1.9 Describe the course drop/add process.
- 2.1.10 Is it an event-driven or batch (snapshot) process integration? (or both?) If batch-processed, can the uploads be timed at intervals that WSU Tech determines?
- 2.1.11 How does the integration process send data in both directions?
- 2.1.12 How does the system authenticate against LDAP/AD and CAS? Is there local or internal LMS authentication?
- 2.1.13 If LDAP is supported, can it "walk the tree" or be pointed to multiple OUs? Is a bind account required?
- 2.1.14 Do passwords sync with the system and then are stored, or are they read from LDAP each time the system is accessed?
- 2.1.15 Can WSU Tech customize the integration via API?
- 2.1.16 What costs are involved if WSU Tech customizes the integration? (Please list on pricing sheet.)
- 2.1.17 What costs are involved if the vendor does the customization? (Please list on pricing sheet.)
- 2.1.18 Is there a limit to the number of System Administrators we can utilize?
- 2.1.19 What versions of AICC, SCORM and IMS Global standards do you support?
- 2.1.20 Does the architecture provide support for Learning Tools Interoperability (LTI)TM that allows remote tools and content to be integrated into a Learning Management System (LMS)? What version of LTI is supported? (e.g., Advantage/1.3)
- 2.1.21 What types of SSO mechanisms do you support? Are there any SSO variations you cannot support?

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- 2.1.22 What accounts and access levels does your support staff retain within the environment? Please identify these accounts and if they are always enabled or if the client can enable/disable these accounts. Are these accounts use included in regular logging activities?
- 2.1.23 Does the system support BANNER preferred first names? Preferred first name/nicknames are an existing feature in BANNER.
- 2.1.24 Are there plans to support BANNER preferred last names when the feature is available?
- 2.1.25 Can a display name be overridden on a particular user while all other attributes are maintained automatically with data integration?
- 2.1.26 Does the LMS honor the confidentiality flag from BANNER? Students can request a higher level of privacy for data considered to be “directory information”.
- 2.1.27 Can WSU Tech customize the integration via API?
- 2.1.28 What costs (if any) are involved if the College does customize the integration? (Please list in pricing sheet.)
- 2.1.29 What are costs involved if the vendor does the customization? (Please list in pricing sheet)
- 2.1.30 Is your product open-source or proprietary? Please explain.

2.2 Integration with Third Party and Web Services

- 2.2.1 Does the LMS integrate with plagiarism detection? (Please detail which services/products.) Are those products/services provided as part of the license?
- 2.2.2 Does the LMS integrate with Respondus? Please explain.
- 2.2.3 Does the LMS integrate with Microsoft Teams? Please explain.
- 2.2.4 Does the LMS integrate with Zoom? Please explain.
- 2.2.5 Does the LMS integrate with Flip? Please explain.
- 2.2.6 Does the LMS integrate with Accredible? Please explain.
- 2.2.7 Does the LMS integrate with PackBack? Please explain.
- 2.2.8 Does the LMS integrate with Panopto? Please explain.
- 2.2.9 Does the LMS integrate with library database systems? (Please list.)
- 2.2.10 Does the LMS integrate publisher content via e-packs, cartridges, or packages? (Please list publisher partnerships.)
- 2.2.11 Does the LMS integrate with external e-mail system (Exchange/Outlook, Gmail etc.)?
- 2.2.12 Does the LMS integrate with Course Evaluations from Watermark?
- 2.2.13 Does the LMS integrate with BibliU?

2.3 Departments and Organizational Resources

- 2.3.1 How does the LMS provide support for departmental collections of resources (course templates, outcomes, rubrics, and test banks)?
- 2.3.2 How does the LMS support the use of non-course related campus groups (Clubs, Departments & Organizations)?
- 2.3.3 Can the LMS provide open/self-enrollment into these campus groups?
- 2.3.4 Does the LMS have a Learning Object Repository (LOR)? (Please list on pricing sheet.)
- 2.3.5 Does the LMS include a searchable open license image repository/library? (e.g., Unsplash)
- 2.3.6 Does the LMS support Creative Commons licensing features? (If so, please describe.)

3. INFRASTRUCTURE AND SYSTEM ADMINISTRATION

3.1 Infrastructure and System Administration

- 3.1.2 Provide additional details recommended to establish a testing/development and/or beta environment. Do you include a license for a test instance? Is it identical to the production instance? Are full admin rights available to WSU Tech for the test instance?
- 3.1.3 What support is available when software updates break functionality?
- 3.1.4 How often are software updates released? How are updates communicated to customers?

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- 3.1.5 Is there a software update schedule for both a test and production environment? Can the institution select dates and times for updates?
- 3.1.6 Describe the technical support available. Include information relating to installation and implementation. Provide information about availability and access to support technicians, phone support, online resources, and peer support (other customers).
- 3.1.7 Describe the data center. Include location and general security protocols. Is the environment multi-tenant or dedicated? If you have a multi-tenant architecture that extends to the database level, can you provide a documented set of controls for ensuring the separation of data and the security of information between different customers' SaaS instances?
- 3.1.8 Do you own/control the data center where your SaaS solution is hosted?
- 3.1.9 Is data in your solution ever stored or moved outside the U.S., and if so, where?
- 3.1.10 Briefly describe optimal architecture and/or process for system redundancy, backup/recovery/archiving (are details and service levels negotiable?), and disaster recovery. Indicate Recovery Time Objective (RTO, the maximum amount of time that is considered tolerable for the service to be unavailable); Mean Time to Recovery (MTR, the average time from the moment of a service failure until the service is restored); and Recovery Point Objective (RPO, the maximum amount of lost data because of an outage or disaster).
- 3.1.11 Are third parties involved in your provisioning of data center services? If yes, please identify those third parties.
- 3.1.12 Briefly describe the throughput guarantees (server response times), college bandwidth requirements, uptime guarantees, and maintenance schedule. (If available, provide a sample Service Level Agreement as it applies to the proposal). What remuneration guarantees do you offer WSU Tech in the event the criterion in the SLA is not met? (e.g., server is down for 48 hours (about 2 days) during final exams.)
- 3.1.13 Describe standard space allocation for users and courses, including any additional information regarding costs and/or procedures for requesting additional space. (Please list on pricing sheet.)
- 3.1.14 How often are software updates deployed? How are updates communicated to customers?
- 3.1.15 Can you commit to a response time for technical issues? 24/7/365?
- 3.1.16 Are there controls and/or options for "blackout" periods that restrict updates? (Start of the fall term, etc.)
- 3.1.17 Describe how WSU Tech's presence in your cloud is shared or managed with respect to other customers in a hosted cloud environment.
- 3.1.18 Is there a limit to the number of accounts we would receive that would have access to the LMS support site and the ability to create support tickets?
- 3.1.19 Briefly describe any additional related information.
- 3.1.20 How long are individual courses kept within the system? Can system admins restore courses or retrieve archived information for grade disputes, litigations, or other special requests? If not, will those needs be provided as a service and what are the associated costs for those types of service?
- 3.1.21 Do super users authenticate using the same solutions as regular users? How easy is it to access data and to what level of granularity?
- 3.1.22 Can data/old courses be archived? Is this process manual or automatic? Are archives stored in the hosted/cloud environment or on-site? If stored in the hosted/cloud environment, are there additional charges for the archive service or for storage requirements? (If so, please list on pricing sheet.)
- 3.1.23 How is archived data restored into the production data. How much time is required? (Advance notification and typical restoration time for a single course.)
- 3.1.24 Is there a content storage limit for cloud or SaaS hosting? What happens if the storage limit threshold is exceeded? What is the cost per GB for excess storage? (Please list on pricing sheet.)
- 3.1.25 What is the provisioned storage for students?
- 3.1.26 What is the provisioned storage for faculty?
- 3.1.27 What is the provisioned storage for courses?
- 3.1.28 Can you scale up capacity/load quickly when needed?

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- 3.1.29 How do you restore deleted course content (e.g., quizzes, questions, gradebook, discussions, dropbox)
- 3.1.30 What sort of undo/restore functions does your LMS have?
- 3.1.31 Does the LMS allow for real-time or near-real-time database reporting via SQL Query? API?

4. SECURITY

4.1 Audits and Security Features

- 4.1.1 The state of Kansas may require a security audit report such as a SSAE 16 from our cloud providers; could you provide us with a certificate of passing a security audit?
- 4.1.2 Are there any individual ADMIN accounts on the solution separate from the user accounts?
- 4.1.3 Will the vendor need their own LDAP credentials to access our WSU Tech systems for any purpose?
- 4.1.4 Are passwords stored on the LMS? If so, are they – at any time – stored in clear text?
- 4.1.5 Is the LMS IPv6 capable?
- 4.1.6 Do you have a regular update and patching cycle? Outline the general cycle and schedule and describe the goal for compliance with critical patches (within 1wk, 1mo, etc.)
- 4.1.7 Are upgrades mandatory or optional and are clients allowed to opt in or out of an upgrade? What measures are in place to prevent upgrades from breaking client integrations?
- 4.1.8 What configuration options does your solution provide for logging end-user and administrator actions? What are the retention policies, and purging process for your logging? Is there an additional charge to increase this limit?
- 4.1.9 Can WSU Tech get direct access to logs if desired or required? Can specific logged events be trapped and sent as notifications to WSU Tech managed systems, dashboards, or other correlation systems? Can log files be sent to WSU Tech for retention and/or aggregation?
- 4.1.10 What types of Application Programming Interfaces (APIs) do your solution expose for data insertion/extraction and updates? How are these connection points secured?
- 4.1.11 Do you provide protection (or receive protection from a third party) for denial-of-service attacks against your hosted solutions?
- 4.1.12 What configuration options does your solution provide for logging end-user and administrator actions? What are the retention policies, and purging process for your logging? Is there an additional charge to increase this limit?
- 4.1.13 Are your information security controls certified through a SAS 70 audit or similar methodology? If so, would you be willing to provide a copy of the latest audit findings?
- 4.1.14 Please describe your incident response plan to address the situation in which information is mistakenly disclosed to unauthorized persons.
- 4.1.15 Please describe any controls you use to address the threat of information knowingly being misused by your workforce and contractors.
- 4.1.16 Can you provide documented procedures for vulnerability management, intrusion prevention, and incident escalation and investigation?
- 4.1.17 What security reports and metrics do you provide to clients (vulnerability scans, patch compliance, failed logins, etc.)?

5. SYSTEM SUPPORT/TRAINING

5.1 General Support

- 5.1.1 Does the company have materials that provide a general overview including system navigation tips? If yes, please describe. What is the availability of these materials?
- 5.1.2 Describe the end-user support plan to accompany purchase of your LMS including documentation and routine support.
- 5.1.3 Does the company have online support materials available for student's faculty/designers including contextual help feature tutorial guides and any other available forms of support? If yes, please briefly describe these online support materials.

5.1.4 Do you provide an open support community?

5.1.5 Will the product help desk function be an extra expense? (Please list on pricing sheet.)

5.1.6 How much downtime has been experienced with the system in the past year?

5.1.7 Do you limit the number of authorized points of contact for support/trouble tickets? Is there a cost for more than the allotted POC number (if applicable)? (Please list on pricing sheet.)

5.2 IT Help Desk Support

5.2.1 Describe expected response times, including problem escalation through problem resolution. What, if any, are the costs associated with a same day response model? (Please list on pricing sheet.) What remuneration options are available to WSU Tech in the event criteria in the SLA is not honored?

5.2.2 Describe installation and implementation support, including hours/availability of different tiers, documentation, and routine support.

5.2.3 What is the hierarchy in the level of support and what determines that level of support, considering cost and escalation factors?

5.2.4 Describe all available support packages and associated costs. (Please list on pricing sheet.)

5.2.5 Do higher levels of support cost extra and does that differ between a hosted and non-hosted environment? (Please list on pricing sheet.)

5.2.6 Describe regular maintenance procedures. Include information on update support, typical update cycles, notification processes, and database problem support.

5.2.7 What documentation and/or video libraries do you provide local Helpdesk support personnel?

5.2.8 Do you provide certifications or testing for local Helpdesk support regarding your product?

5.2.9 How are issue tickets submitted and tracked? Please describe the process. 5.2.10 Is a searchable knowledge base available?

5.3 System Training

5.3.1 Describe training available for LMS administrators and systems administrators including any additional cost and time involved. (Please list on pricing sheet.)

5.3.2 Describe any other training/support materials available (online and otherwise) including any additional fees and time involved. (Please list on pricing sheet.)

5.3.3 Is on-site or virtual faculty training available? If so, what is the cost and time involved? (Please list on pricing sheet.)