



Request for Proposals #13/14-0007IT: Course Management Solution Project
Response to RFIs/Questions
February 21, 2014

Q1. Do you know if the courses needing to be managed are going to be on iPads? If so, you may need device management. Is there a point of contact for one to ask this type of question?

A. IUSD is not reviewing Mobile Device Management solutions as part of this RFP. You may call 949-936-5060 for vendor inquiries unrelated to this selection process.

Q2. What version of Blackboard are you using? What format does it export to?

A. The district is currently using version 7.3.159.29. The format it exports to is Blackboard 7 Course Cartridge (Zip file format).

Q3. How many courses will need to transfer?

A. IUSD's expectation is that courses for teachers who are heavy Blackboard users will be imported into the selected system. We have an estimate of 300 heavy users (approximately 1,000 unique courses) with a course structure and managed folders with content.

Q4. How will the courses/ data and associated mappings be delivered for transfer (e.g. external hard drive)?

A. Courses can be exported and placed on an external hard drive.

Q5. What volume (how much data) needs to transfer?

A. The current server size is 30GB and usage is at 24GB. The transfer will be approximately 16GB.

Q6. What training structures (e.g. train the trainer) currently exist at the district?

A. IUSD has between one and four Technology Coaches at each site that have the ability to do up to 2 hours of training a month. These coaches also attend monthly meetings where they can be trained. Ideally, the technology coaches will be trained by the vendor and turn around and do trainings at their sites.

Q7. In page 4 it is mentioned that: "The Irvine Unified School District is comprised of a community of learners, committed to the highest quality educational experience we can envision. IUSD educates a diverse student population numbering over 30,000 (K-12), in one (1) early childhood learning center, twenty (20) elementary, two (2) K-8 schools, six (6) middle schools, four (4) comprehensive high schools, and one (1) continuation high school." Please advise if the required CMS will be deployed in all district schools or will it be deployed in selected



schools. Please advise the number of students, parents and teachers that will use the proposed CMS. Also The number of schools that will use the proposed system.

- A. The projected number of students, parents, and teachers that will use the proposed CMS is 30,000 students, 1,500 teachers, and 50,000 parents. The number of schools will either be 33 schools (District-wide award), 20 schools (elementary-only award) or 11 schools (secondary-only award). If the District awards to multiple vendors to meet elementary and secondary needs, the additional two (2) K-8 schools will select the solution(s) that best meets the needs of their students/campus. Due to the different needs of Secondary and Elementary Schools, and level of readiness of staff, the District may choose different CMS solutions for grade levels (elementary vs. secondary) or a phased implementation. Vendors should indicate in the cost response of the per-pupil/staff pricing is contingent upon a specific volume.

Please note, the district is forecasted to grow by at least 1,000 students each year for the next 5 years.

Q8. In page 17 in Training section it is required the following training types: “Training Services (Core IT Staff, District Trainers and Teachers), Training Documentation (Electronic and Editable per RFP)”. Please advise the number of trainees required for each type.

- A. We will have approximately 10 IT and support staff that will be administrators and technical support for the system. We have an additional 90 Technology Coaches and curriculum staff that will act as power users and trainers in the District.

Q9. Please advise if the solution is going to be vender hosted, District hosted or a SAAS based solution. If vendor hosted solution is required please advise if hw/ sw requirements are required to be priced. If cloud hosted solution is required please advise if hosting prices are required to be priced.

- A. Vendors may propose a District-hosted/on-premise solution or a vendor-hosted/SaaS solution. The District will compare cost based on our estimated total cost of ownership. If the proposed solution is District-hosted, providing detailed hardware and vendor or third-party software requirements and costs is mandatory. If the proposed solution is vendor-hosted, hardware requirements and costs are only necessary if intermediary hardware is required at the District for full functionality of the proposed solution (e.g., hardware required for active directory integration). The vendor’s cost estimates should be comprehensive, regardless of the type of solution proposed. It is the vendor’s responsibility to include all assumptions, requirements, and expectations for on-premise district hardware. In addition, vendors must include all costs (hardware, software, vendor or third-party services) to the district that can be reasonably anticipated.

Q10. In page 5 it is mentioned that the current CMS systems that may be in use by individual sites and/or teachers are: Blackboard Learning System, Edmodo and My Big Campus. Please advise if the provided CMS will replace all these systems? If not please advise which systems will not be replaced and please advise integration requirements with the existing systems.



- A. Yes the provided CMS will replace all of the systems. Ideally, the provider will import the existing Blackboard Courses into the new system.
- Q11. In page 16, point P3.19 it is mentioned that: “Supports automated creation of rosters and/or communication of access to course sites through Student Information System” Please advise if a “Student Information System” is required, or this will be done through the existing: Eagle Software’s Aeries Student Information System**
- A. IUSD’s Student Information System is Aeries (from Eagle Software). The expectation of the District is that Aeries will remain the system of record for student schedules and other student achievement, demographic, and deportment data. Ideally, the selected CMS will pull data from Aeries to appropriately assign students to courses.
- Q12. Is there going to be any type of data migration, if yes please mention them.**
- A. Yes. Blackboard Courses can be exported into Cartridges. Ideally this new system will import these cartridges.
- Q13. What is the expected go live date?**
- A. September 1, 2014
- Q14. In page 17 in implementation section it is mentioned that: “Data Integration, Transition from Existing Systems (Blackboard)”. Please advise if integration to Existing Blackboard System is required. What features from the Existing Blackboard will be used.**
- A. IUSD will not eliminate a proposal solely on the basis of the inability to import Blackboard Courses. This is a desired requirement. However, the staff time required to migrate existing content manually may be factored into the District’s cost evaluation of the proposed products.
- Q15. In page 4 it is mentioned that: “Communication: Provides a high level of flexibility for the use of email”. Please advise if email application will be needed or the Office 365 for Education Email will be used.**
- A. The district currently uses Office 365 for teachers but not students. The proposed solution must have built-in tools for internal communications for students and staff. Ideally, the solution integrates with IUSD’s email to allow teachers to receive and respond to messages within the application or through their Office 365 email accounts. IUSD will not require the solution to provide email addresses for students.
- Q16. Please share the number of vendors that will be invited to present onsite during final presentations?**
- A. There is no set number of finalists. The District will determine the number of finalists based on the results from the paper-screening process.



Q17. P2.1 Please clarify and explain the following item: “Describe your data integration and loading process, include sample file layouts.

- A. Vendors should provide documentation related to pulling data from external systems (e.g., Student Information, Assessment). Documentation should include file layouts as well as the processing methodology (e.g., secure FTP, web service, etc.).

Q18. Would the District please clarify the number of licenses they anticipate purchasing in the first year (along with in potential renewals)?

- A. The District plans to purchase a District license for 30,000 students. IUSD is expecting an increase in students of approximately 1,000 per year.

Q19. How much training would the District like to receive, and would they prefer on-site or virtual training?

- A. The district would prefer on-site training, supplemented by on-demand videos and tutorials. The District expect the vendor to provide training for approximately 10 support/IT personnel who will act as system administrators, and 90 technology coaches who will be power users/training for District teachers.

Q20. Page 9, Section 2.0 Evaluations and Award, Clause 2.3, Scoring – Please advise who is responsible for coordinating the site visit to customers sites (Provider or District).

- A. The District will work with the provider to select an appropriate site for the visit and coordinate the agenda. All costs for District staff to attend the site visit will be covered by the District. Any costs incurred for Provider staff to coordinate, support, or attend the site visit will be the responsibility of the Provider.

Q21. Page 10, Section 2.0 Evaluations and Award, Clause 2.5 Contract and Warranties – Please advise if the District will consider using the Provider’s form of agreement as it pertains to the products and services proposed by the Provider for the basis of a contract.

- A. The District will consider negotiating a mutually satisfactory agreement using the provider’s contract as a basis. However, the Provider must include a copy of the template agreement in its response and document any exceptions to the terms in the RFP or the standard District Agreement in the Provider’s response. Regardless of which contract is used as the basis for the final agreement, the District expects that all terms, conditions, and warranties included in the RFP or the Provider’s proposal will be incorporated into the final agreement.

Q22. Page 26, Consultant Agreement where it states “Criminal Record Check (Fingerprint) may be applicable” - Please clarify who this applies to. If the Provider is not going on-site, is this still required?

- A. All employees of the Provider who will be on-site (e.g., delivering training) or have access to student data must have had appropriate background checks. If fingerprint clearance is not employed by the Provider, the Provider must



describe the organization's policy and processes for clearing employees to access District data.

Q23. Page 33, Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters – Please clarify statement #4 as we think that there may be a typographical error in this statement.

A. Statement #4 does contain a typographical error. This statement should read: *Have not within a three-year period preceding this proposal had one or more public transactions (federal, state or local) terminated for cause or default.*

Q24. Page 17, Section 5.0, Cost - The pricing table on page 17 requests training for Core IT Staff, District Trainers, and Teachers. Please provide an estimate of approximate total number of staff.

A. Training will be required for approximately 100 Technology Coaches (90) and IT Staff/Systems Administrators (10).

Q25. Page 5, Section 1.0 Background and Overview, Clause 1.3 Current Environment – Please provide an approximate number of courses that are currently in Blackboard and the other course management systems in use in your district.

A. 300 Heavy users that will need their 1000 courses transferred.

Q26. Page 11, Section 3.0 Proposal Format, Clause 3.2 Part 1 and Part P1.9 – Please advise the level of support your district requires. Are you requiring the Provider to provide End User Support (teacher, students, and parents) or support to your IT staff who may be the primary point of contact for your Content Management Solution?

A. Support to IT Staff who will be the primary point of contact

Q27. What is the expected number of Students, Teachers and Authors on the platform each year (year 1, 2, 3, 4 and 5)?

A. 30,000 students and 1,500 teachers with an estimated increase of 1,000 students per year.

Q28. Does Irvine USD want the course management solution to integrate with Aeries SIS?

A. SIS integration is a highly-desired feature. Ideally, the proposed solution would pull course/schedule information from Aeries at least nightly to populate class rosters. The system would also be able to push data to Aeries if student work completion or assessment were delivered within the CMS. If a solution provides an efficient alternative for associating student and teacher accounts with the correct courses and consolidating communications for students and their families, the District will not eliminate a proposal solely on the lack of SIS integration.



- Q29. Which course management systems have courses that need to be migrated to the new solution?**
- A. Blackboard has around 300 heavy users that would need their courses migrated.
- Q30. How many courses in each course management system need to be migrated?**
- A. Approximately 1,000 courses.
- Q31. Are the course management systems in use SCORM compliant?**
- A. Blackboard version 7 is not SCORM compliant.
- Q32. Are these courses IUSD teacher created or are they from commercial content providers?**
- A. All courses are IUSD-staff created
- Q33. Does IUSD have an active support contract on commercial courses (if applicable)?**
- A. Not applicable.
- Q34. What is the total expected size of the migrated courses in GB?**
- A. 16GB
- Q35. P1.8 refers to electronic, editable copies of training materials. Do you prefer these materials to be provided with the proposal or after the contract is awarded?**
- A. IUSD encourages providers to include a sample of training materials as supporting documentation for the proposal. However, the complete set of editable training materials is only required upon the award of the contract.
- Q36. P3.15 refers to embedded tools for creating multimedia materials. What are some examples of the kinds of tools that are imagined for creating multimedia materials?**
- A. Video Editing (personal videos or YouTube editing)
Audio Embedding (add comments to assignments)
Screen Casting
- Q37. How many total users do you want to be included in the first quote (total staff and total students)?**
- A. The projected number of students, parents, and teachers that will use the proposed CMS is 30,000 students, 1,500 teachers, and 50,000 parents. The number of schools will either be 33 schools (District-wide award), 20 schools (elementary-only award) or 11 schools (secondary-only award). If the District awards to multiple vendors to meet elementary and secondary needs, the additional two (2) K-8 schools will select the solution(s) that best



meets the needs of their students/campus. Due to the different needs of Secondary and Elementary Schools, and level of readiness of staff, the District may choose different CMS solutions for grade levels (elementary vs. secondary) or a phased implementation. Vendors should indicate in the cost response of the per-pupil/staff pricing is contingent upon a specific volume.

Please note, the district is forecasted to grow by at least 1,000 students each year for the next 5 years.

Q38. Do you plan to organically grow the program over the 5 years, or do you plan to start with all 30,000 users in year one?

A. The District plans to make the CMS fully available to all schools for the 2014-15 School Year. Adoption, however, is not expected to be at 100% in the first year. In addition, IUSD will entertain proposals of a phased implementation based on the Provider's recommendations for the project approach.

Q39. On the communications piece for real time virtual meetings, office hours, tutoring, etc; how many presenters (or teachers) do you expect to facilitate this functionality?

A. At minimum, it would be one teacher facilitating their office hour. Having a "Google Hangout"-type virtual meeting where you can have multiple people on at once would be a nice feature but not required to meet the description of an office hour.