NORDUnet LMS Framework Procurement – ITSOP Volume 2 reply form

Bidder Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Telephone number: \_\_\_\_\_\_\_\_\_\_

## Answers to pass/fail requirements

Answers to Requirements shall be given by ticking the appropriate box. If further comments are needed they should be provided in a separate document using the template below the Requirements Reply section.

| Pass/fail Requirements | |  | |
| --- | --- | --- | --- |
| *Please check the relevant box, and add explanatory notes if required, using a separate appendix, to indicate whether your solution fulfils each requirement.* | | **Yes** | **No** |
| **R1** | The proposed LMS services shall be delivered either without dependencies on on-premises equipment as a cloud service hosted within the EU region, or alternatively as a multi-tenant managed on-premises solution, hosted by NORDUnet or any the listed NREN’s. |  |  |
| **R2** | The proposed services and features shall be ready for service by end Q1 2017 |  |  |
| **R3** | The service shall not impose limitations on the amount of data stored in the service. |  |  |
| **R4** | The service shall not impose any internal restrictions that unduly limit the access to data in the service. |  |  |
| **R5** | The data associated with the services shall be encrypted in transit and at rest. |  |  |
| **R6** | The Bidder shall change all applicable encryption-keys on request by the contracting party. |  |  |
| **R7** | The service shall support externalized authentication using SAML2 and the SAML2int.org profile. |  |  |
| **R8** | The service shall have an access control system. |  |  |
| **R9** | The service shall have a responsive and accessible HTML-based user interface, for students, teachers and administrative purposes. |  |  |
| **R10** | The service shall support access from mobile devices. |  |  |
| **R10** | The service support must be available during European business hours (07-19 GMT). |  |  |
| **R11** | The user interface shall support multiple languages. |  |  |
| **R12** | The service shall support multiple pedagogy methodologies. |  |  |
| **R13** | The service shall support the concept of user groups. |  |  |
| **R14** | The service shall have an API. |  |  |
| **R15** | The service shall support automated archiving of data. |  |  |
| **R16** | The service shall have support for learning analytics. |  |  |
| **R17** | The service shall support examination and assessment. |  |  |
| **R18** | There shall be a mechanism to export the data from the service at the end of the contract, at no extra cost. |  |  |
| **R19** | The provider shall delete all data on request by the contracting party and any encryption-key associated with the stored data. |  |  |
| **R20** | The Bidder shall be responsible for providing a complete solution for the support and maintenance of the service provided, independently of the sub-contractors being used. |  |  |
| **R21** | The Bidder shall offer a single point of contact “Helpdesk” for reporting and updates on all issues and questions that arise during the use of the services provided. |  |  |
| **R22** | The Bidder helpdesk shall be available at least during extended CET office hours (08-19). |  |  |
| **R23** | When recording an incident, the determination of classification shall be at the ultimate determination of the Customer. |  |  |
| **R24** | The Bidder shall monitor and report on the availability of the services on a monthly basis, per Customer, and report in a format agreed with the Contracting party. |  |  |
| **R25** | The Bidder shall support each new customer of each contracting party with installation and deployment activities. |  |  |
| **R26** | The Bidder shall be responsible for maintaining and providing unrestricted read only access to the data stored in the services, subject to user access control, for six months after the contract has expired. |  |  |
| **R27** | NORDUnet requires the bidder to provide an SLA with service credits attached to it. |  |  |
| **R28** | Planned work request shall be communicated no less than 5 business days before planned work starts. |  |  |
| **R29** | The Bidder shall provide a service description and all documentation in English. |  |  |
| **R30** | The Bidder shall have all documentation up to date and made available on line 24/7/365 for the Customer. |  |  |
| **R31** | The Bidder shall offer professional consultancy services. |  |  |

Template for Comments to Requirements

| R<Number> (The document file name should be the Requirement number in the format: Requirement<Number> |
| --- |
| *Please enter your Comments in the box below [Max 1500 words]* |
| Enter text: |

## Answers to Questions

| 1. Please provide an executive summary of the proposed solution. (Maximum 3 pages) |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please list all major service components including hosting sites, sub-contractors and other provisions. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe the network architecture of the proposed services including possible points for interconnecting if delivered as a cloud service |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please provide 3 three references for similar services for higher education, preferable within the Nordic region, as described in section 2.2.2 |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe the processes and architecture of the service proposed. Please also include information about possible limitations in the service. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe all customer operational requirements, e.g. firewall bypass. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe how data is encrypted and protected in the services. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe how data and keys are handled and protected. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe all other applicable security processes, practices and certifications. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe all methods for externalized authentication. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe your access control mechanism and any supported integration. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please list the currently supported formats for social security numbers. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe all functions of the user interface. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please list the currently supported languages. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe and list the currently supported mobile applications and functions, and highlight which, if any, functions in the LMS are not supported in the mobile device applications. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe how the LMS can be used for open courses, i.e. MOOCs |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe the currently supported accessibility features. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe all means of electronic communication available within the LMS system. ie. Instant messaging, e-mail, SMS, social media etc. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe how the LMS provides support for different types of pedagogy, i.e. problem-based learning, collaborative learning, gamification, etc.. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Describe the primary structure for programs and courses including the functionality and relationship between objects, for example inheritance between blocks within a course. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Describe how groups, collective groups and users are supported and structured. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please list which standards and versions from IMS Global Learning Consortium that are currently implemented. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe which components and versions of the LTI Learning Tool Interoperability standard that are supported. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail all aspects of the API, or provide a copy of you API documentation |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe and list all existing integrations with third party applications and systems. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe how archiving of data is supported in the proposed service ie. is there a system to archive courses (long term storage) and give the institution access to retrieve the data. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Describe any options for using external cloud data storage outside the LMS, ie Amazon C3 for storing data relating to the LMS. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail how learning analytics is implemented |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe how the LMS system is structured with regard to examination and assessment. Any proprietary components or integration and dependencies of third-party examination systems. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe the support for ie. Safe Exam Browser and other security measures related to digital exams. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe the mechanism for end of contract data export. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe your incident management process. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail the support process and support infrastructure that are currently in place. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Describe the different ways to report problems to your support infrastructure, e.g. phone, mail, web, etc. Please also describe how a progress of any reported issue can be monitored. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe the process for communicating incidents to customers. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe how services are monitored and please include a suggested sample report. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe the process of adding a new customer of the service. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please provide information about how a customer accesses the data stored in the service after the contract has expired and highlight any differences to services during the 6 months after contract expiration. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail the SLAs you propose for the LMS service. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe your planned works and change control process. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please provide a copy of your BCP (Business Continuity Plan) for providing services to the Contracting party. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe how customers access documentation and your process for keeping documentation up to date. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail the professional support services |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe in detail your proposed licensing, price structure and components. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please provide your proposed Service Catalogue, with indicative prices |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please describe your proposed changes to the contract governance. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided [Max 1500 words]* |
| Enter text: |

| 1. Please suggest a maximum of 5 (five) suggestions for changes to the contract terms in Volume 3. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |

| 1. Please propose your approach to benchmarking during the life of the Framework Agreement. |
| --- |
| *Please enter your response in the box below or in a separate appendix using the template provided at [Max 1500 words]* |
| Enter text: |