



University Information Technology Services

Request for Information

for

Learning Management System

Issued by:

University Information Technology Services

at

The University of Arizona

RFI # 192319

Issue Date: February 1, 2023

Vendor Questions Due: 1 week after issue (February 8, 2023)

Response Date: February 24, 2023 at 2:00 P.M. MST

Table of Contents

TABLE OF CONTENTS 2

SECTION 1 GENERAL INFORMATION..... 3

SECTION 2 DESCRIPTION OF THE ORGANIZATION 6

SECTION 3 GENERAL REQUIREMENTS AND SANDBOX..... 7

Section 1 General Information

1.1 Purpose

The University of Arizona (UA) and University Information Technology Services (UITs) seeks to understand the current learning management system (LMS) market and the technical capabilities of various LMS platforms. The purpose of this Request for Information (RFI) is to gather information and gain hands-on experience of basic features and functionality for multiple learning management systems.

Any information received in response to this RFI will assist the UITs project team in finalizing the requirements and scope of work which may be used at a future date in the issuance of a Request for Proposal (RFP). Submitting a response to this RFI is not a guarantee in any way that a vendor will be selected for any subsequent RFP, nor does it preclude any vendor from responding to future procurement opportunities.

The issuance of this RFI does not constitute a commitment to issue a request for bids/proposals, or pay any costs incurred in preparation of a response to this RFI. University Information Technology Services (UITs) requires that all responding operators abstain from providing a formal pricing bid in response to this RFI.

1.2 Issuing Office

This RFI is being issued for the University of Arizona by the issuing office listed below. The issuing office is the sole point of contact for this RFI. Please refer all inquiries to:

Celeste Kanzig
The University of Arizona
Information Technology Services
1077 N. Highland Ave
Tucson, AZ 85721
E-mail: cdkanzig@arizona.edu

Any RFI addenda/updates will be made available at the University of Arizona's Procurement & Contracting Services Website: [http://pacs.arizona.edu/RFP-BID Opportunities](http://pacs.arizona.edu/RFP-BID_Opportunities). Questions regarding the RFI must be submitted via email to the Buyer noted above.

Pertinent Dates:

- **Final questions: Submit to Celeste Kanzig via email at cdkanzig@arizona.edu prior to February 8, 2023 12:00 P.M. MS**
- **Submission Deadline: February 24, 2023 at 2:00 P.M. MST**
- **Instructions for provisioning University of Arizona instructors into sand box environments by February 8, 2023 at 12:00PM MST uploaded to the box link in section 1.7. This will not count towards the two items submission limit.**

1.3 Scope

The University of Arizona is a state land-grant university, founded in 1885. The university has grown to multiple campuses spanning Tucson, Sierra Vista and Phoenix. Upwards of 15,000 faculty, staff, and students work at the university across its campuses, and last year we had more than 30,000 undergraduate and 7,000 graduate students in attendance. University Information Technology Services provides central information technology services to campus, including enterprise business applications, campus network and communications infrastructure, email and calendaring, telecommunication systems, research computing infrastructure, IT Support and many other services to support individual schools, departments, and business units.

1.4 Overall Process

We recognize the significant impact that an LMS has on a university community, so UA is engaging multiple stakeholders across the institution in this initial investigation of the market and various platforms. To reach as many stakeholders as possible, this RFI is intended to provide broad information about multiple commercial systems while also providing an opportunity for operational staff to refine requirements for a potential future RFP. Many of the questions in the RFI will be asked as “yes/no” questions.

UA is requesting that LMS providers respond to section 3.1.1 of this RFI in writing AND provide a sandbox environment as detailed in section 3.1.2 . Providing a sandbox environment that the University of Arizona can provision users to is a required part of this process.

Per section 1.1, the University is under no obligation to issue an RFP, however following the close of this RFI UA may issue a public RFP with further refined technical specifications, implementation requirements, and scheduled vendor demonstrations as part of an evaluation process. Many of the “yes/no” questions from the RFI will be the same, but with a request for details on how the feature works.

1.5 RFI Ownership

This RFI is proprietary to the University of Arizona and University Information Technology Services, both of whom reserve the right to recall the RFI in its entirety or in part. Vendors agree that they will not duplicate, distribute, or otherwise disseminate or make available this document or the information contained in it without the express written consent of the University of Arizona’s issuing office.

All responses to the RFI will become the property of the University of Arizona and UITs and will not be returned.

1.6 Disclosure and Public Record

If the vendor needs to submit proprietary information with the RFI, the [vendor shall ensure that it is enclosed in a separate redacted file from the response and that it is clearly designated](#)

and conspicuously labeled as such. The vendor may submit a full PDF for the committee and a redacted file for proprietary and confidential information within the guidelines below.

The University shall have the right to use any ideas that are contained in any RFI received in response to this RFI, along with any adaptation of such ideas. Selection or rejection of the information shall not affect the University's right of use. Provided, however, that the University will, in good faith, honor any vendor information that is redacted and saved as a separate file from the response and clearly designated and conspicuously labeled as proprietary, and the University concurs that the information is proprietary. The file must also contain the reason(s) why the enclosed material is to be considered proprietary.

Trade secrets or other proprietary data contained in the RFI documents shall be maintained as confidential in accordance with procedures promulgated by the Procurement Officer and subject to limitations in Arizona or Federal law. Pricing information cannot be considered proprietary or confidential. The University shall not be liable in any manner or in any amount for disclosing proprietary information if such information is not clearly so designated and conspicuously so labeled. The University shall likewise not be liable if it did not know or could not have reasonably known that such information was proprietary. At no time will the entire information be considered proprietary and be kept confidential. If the entire response is marked as confidential and/or proprietary and no redacted copy is sent, the University will not consider any part of the response confidential.

1.7 RESPONSE SUBMISSION AND SUBSEQUENT ACTION

Responses must be received by the date / time and uploaded to the University's secure box no later than February 24, 2023 at 2:00PM MST.

Vendors, please be advised that it is **your sole responsibility** to ensure that your response is received as described in the paragraph above. The University shall not be responsible for any delays that may occur.

Responses must be uploaded to:

Box Secure Upload:

In response to the current COVID-19 Pandemic, responses will be accepted until the due date and time at:

<https://arizona.app.box.com/f/ae7e293349444268bad6192b5a30b268>

Please title your response in the upload folder as:

RFI#_VendorName_Response

****Vendor please note: no more than two files should be uploaded, you may include a redacted copy if necessary****

no later than February 24, 2023 at 2:00 PM. The University shall, at the specified Due date and time, accept all responses that are otherwise in order. The University will allow interested parties to be present via Zoom for purposes of identifying which vendors have responded, if requested. The University will make no immediate decision at such time, and **there will be no disclosure of any information contained in any response until after formal notice of award and execution of any contract resulting from this RFP.** When multiple solicitations have been scheduled to open at the same date and time, the University will open solicitations that have interested individuals present in sequential order by solicitation number. **The University will hold unopened any responses received after the Due date and time, and will not consider such responses.** The University reserves the right to retain or dispose of such responses at its discretion; however, the University may return such responses to their related vendors, but only at such vendor's request and at no cost or expense whatsoever to the University.

If the University determines that due to an insufficient number of responses received, it would be in the University's best interest, the University may extend the Due date in order to determine why other vendors did not respond and to encourage other vendors to respond.

Section 2 Description of the Organization

2.1 University of Arizona

The University of Arizona is global network of virtual and digitally-enhanced campuses with fully online academic programs and courses as well as continuing and professional education certifications. Students also take many online and hybrid courses in parallel with their in-person courses

The current LMS is used by main campus students for courses offered in all modalities, and by fully online students enrolled in Arizona Online or Arizona International. We also offer a community LMS space for our continuing and professional education courses and workshops. The LMS plays a critical and vital role in teaching and learning across campus. We are interested in being forward thinking about our learning ecosystem and as we grow our student base, we want our LMS to represent that.

2.2 University Information Technology Services

The University Information Technology Services exists to enhance the University community by providing:

- Inclusive environments where all people are valued for their individual differences through quality programs and support services.
- Student involvement and leadership development opportunities through employment and volunteer activities that promote learning beyond the classroom.
- Facilities and programs that foster interaction among the University community.

Section 3 General Requirements and Sandbox

3.1 Response Required

The University of Arizona is asking interested vendors to submit a response containing, at a minimum, a written response to 3.1.1, sandbox as requested in 3.1.2, and general pricing information as indicated in 3.1.3.

3.1.1 Features and functionality

The university is interested in determining baseline functionality of your system. Please respond to the Requirements Response tab in the excel document titled, "Attachment A-Requirements Response".

Most questions only require a Yes/No response for this RFI. Additional comments describing the features/functionality are not required at this time, unless otherwise indicated.

3.1.2 Sandbox

Provide a sandbox environment for 30 days, **by the question due date**, that represents the full functionality of the product that UA would purchase. If certain functions are not available in a sandbox, please provide an explanation of the missing functionalities. Sandbox should include:

- Unlimited logins of varying roles (e.g. IT administrator, student, faculty, learning designer). These can be shared or unique; our intent is to share the logins so that testers can rotate.
- Single-sign-on, if possible
- Ability to accept course cartridges.
- If course cartridges cannot be accepted in sandbox environment, provide sample course with:
 - o Integrated video
 - o Use of discussion tool
 - o Assessment including file upload
 - o Gradebook visibility
 - o Collaboration tool, if available.

The purpose of the sandbox environment will be to evaluate and test features and functionalities from the perspective of multiple user-types, along with general accessibility testing.

Technical contact to coordinate all sandbox information and activities will be:

Janet Smith: janetsmith@arizona.edu

3.1.3 Pricing

Complete the Pricing tab in the excel document titled, "Attachment A-Requirements Response Spreadsheet"