



Procurement and Contracting Services

Request for Proposals for a Curriculum and Course Management Software

**Please mark all proposal submission
files with the following information**

**Sealed RFB # L192324
Due on April 24, 2023 no later than 2:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on April 10, 2023 at 12:00 PM MST:

1. How many users do you anticipate will be using the system at launch?
Approximately
 - a. Students - 510
 - b. Staff – 75
 - c. Faculty – 1000
2. What is your anticipated implementation start date?
Staggered implementation based on curriculum. Six to nine months after vendor selection or could start earlier based on vendor recommendations.
3. What is your anticipated go-live date?
Open to recommendations
4. DO you have content to migrate to the new LMS? If yes, how many courses and what format is the content in?
Yes, we would like to migrate the information for at least 30 courses.
There could be several formats for the information API, CSV files and SQL DB.
5. In section 5.2.6 Technical Requirements, it states that the University is expecting a certain level of **technical** support. Can you share specifics around your expectations?
Technical Support would include but is not limited to a SaaS supported solution with a SLA defining the process for addressing issues, hours of availability, & response time based on the severity of issue, etc.
6. What is the total enrollment at the University of Arizona College of Medicine Phoenix?
510 students
7. When does the College of Medicine anticipate having the new system up and running for students?
TBD based on vendor recommendations and timing of curricular scheduling.
8. Does the College of Medicine anticipate that all student cohorts would go live at the same time?
No, we are looking to do a staggered implementation but are open to recommendations.
9. What is their expected number of submissions?
Varies depending on the user.

10. Which services are you hoping to connect with API, and at what frequency should data be moved?

Ideally it would be a restful API that can be connected to multiple systems such as Oracle People Soft. The API documentation should include end points and the data dictionary.

For the frequency of data transfer, at least 1 time a day from People soft to the new application. Also, we need to be able to move data from the new application to People soft with very specific information (ex. Grades, students courses, etc) that will be daily.

11. There are specifications listed in RFP (5.0 Scope of Work in the RFP document pages 24-27) that do not have a corresponding line in Attachment A. How would you like us to respond to items that are called out specifically in the 5.0 Scope of Work section in the RFP Document, as many are not mentioned in Attachment A? Should we attach a separate document that answers each specification listed in the Scope of Work?

Yes, please respond with an answer to each scope item and how your application will meet this requirement.

12. Page 3: 1.0 Statement of Work: 1.1 Statement of Work: "The solution will support a branded and integrated website."

- Please clarify what this means. Integrated with what? Branded in what way?

Solution users can access on various mediums and different locations with a University SSO login. Application is seamless even across multiple modules. It should be able to integrate with UA systems including but not limited to Oracle People soft, UA Single sign one authentication SSO (Shibboleth, CAS or LDAP), vendor should provide a CRUD REST API (Create, Read, Update, and Delete), etc.

Branding consists of using an Arizona.edu subdomain in the application name (Ex. <https://lms.phoenixmed.arizona.edu>), meeting the security standards like SSL certificate, etc. and following branding guidelines set up by the University <https://brand.arizona.edu/> (logo, colors, etc).

13. Page 3: 1.0 Statement of Work: 1.1 Statement of Work: "The solution will support data conversion."

- Please clarify the types/sources of data, and what is meant by "conversion."

We have existing curriculum data from 2-8 sources that we would like to have migrated to the new application, so that our users are not required to enter the data manually.

There could be several formats for the information API, CSV files and SQL DB.

14. Page 5: 3.0 General Information And Instructions To Proposers: 3.6 Finalist Presentation: "Each vendor will be allotted a total of up to four hours to address at a minimum the following user experiences: student, staff, and administrator."
- Will you be booking 4-hour demonstrations? Or would this be over more than one meeting?
This depends on availability of core team members. The goal is to have one four-hour meeting per finalist.
15. Page 2: 3.0 General Information And Instructions To Proposers: 3.10 Evaluation Process And Award: 3.10.8 Method of Award: "Customizable workflows."
- Please define. Please provide examples of workflows.
Customizable workflows are considered easily modifiable common workflows based on changes dictated by policy, process and CME requirements.
Some examples of customizable workflows would be:
Curricular Workflow Examples
 - Create/update curricular Inventory
 - Build a complete curriculum map
 - Schedule students, preceptors, and locationsStudent Workflow Examples
 - student course catalog creation
 - Course registration
 - Course and Rotation Evaluations
 - Graduation AuditOther Examples
 - Evaluation processes
16. Criteria: "Does your system allow for the creation and customization of multiple workflows?"
- Please give examples of your workflows. See response to number 15.
17. Evaluation Criteria: I. Usability: "Can users make customizations to their dashboards?"
- Please give examples of dashboards and customizations that you are referring to.
Student dashboard would be an example. User is allowed to select the University approved widgets on the dashboard and arrange them on the page.
18. Evaluation Criteria: I. Usability: "Describe how your student learning tools stand out from other vendors in the marketplace."
- Please give examples of "student learning tools."
User friendly UI that is compatible with multiple mediums.
19. Evaluation Criteria: II. Workflow: "Describe how the workflow interface maintains consistency (regardless of the request type)."
- Please clarify and provide an example of "workflow interface." How is this working or not working for you currently?

Current application workflows are not flexible enough to cover all our business processes.

20. Evaluation Criteria: II. Workflow: "Can authorized administrators override user status settings?"

- Please give an example of a "user status setting."

Level of user access by curriculum.

21. Evaluation Criteria: VI. Cost and Terms: "What are the terms for **system** support for this system?"

System support would include but is not limited to a SaaS supported solution with a SLA defining the process for addressing issues, hours of availability, & response time based on the severity of issue, etc.

- Instead of "terms," do you mean "cost"? The same question is asked above.

The terms related to the cost sheet would be to provide costs for a three-year contract with a two-year renewal option. The cost sheet would be completed to reflect these terms.

22. Evaluation Criteria: VI. Cost and Terms: "What are the terms for **end user** support for this system?"

The end user support would include but is not limited to user training at implementation, ongoing ad hoc user training videos and ongoing user support for functionality and workflow questions. Admin support for technical issues based on SLA.

- Instead of "terms," do you mean "cost"? The same question is asked above.

The terms related to the cost sheet would be to provide costs for a three-year contract with a two-year renewal option. The cost sheet would be completed to reflect these terms.

End of addendum, all else remains the same.