



Request for Proposal

Course Evaluation Software

September 19, 2017



A VASCUPP™ Member Institution
Issued by
Procurement and Supplier Diversity Services
Charlottesville, Virginia

A. GENERAL INFORMATION

Request for Proposal (RFP) Name: Course Evaluation Software

RFP Number: LP091917

Issue Date: September 21, 2017

Brief Description: The University of Virginia (the “University”) seeks a qualified firm to provide course evaluation software for several of its schools.

Preproposal Questions: Any questions concerning this RFP must be sent to the buyer listed below no later than 12:00 pm on Monday October 2, 2017 in order to guarantee a timely response prior to the proposal due date.

Proposal Due Date: 3:00pm Monday October 16, 2017. Firms must submit an electronic original proposal by email to pur-rfp@virginia.edu. Proposals must be ***received*** by the Proposal Due Date and time.

Any trade secrets or proprietary information submitted with a proposal (original or copy) for which the firm seeks protection from public disclosure must be clearly identified by the specific page and section number in the proposal and accompanied by a suitable justification requesting non-disclosure.

Demo and Negotiations: Will be held the week of November –13 - 17, 2017

Expected Award Date: December 21, 2017

Term of Agreement: The term of a resulting Agreement or Purchase Order will be for Three years, with the ability to renew on the same or similar terms and conditions, for two additional two-year periods if mutually agreeable to the University and the Selected Firm. The Selected Firm and the University will mutually agree at least 180 days prior to each renewal period whether to renew the terms of the Agreement.

REFER ALL QUESTIONS TO THE ISSUING OFFICE:

UNIVERSITY OF VIRGINIA
Department of Procurement and Supplier Diversity Services
1001 North Emmet St, Carruthers Hall
P.O. Box 400202
Charlottesville, VA 22904-4202
Attention: Lori Ponton
Phone: 434-924-4216

This Request for Proposal (RFP) has been posted on Procurement and Supplier Diversity Services web site for your convenience. Addenda and attachments are posted if issued. The RFP can be downloaded at this web site:

<http://www.procurement.virginia.edu/pagerfp>. It is the firm's responsibility to ensure that the latest version of the entire RFP and related links are reviewed prior to submission of a proposal. We encourage you to check the web site frequently for any changes prior to the due date. Call (434) 924-1346 if you have trouble accessing the RFP from the web. For questions about the content of the RFP, contact the buyer listed above. Additional information can be found on Procurement and Supplier Diversity Services web site: <http://www.procurement.virginia.edu>.

For ease of reference, each firm or individual receiving this RFP is referred to as a "firm" and the firm or individual selected to provide services for the University is referred to as the "Selected Firm." This RFP states the instructions for submitting proposals and the procedure and criteria by which a firm may be selected.

B. SCOPE OF GOODS & SERVICES

The University seeks a qualified firm to provide course evaluation software.

At a minimum, the course evaluation software must provide the following features:

1. Survey Creation
 - 1.1. Survey Questions
 - 1.1.1. Included list of standard, validated questions;
 - 1.1.2. Ability to create/denote required intuitional-level or school-level question that are asked of all classes;
 - 1.1.3. Ability to create/denote required intuitional-level or school-level questions asked based on class features such as size, academic level, course format, etc.;
 - 1.1.4. Instructor-designed questions that are specific to their own professional development needs.
 - 1.2. Provided templates (or the ability to create templates) for co-taught and team-taught courses;
 - 1.3. Ability to provide branding at the institution and/or school-level.
2. Survey Administration
 - 2.1. Survey administrator hierarchy at multiple levels (institution, school, and department);
 - 2.2. Seamless integration into our current LMS (Sakai) and SIS (PeopleSoft Campus Solutions) Systems;
 - 2.3. Automated evaluation scheduling based upon course start/end date;
 - 2.4. Scheduling for providing evaluation results to faculty and administrators;
 - 2.5. Ability create/manage mid-semester formative evaluations;
 - 2.6. Automated notification to students when evaluation opens/closes using a customizable message;

- 2.7. Automatic notification to students who have not completed an evaluation prior to the evaluation close date using a customizable message;
 - 2.8. Ability for students to save an evaluation to complete later;
 - 2.9. Ability for students to easily see which evaluations they have to take, which are complete, which are saved;
 - 2.10. Ability to administer, review, and respond across multiple platforms such as mobile, tablet, etc.
3. Reporting, Data Export, and Analytics
- 3.1. Flexible, institution or school-defined access to results of the course evaluations either in full or select parts;
 - 3.2. The ability to display basic statistics results (e.g., mean, standard deviation, etc. of the score for the questions asked) for every class, customizable at both the institution and school level;
 - 3.3. The ability to export the data from the course evaluation, including comments, in multiple formats;
 - 3.4. Included standard reports and dashboards for students, faculty and administrative uses, viewable in multiple platforms;
 - 3.5. Granular permissions for report access;
 - 3.6. Ability to create customized reports and dashboards within the course evaluation application for faculty and administrative uses, viewable in multiple platforms;
 - 3.7. Ability to retain results for at least 10 years;
 - 3.8. Ability to migrate existing course evaluation data into the new software for reporting and analytics purposes.

C. BASIS OF SELECTION

Proposals will be evaluated based upon the overall merits/value of the proposal including, but not limited to, price. The University will evaluate proposals, and if a firm is to be selected, select the firm on the basis of:

1. The firm's plan to provide the University with the products as described in the Scope of Good and Services section;
2. The firm's experience in providing Goods and Services similar to those described in this RFP, to include the firm's references from clients;
3. The firm's price proposal;
4. The firm's response to Attachment 3, Accessibility Questionnaire; and
5. The firm's Small, Woman-owned and Minority-owned (SWAM) business status and/or the firm's plan for utilization of SWAM businesses. For more information about SWAM and the University's SWAM plan, please see the letter in Attachment 1 and refer to the following site:
www.procurement.virginia.edu/main/publicpostings/rfp/SWAMplan.pdf

Note 1: A 10% minimum weight will be given to this criterion in evaluating proposals.

Note 2: Any questions related to SWAM business and SWAM subcontracting opportunities can be directed to Les Houghton, Director Supplier Diversity, at (434) 924-7174 or lh7sn@virginia.edu.

D. CONTENTS OF PROPOSAL

Proposals will be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis will be on completeness and clarity of content, and will be organized in the order in which the requirements are presented in the RFP.

Unnecessarily elaborate brochures and other presentations beyond that sufficient to present a complete and effective proposal are not desired and may be construed as an indication of the firms' lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

Firms will provide the following information:

1. A brief executive summary that includes history of the firm and its experience, qualifications and success in providing the type of product requested.
2. A detailed description of software features and the firm's ability to achieve/comply with each specification. In the event that the firm wishes to propose an alternate product, module or service that, in any way, differs from the above specifications, the firm will detail the proposed change(s) and how the proposed change would compare to the listed specification. Proposals will be formatted in such a way to address each of the above specifications in a line-by-line process.
3. Describe your firm's process for new feature requests, ticketing for issues and provide your firm's uptime percentage.
4. Names and resumes of project team members assigned to this project
5. Information on the warranty associated with the product the firm is proposing and any extended warranty (include the price) that might be available.
6. The firm's proposed price / fee for providing the Goods and Services, for the entire term including renewals and travel fees. .
7. Confirm acceptance of the Accessibility and Data Security Clause, including the BAA provision (if applicable) and include
 - Methods used to protect data at rest, in transit, and back-ups.
 - The hosting architecture and compartmentalization of data.
8. At least three references where similar goods and/or services have been provided. Include the name of the firm / organization, the complete mailing address, and the name of the contact person and telephone number.
9. The firm's Small, Woman-owned and Minority-owned (SWAM) businesses status and/or how the firm intends to utilize SWAM firms in regards to this particular procurement.
10. Provide a list of institutions of higher education with which the firm has signed a term contract.

11. Provide the amount of annual sales the firm has with each VASCUPP Member Institution. A list of the VASCUPP Members can be found at <https://vascupp.org>
12. Complete and return the information requested in Attachment 2, Firm Information and Attachment 3, Accessibility Questionnaire.

NOTE: Virginia Freedom of Information Act

Except as provided, once an award is announced, all proposals submitted in response to this RFP will be open to inspection by any citizen, or interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a firm prior to or as part of its proposal will not be subject to public disclosure under the Virginia Freedom of Information Act only under the following circumstances: (1) the appropriate information is clearly identified by some distinct method such as highlighting or underlining; (2) only the specific words, figures, or paragraphs that constitute trade secrets or proprietary information are identified; and (3) a summary page is supplied immediately following the proposal title page that includes (a) the information to be protected, (b) the section(s)/page number(s) where this information is found in the proposal, and (c) a statement why protection is necessary for each section listed. The firm must also provide a separate electronic copy of the proposal (CD, etc.) with the trade secrets and/or proprietary information redacted. *If all of these requirements are not met, then the firm's entire proposal will be available for public inspection.*

IMPORTANT: A firm may not request that its entire proposal be treated as a trade secret or proprietary information, nor may a firm request that its pricing/fees be treated as a trade secret or proprietary information, or otherwise be deemed confidential.

E. TERMS AND CONDITIONS

This solicitation and any subsequent award is subject to:

- The Selected Firm registering as a vendor with the University of Virginia. <https://www.procurement.virginia.edu/pagevendorregistrationform>
- Unless otherwise deemed appropriate by the University, the Selected Firm(s) will enroll in one of the University approved methods for receipt of electronic payments. Accordingly, the Selected Firm agrees to accept Bank of America's ("BoA") ePayables® method of electronic payment or BoA's PayMode® method of electronic payment.
- The Selected Firm registering and accepting eVA Terms and Conditions prior to award. <http://www.eva.virginia.gov/>

- The University's Mandatory Contractual Provisions:
<http://www.procurement.virginia.edu/main/publicpostings/rfp/mandatoryprovisions.pdf>
- The University's Preferred Contractual Provisions:
<http://www.procurement.virginia.edu/main/publicpostings/rfp/preferredprovisions.pdf>

Note: Unless a firm *expressly and specifically states its exception* to any of the Preferred Provisions in its written proposal, then the proposal from the firm will automatically be deemed to include those Provisions.

- The University's Procedure for Resolution of Contractual Claims
<http://www.procurement.virginia.edu/main/publicpostings/rfp/resolution.pdf>

F. OTHER INFORMATION

Insurance

Listed below is the insurance the Selected Firm must maintain under any Agreement resulting from this RFP. In no event should the Selected Firm construe these minimum required limits to be its limit of liability to the University. The Selected Firm will maintain insurance which meets or exceeds the requirements of the University with insurance companies that hold at least an A- financial rating with A.M. Best Company. No Agreement will be executed by the University until the Selected Firm satisfies the insurance requirements of the University. The Selected Firm may be required to provide the University with a valid Certificate of Insurance before providing any goods or services to the University. The University reserves the right to approve any insurance proposed by the Selected Firm.

Comprehensive Commercial General Liability:

Selected Firm and any Subcontractor will maintain, at a minimum combined single Limit of Liability for bodily injury and property damage of \$300,000 per person/occurrence, with coverage for premises operations.

Commercial General Liability:

The Selected Firm and any Subcontractor will provide a minimum combined single Limit of Liability for bodily injury and property damage of \$1,000,000 per occurrence with coverage for the following:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Premises/Operations | <input checked="" type="checkbox"/> Products/Completed Operations |
| <input checked="" type="checkbox"/> Contractual | <input type="checkbox"/> Independent Contractors |
| <input type="checkbox"/> Personal Injury | <input type="checkbox"/> Medical Payment |
| <input type="checkbox"/> Fire Legal Liability | <input type="checkbox"/> Underground Explosion & Collapse |
| <input checked="" type="checkbox"/> Additional Insured* | <input type="checkbox"/> Other |

Automobile Insurance:

Selected Firm and any Subcontractor will provide a minimum combined single Limit of Liability for bodily injury and property damage of \$1,000,000 per occurrence with the following coverages for vehicles operated by its employees.

- Any Automobile Owned and Non-Owned Automobiles
- Garage Liability Transportation of Hazardous Substances
- Additional Insured* Other

Cyber Risk Insurance:

Selected Firm and any Subcontractor will maintain a minimum of \$1,000,000 per occurrence of Cyber Risk insurance to include privacy injury liability as well as data breach exposures.

Professional Errors and Omissions Liability:

Selected Firm and any Subcontractor will maintain professional liability coverage of at least \$1,000,000 and an aggregate limit of not less than \$1,000,000.

Formation of the Agreement with the Selected Firm

All proposals received will first be carefully evaluated by the University, and then the University intends to conduct negotiations with two or more firms. After negotiations have been conducted, if the University chooses to make award, the University will select the firm which, in its opinion, best meets the needs of the University. Alternately, if the University determines in writing and in its sole discretion that only one firm is fully qualified, or that one firm is clearly more highly qualified than the others under consideration, it may decide to negotiate and award an agreement to that single firm. In either event, the University intends to execute a mutually satisfactory written agreement which will reflect and largely incorporate this RFP as reconciled with any pertinent documents, such as the proposal submitted and relevant negotiation correspondence.

Because the University may choose to negotiate and award to a single firm as discussed above, each firm must include in its written proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters after the proposal is submitted.

Any firm(s) invited to negotiations should note that the University reserves the right to begin negotiations by combining the best aspects of submitted proposals from all responding firms as the basis for subsequent formation of any Agreement resulting from this RFP.

Firms should also note that, as described above, certain matters will automatically be deemed part of the proposal.

Data Security

Sensitive, non-public [“University Data”](#) is strictly regulated by state or federal law. Such data includes but is not limited to: business, administrative and financial data, intellectual property, and patient, student and personnel data. If the vendor providing

goods or services to the University will receive, create, or come into non-incident contact with University Data, the Selected Firm agrees to abide by the terms and conditions of the [Data Protection Addendum](#). Further, if the Selected Firm providing goods or services to the University will receive, create, or come into non-incident contact with patient or UVa health plan participant Protected Health Information as that term is defined in 45 C.F.R. § 160.103, the Selected Firm is a Business Associate, and agrees to abide by the terms and conditions of the [Business Associate Addendum](#) in addition to the Data Protection Addendum.

Accessibility

The Selected Firm warrants and represents that all Goods and Services provided hereunder will be in Accordance with University's Policy IRM-0008: University Information Technology Accessibility (<https://uvapolicy.virginia.edu/policy/IRM-008>) requiring compliance with the Web Content Accessibility Guidelines (WCAG) version 2.0 / Level A and AA (<http://www.w3.org/WAI/intro/wcag.php>) and Section 508 of the Rehabilitation Act of 1973. The Selected Firm will monitor and maintain compliance with the Policy and referenced standards throughout the term of Agreement. Before any system launches, and at each major version change, the Selected Firm will provide verification of compliance by submitting a WCAG 2.0 Compliance Checklist and a VPAT (Voluntary Product Accessibility Template version 2.0) for all products/modules under consideration, complete an assessment by a third party technician with a background in accessibility testing..



UNIVERSITY of VIRGINIA
OFFICE OF THE VICE PRESIDENT FOR FINANCE
Attachment 1

Vice President for Finance's Request for Commitment

Greetings:

The University of Virginia is able to deliver excellent education, research, healthcare, and public service because the high value support from you and all our suppliers of goods and services. Thank you for sharing our commitment to excellence. As a University, we are committed to diversity within our students, our faculty and staff, and our vendors and contractors. An important part of our procurement program involves our commitment to doing business with small, women- and minority-owned (SWaM) businesses. We look to you to help us achieve this objective.

We currently have a substantial volume of activity with small firms; however, we are striving to increase the number of substantial, long-term business relationships with minority- and women-owned businesses. We need your help here.

I have two requests. First, I ask that you actively seek out opportunities to involve small, women- and minority-owned businesses as you deliver services to UVa. Our team in Procurement and Supplier Diversity Services will assist you in identifying qualified diverse business partners. Second, please report your success in this area through our quarterly subcontracting reports – this is critical in quantifying how well we are meeting our goals. The terms and conditions previously provided to your organization outlined this process.

This effort is important to the University. We truly appreciate your efforts to join us in this commitment and partnership towards excellence.

Sincerely,



Melody S. Bianchetto
Vice President for Finance

O'Neil Hall
Post Office Box 400210
Charlottesville, Virginia 22904-4210
434-982-2347 · Fax: 434-297-6444
msb2p@eservices.virginia.edu * www.virginia.edu/avpfinance

Attachment 2
Firm Information

Full Legal Name (<i>Company name as it appears with its Federal Taxpayer Number</i>):		
Address:		
Telephone Number:	FAX Number:	
Web Address:		
Email Address:		
DUNS Number:		
<u>SWAM Information:</u>		
Is the firm certified with the Commonwealth of Virginia's Department of Small Business & Supplier Diversity (SBSD): <input type="checkbox"/> Yes <input type="checkbox"/> No		
Minority-Owned Business:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Women-Owned Business:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Small-Owned Business:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the firm registered as a vendor in the Commonwealth of Virginia's e-procurement system (eVA)? <input type="checkbox"/> Yes <input type="checkbox"/> No		
<u>Point of Contact for this Proposal:</u>		
Name:		
Address:		
Office No.	Mobile No.	FAX No.
Email Address:		

Attachment 3
Accessibility Questionnaire

The University seeks to understand the overall emphasis each firm places on the accessibility of its products/services. A corporation’s culture is an indicator of this commitment. The University’s goal is to provide an accessible experience to the users of these tools. Your answers will assist in determining the overall commitment your firm has made to help the University reach this goal.

Please provide a yes or no answer to the following questions.

1. Can you provide your firms’ policy or Corporate Accessibility Statement regarding accessibility?	Yes	No
2. Can you provide direct contact information for the person in your company who is responsible for the accessibility policy directly impacting the corporate digital environment and its compliance?	Yes	No
3. Do you have an accessibility function or team responsible for technical development?	Yes	No
4. Does your firm have guidelines and procedures in place to achieve compliance with accessibility standards within your corporate environment?	Yes	No
5. Do you have testing protocols in place to assess the accessibility of the product/service under consideration by the University?	Yes	No
6. Do you enlist individuals who rely on assistive technologies in their daily lives in your testing protocols and feedback processes?	Yes	No
7. Can you provide live or pre-recorded demonstrations of the accessibility of your product/service?	Yes	No
8. Can you provide examples of how you work to assure your product is current with changing legal requirements and accessibility best practices?	Yes	No
9. Do you have in place a roadmap for accessibility with stated goals and milestones for the product(s) under consideration?	Yes	No
10. Can you provide documentation (i.e. VPAT) stating compliance with current standards, namely WCAG 2.0 and/or Section 508, pertaining to the specific products proposed in this RFP?	Yes	No