



HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE
REQUEST FOR INFORMATION
RFI 10-49
COURSE MANAGEMENT SYSTEM

DEADLINE TO SUBMITTAL OF INFORMATION: MAY 19, 2010 @ 2:00 P.M.

SEALED INFORMATION MUST BE DELIVERED TO: HACC, PROCUREMENT AND BUSINESS SERVICES

ROOM W130A

ONE HACC DRIVE

HARRISBURG, PA 17110

FOR INFORMATION CONCERNING THE RFI PROCESS, REQUIRED FORMAT AND THE SCHEDULE OF ACTIVITIES, PLEASE DIRECT QUESTIONS TO:

THOMAS J. FOGARTY, EXECUTIVE DIRECTOR, PROCUREMENT AND BUSINESS SERVICES

HACC — CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE

PROCUREMENT AND BUSINESS SERVICES, W229

HARRISBURG, PA 17110

TELEPHONE: (717) 780-1930

EMAIL: TJFOGART@HACC.EDU

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SECTION I

INTENT OF THE REQUEST FOR INFORMATION

A. INTRODUCTION

College is in the midst of selecting a new Course Management System to replace our current one. We started with over 20 systems and are down to the final 5. Two of these are open source systems that can be purchased from multiple providers. This RFI is to help us narrow down the capabilities of each provider of these products. We are trying to find out what each provider brings to the table in terms of supporting us with tech support, product upgrades, integration with Banner, and just various capabilities of the products. The RFI is supposed to help us determine the size, support structure, experience level, and all round ability to support us if we were to choose one of these providers.

There is no commitment, implied or otherwise, by HACC.

B. SCHEDULED ACTIVITIES

To the extent achievable, the following schedule shall govern the RFI. HACC reserves the right to modify the dates below.

Activity Estimated Schedule Date

1.2.1. Availability of the Request for Information - May 12, 2010

1.2.3. Closing Date for the Request for Information – May 19, 2010 by 2:00PM

SECTION II

REQUESTED INFORMATION

Vendors are to answer the following questions:

A. QUESTIONS

1. How long have you been in business?
2. How large is your organization?
3. How many employees are in your tech support area?
4. Do you provide support for college-hosted installations?
5. What proportion of your business is higher education?
6. What proportion of your higher education clients are community colleges?
7. How many users are using your product at your largest higher education client?
8. How many of your clients are using your product to support over 5,000; 10,000; 20,000 users?
9. What is the FTE of your largest hosted community college?
10. How many sections do they have on your hosted solution?
11. Do you interface with the Banner Student Information System for live updates?
12. If you do interface, please provide detail of how you integrate with the Banner SIS.
13. Do you have specific experience with the Luminis Portal?
14. How do you manage system updates for your hosted solutions?
15. If you host the service, do you support interfacing with 3rd party applications such as Adobe Connect Pro, Campus Pack Fusion and integration with other CMSs such as the Pearson MyLab series.
16. If you host the service, do you provide an option for 24 hour administrator, faculty and/or student support?
17. What is your average response time for customer service/help desk requests for your hosted solution?
18. If we host the service, what would be your average response time for customer service/help desk requests?
19. If we host the service would you provide an option for 24 hour administrator, faculty and/or student support?
20. If you can host the solution, provide a detailed breakdown of your data center capabilities, such as how many are there, available bandwidths to the Internet, available computing power, etc.
21. Please provide at least three higher education references.

SECTION III

INFORMATION TO BIDDERS

A. REQUEST FOR INFORMATION CLOSING DATE

HACC would like to receive the responses in the Central Administration Procurement Office on or before 2:00 PM on **May 19, 2010**. **Please provide responses in an e-mail, sealed envelope, box or appropriate package with the RFI number marked on the outside (or in the subject line of the e-mail) and deliver to:**

HACC, Central Pennsylvania's Community College
One HACC Drive
Harrisburg, PA 17110
Attention: Sue Dave, Purchasing Specialist
Phone: 717-780-3214
Fax: 717-780-2325
E-mail: sldavis@hacc.edu

B. INTERPRETATION, CORRECTIONS AND ADDENDA

Please carefully examine the specifications, terms and conditions provided in the Request for Information. If you find an ambiguity, conflict, discrepancy, omission or error or if you have any questions please notify the contact person as shown above in 3.1 REQUEST FOR INFORMATION CLOSING DATE by the date shown in Deadline for Submission of Interpretation and/or Questions in 1.2 SCHEDULE OF ACTIVITIES. Any change in the RFI will be made only by written addendum, issued by the Central Administration Procurement Office and shall be incorporated in the RFI.

C. GENERAL INFORMATION

HACC SHALL NOT BE LIABLE FOR ANY COSTS INCURRED IN CONNECTION WITH THE PREPARATION AND SUBMISSION OF THIS OR ANY OTHER RESPONSE TO AN RFI.

All responses and accompanying documentation submitted will become the property of HACC and will not be returned.

D. RESPONSE CONTENT

Please keep your response in the format outlined within this document. Use as much space as necessary to give as complete an answer as possible. If additional space is required, feel free to attach additional pages.

Please feel free to include any relevant brochures, white papers, etc, a brief history of your company, a summary of relevant background information, a describing your company's experience of major accomplishments and/or activities similar to the information requested, etc.

ATTACHMENT A

SIGNATURE PAGE

(PLEASE COMPLETE AND PLACE IN FRONT OF RFI)

INDIVIDUAL/COMPANY:

ADDRESS:

CONTACT PERSON:

TITLE:

TELEPHONE NO.: FAX NO.:

E-MAIL ADDRESS:

WEBSITE URL: _____

The undersigned hereby certifies that he/she is a duly authorized official of their organization and has the authority to sign on behalf of the organization and assures that all statements made in the response to the RFI are true.

Authorized Representative

Name: _____

Title: _____

Signature: _____

Date: _____