



Request for Proposals

SAKAI Development, Support and Hosting Vendor

Deadline: April 22, 2011

Purpose:

The USAID-funded MEASURE Evaluation Phase III Project within the Carolina Population Center at the University of North Carolina at Chapel Hill is seeking a vendor to provide Sakai development, support, and hosting services for its e-learning platform.

This platform consists of:

- self-registering, asynchronous, self-paced online certificate courses;
- links to other MEASURE Evaluation-sponsored online certificate courses that exist outside the MEASURE Evaluation web environment;
- downloadable materials/curricula for trainers;
- Static non-certificate courses on population-related topics; and
- a separate password protected section of the Sakai solution where faculty from our regional training partners can maintain a community of practice (CoP) that enables them to exchange ideas around health-related monitoring and evaluation (M&E) training and curriculum; share learning materials and course ideas for both face-to-face and e-learning environments; and develop strong South-to-South linkages that support the process of them establishing themselves as centers of reference in M&E in their respective regions (this has not yet been established, but should be in place by Fall 2011).

This RFP invites proposals from established Sakai development and hosting vendors who have experience developing, supporting, and hosting e-learning environments within a university setting.

Terms of Agreement:

The successful vendor will be awarded a one-year, fee for services subcontract with the understanding that given successful performance and available funding that the intent is to continue the subcontract for a minimum of two additional years.



Scope of Work:

Development and Hosting Services

The development support required by the successful vendor consists of creating a shell/installation that:

- accommodates all aspects of the MEASURE Evaluation e-learning platform as described above;
- establishes a login/registry system that will accommodate the 5,000 existing, registered users as well as will accommodate several thousand additional registered users as the system grows and becomes more established (It is important to note that most current users are one time users, and that while they are registered there is currently very little recurring use. However, over the course of the next three years, this might shift somewhat as new courses and materials are added. Still, concurrent use will likely remain relatively low compared with most university installations);
- enables key contacts to monitor and generate usage statistics for all short courses and other learning materials (e.g. number of registered users, number of successful completions; etc.)
- provides a partitioned environment that restricts access in certain areas, and provides for open access in others;
- contains an area where communities of practice can be conducted, webinars can be held, and files/learning materials can be shared;
- provides flexibility that enables additional functionality to be added to the initial shell as needed;
- supports languages of course instruction that may not be limited to: English, French, Spanish, Portuguese, Vietnamese, and Arabic. The system should be able to support these languages and others that are requested;
- ensures that the site would be operational and available to a global audience on a 24x7 basis (scheduled maintenance times and/or standard service agreements should be provided within the RFP); and
- is properly branded and skinned according to both USAID and MEASURE Evaluation project guidelines.

Required Functionality

The successful vendor will:



- demonstrate an ability to develop, lead, and launch the installation of the Sakai/MEASURE Evaluation e-learning platform including assisting with migration of existing online course content within a four-month timeframe. A detailed timeline should be included;
- provide for basic Sakai training for key MEASURE Evaluation staff to help them master basic Sakai management functions;
- provide some level of agreed upon, general user support for login and registration issues; and
- ensure the host system as well as all Sakai and related software packages are fully supported releases, with all required security patches applied.

Migration/Import of Legacy/Existing Users and Content

- demonstrate an ability to successfully host the MEASURE Evaluation e-learning/Sakai platform and data for up to three years until the MEASURE Evaluation e-learning/Sakai platform and all data can be migrated to the UNC platform for hosting;
- assure that all registered users, content and any custom development created or deployed to create the full setup will be migrated at contract termination; and
- provide a backup and disaster recovery plan;

Intellectual Property

- acknowledge that all site data are solely the property of MEASURE Evaluation and the University of North Carolina, and will not be retained, repurposed, or otherwise used without explicit written permission from MEASURE Evaluation;

Proposal Sections:

Each proposal shall contain the following sections:

1. A **Proposal Cover Sheet** that clearly identifies the proposal as responding to this RFP in its title and states the vendor's address, phone numbers, and URL. There should also be a contact person listed for purposes related to this procurement.
2. A **Proposed Scope of Work** that responds to each of the items listed under the Scope of Work section in this RFP.
3. A detailed **Timeline** that lays out all the project activities and tasks with projected completion dates for each activity and task.
4. A detailed **Budget** that breaks down by line item the development/installation, support, and hosting costs with a description of how services are billed. The budget should also project



hosting and support costs for a possible second and third contract year. Those budget projections should be provided separately from the year one budget.

5. **Vendor Information** that provides a detailed background on their company, and their experiences developing, supporting, and hosting Sakai solutions in university environments.
6. **References:** all proposals must provide a list of current and former clients with contact information. When possible, also provide urls for client Sakai solutions that you are at liberty to share with outside parties.

Questions:

Questions will be accepted via email at mdunn@unc.edu through close of business on Friday, April 8, 2011, 5:00 p.m. EDT. Answers will be provided via email to each declared/intended bidder by close of business on Wednesday, April 13, 2011, 5:00 p.m. EDT.

Deadline:

All proposals must be received electronically by of business on Friday, April 22, 2011, 5:00 p.m. EDT. Proposals should be emailed to:

Melissa Dunn
Training & Communications Officer
MEASURE Evaluation
206 W. Franklin Street
Chapel Hill, NC 27516
Phone: 919-843-0841
Fax: 919-966-2391
Email: mdunn@unc.edu
Web: <http://www.cpc.unc.edu/measure/training/>

Proposal Review and Notification of Intent to Contract:

Following the Friday, April 22, 2011, deadline, an internal committee will convene and review the submitted proposals. Committee members will review for the following: completeness of the proposal; clarity of the proposed scope of work, timeline, and budget; ability to respond to each item in the scope of work section of this RFP; and budget competitiveness.



Once the committee has made a selection, the successful vendor will be notified by phone and email no later than 15 days following the application deadline.

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