OVERVIEW:

This Request for Proposal (RFP) is to select a lecture capture vendor that can provide a robust, intuitive, easy-to-use system that has exceptional technical support and integrates with our existing LMS (Instructure Canvas) as outlined in this RFP. This document has been prepared to provide the vendor the opportunity to propose a detailed and adequately sized solution. The proposed solution must meet the following system requirements, functionality, security and cost. You must also include in your response information about your company, your company’s experience, training and customer support for the solution, and the solution installation and integration process. This project needs to be completed by *December 20, 2019*, which would include the system to be fully implemented, data migrated and all administrative training completed.

BACKGROUND

Located in Southeastern Michigan, Lawrence Technological University (LTU) is a private, nonprofit university serving more than 4,000 degree-credit students pursuing coursework both on campus and online. LTU has been fully accredited by the North Central Association of Universities since 1967. LTU offers academic programs throughout the year by operating on a calendar that includes fall, spring and summer semesters.

BASIS OF AWARD

In addition to the critical requirements outlined in this RFP, the following are other criteria which will influence proposal evaluations:

* Vendor’s qualification and experience providing lecture capture technology
* Ability to seamlessly migrate existing recordings into the selected system
* Demonstrate commitment to provide guidance to maximize our success from the start of the project and ongoing product support throughout the life of the contract
* Ease of incorporation, maintenance, and support within the LTU technical and operational environment
* Thorough understanding of the scope of work
* Ability to meet the time frame outlined in this Request for Proposal
* Cost-effectiveness of proposal
* Client references

SELECTION CRITERIA

The selection team consists of LTU’s staff representing various roles and interests. The selection team will consider the following criteria:

* 30% Seamless Integration with LMS (Instructure Canvas)
* 30% Features and functionality as expressed within this RFP
* 30% Total cost of Implementation and annual cost for subsequent years
* 10% Company’s commitment to Lecture Capture quality and ongoing product support

PROJECT TIMELINE

|  |  |  |
| --- | --- | --- |
| Date | Activity | Method |
| 6/26/2019 | RFP sent to vendors | Email and posted on website: [www.ltu.edu/elearning/LC\_review.asp](http://www.ltu.edu/elearning/lc_review.asp) |
| 6/26/2019 - 7/8/2019 | Q&A period with vendors | Email all questions to [LectureCaptureRFP@ltu.edu](mailto:LectureCaptureRFP@ltu.edu) and answers will be provided to all vendors |
| 7/8/2019 | Vendor proposals due | Via email to: [LectureCaptureRFP@ltu.edu](mailto:LectureCaptureRFP@ltu.edu) |
| 7/8/2019 - 7/19/2019 | Internal review of proposals | Review submissions select finalists |
| 7/22/2019 | Notify finalists |  |
| 7/22/2019 - 8/2/2019 | Onsite vendor presentation |  |
| 7/22/2019 - 8/2/2019 | Test system made available by finalists | Student, Instructor, Administrator access provided prior to the start of Fall term |
| 8/2019 - 9/2019 | Internal testing and evaluation | Contact vendor references |
| 10/1/2019 | Preferred vendor notified | Contract negotiations started |
| 10/11/2019 | Contract awarded |  |
| 10/14/2019 | LCS implementation begins |  |
| Nov 2019 | Vendor provided training | Vendor to train select LTU personnel |
| Dec 2019 | Internal LTU Training | LTU to internally train LCS end users (ongoing) |
| Spring 2020 | Full “Go Live” | Spring 2020 courses deployed on new system |

ENGAGEMENT TERMS

* The submission of a proposal indicates the vendor understands the scope of work to be performed, the detailed requirements of the specifications; and the conditions under which the work will be performed.
* LTU reserves the right to accept or reject any or all proposals or parts of proposals and to waive irregularities. LTU also may decide not to make any award based upon proposals submitted. LTU may accept or reject a proposal based solely on proposal information received without discussion of such proposals.
* Proposals may not be modified after the due date unless directed by LTU. Vendors must submit their best and final offer in their initial proposal.
* Proposals submitted will be considered valid for a period of 120 days from the proposal response date.
* LTU is not liable for any costs incurred by potential vendors in the preparation or delivery of proposals including any subsequent presentations and testing.
* Proposals must be submitted electronically in PDF format.
* News releases pertaining to the RFP, the project, or the acceptance of a proposal shall be made only with the review and approval of the LTU.
* Vendor must verify that it is legally able to do business within the State of Michigan.
* LTU reserves the right to issue addendums to the RFP, including revising timeline.
* In the performance of the contract, the vendor organization agrees not to discriminate against any employee or applicant for employment, or any applicant or recipient of services, on the basis of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. If the vendor fails to comply with this provision, LTU may cancel the contract at its discretion.

RFP RESPONSE ITEMS

Vendor responses to this RFP should include an organized by the sections below. All pages of proposals should be numbered and include vendor/company name and the date of proposal.

1. Executive Summary of Proposed Solution
2. Vendor Profile
3. Lecture Capture Functional Requirements (Parts I and II)
4. Detailed pricing and payment schedules including initial and ongoing expenses
5. References and Supporting Vendor Documentation

**NOTE**: *This RFP, Vendor’s response, and any subsequent written communications, along with any formal, signed agreement will be included in contract documentation governing performance of this project. Where conflict exists, the later dated document will govern.*

1. **EXECUTIVE SUMMARY OF PROPOSED SOLUTION**

Provide executive summary of proposed solution including understanding of the scope of work, summary of solution, and pricing summary. (1 page maximum)

1. **VENDOR PROFILE**

Answer the following vendor profile questions.

* 1. Name, title and contact information for the main point of contact for this RFP
  2. Legal name of your business
  3. Number of current customers
  4. A list of your key staff involved in project and supporting LTU
  5. Describe your company, its technological infrastructure, and experience to support LTU
  6. Describe unique features/qualities that differentiate your solution from industry competitors and top five reasons why you are the right match for this project

1. **LECTURE CAPTURE FUNCTIONAL REQUIREMENTS**

The list below outlines the functionality LTU requires from a Lecture Capture Solution. The purpose of the critical functional requirements is to ensure that proposals match stated requirements, and clarifies what functionalities are configurable out-of-the-box options.

**PART I:**Provide an overall explanation of how your product addresses these requirements

|  |  |
| --- | --- |
|  | **Requirements** |
| **Req 1**  **Design Interface / Usability** | Intuitive GUI and/or client design providing ease of use to users for basic features including recording (e.g., easy to turn camera on/off, selection of camera input, mic controls) and accessing videos (playback controls), etc |
| Vendor Response: | |
| **Req 2**  **Recording** | Ability to record easily via any device with high quality resolution options |
| Vendor Response: | |
| **Req 3**  **Editing** | Ability to edit recording (includes trimming/removing sections of video, adding titles, combining clips, etc.) |
| Vendor Response: | |
| **Req 4**  **Playback** | Ability to access and view recording from any device |
| Vendor Response: | |
| **Req 5**  **Organization and File Management** | Intuitive storage and file management (includes clear and easy recording file naming, uploading and moving of files as needed) and ability to manage access (private vs public, specific users, etc) |
| Vendor Response: | |
| **Req 6**  **Uploading** | Ability to upload recording from any device |
| Vendor Response: | |
| **Req 7**  **Analytics** | Visibility into system usage both from the user and video perspectives (including reports on number of views, users who viewed, file size, etc.) |
| Vendor Response: | |
| **Req 8**  **Accessibility** | Maintain ADA compliance with the ability to close caption videos, generate transcripts, etc. |
| Vendor Response: | |
| **Req 9**  **Support** | Provide 24/7 Technical support system with knowledgeable staff, online ticketing system, reasonable response times, and a searchable knowledge base and help forum |
| Vendor Response: | |
| **Req 10**  **Admin Functions** | Ease of use to administer system with ability to brand interface, perform bulk functions, and access/utilize APIs |
| Vendor Response: | |
| **Req 11**  **LMS Integration** | Integration/Embedding in LMS Canvas from end user (uploading/embedding into LMS, linking to assignments and Gradebook, etc) and admin perspectives (authentication, tool provisioning, and user/course/enrollment synchronization, etc) |
| Vendor Response: | |
| **Req 12: Implementation Services** | • Installation and configuration assistance  • Administrative access and training  • Rollout and user adoption strategies  • Data migration (ability to import current recording exports) |
| Vendor Response: | |

**PART II:**Using Appendix A, indicate yes/no if your product provides the detailed feature