

ADDENDUM NO. 1

RFP 63000 Questions and Answers

1. Q: Section 3 states that implementation must be complete by October 1, 2026. Does "mandatory plan for the new solution by October 1, 2026" require full migration of all course content and users by that date, or is the expectation that the platform is live and accessible, with content migration completed in phases? Please describe what outcomes must be achieved by October 1, 2026 for WVNET to consider Phase 1 successful (e.g., pilot institutions live, migration complete, faculty trained)?

A: The expectation is that we have the plan in place by October 1 with instructors needing access by January 1, 2027 with a go live date for courses July 1, 2027.

2. Q: Will WVNET provide dedicated project management or technical resources to support the vendor during the implementation period?

A: WVNET will provide dedicated project management and technical resources to support the vendor during the implementation period.

3. Q: Who are the expected stakeholders involved in the institution's side? Can you please share?

A: The expected stakeholders on the institutions' sides are the LMS administrators and faculty at each institution.

4. Q: During the transition, will configuration and migration decisions be centralized through WVNET or delegated to each participating institution within defined guardrails?

A: During the transition, the goal is for configuration and migration decisions to be centralized through WVNET with input from the institutions.

5. Q: How many total institutions are expected to opt into the LMS contract at the time of award? Is there a minimum participation threshold? Will the contract be available for additional WVHEPC member institutions to opt in during the contract term?

A: Eight institutions are expected to opt in to the LMS at the time of the award. There is not a minimum participation threshold. Yes, the contract will be available for WVHEPC member institutions to opt in during the contract term.

6. Q: Will any institutions be permitted to maintain a separate or parallel LMS environment during a transition period, and if so, for how long?

A: Participating institutions will be able to maintain a parallel LMS environment through the implementation period until June 30, 2027.

7. Q: Which training areas do faculty currently find most valuable based on their existing usage, and what gaps remain in knowledge, skills, or confidence that could be addressed through additional or improved training?

A: We do not currently have a way to evaluate what training areas faculty find most valuable. The answer to this question will vary based on which platform is selected.

8. Q: How many total active course sections are currently hosted in the WVNET Brightspace environment across all participating institutions? Approximate figures are acceptable.

A: Brightspace refers to an Active course as a course that exists and has not been deactivated. By that metric, we have 56,000 courses.

9. Q: What is the expected scope of content migration — all historical course shells, active courses only, or a defined subset? Will WVNET or the institutions determine the scope of content to be migrated?

A: The expected scope of content migration will be determined by input from the institutions.

10. Q: Please expand the total number of courses and characteristics. Can you also provide an example of a course that represents many of the characteristics of your courses for testing on our end?

A: 14,000 courses have been created in the last two years. 42,000 courses we created in prior terms (older than two years). Each course offering is built from a

course template that is associated with a department, term, and college. Each course offering can contain a variety of native, 3rd party, and custom tools. The colleges manage the course templates that are used to create courses and departments in bulk for creation and branding purposes. We cannot provide an example at this time.

11. Q: Do participating institutions share a common instructional design approach, or do teaching models vary enough that Blackboard must support multiple course design patterns from Day 1?

A: Participating institutions share a common instructional design approach.

12. Q: Will vendors be expected to migrate LTI 1.1 and 1.3 tool configurations as part of the base proposal, or will these be reconfigured by individual institutions post-migration?

A: Vendors will be expected to assist initially with the migration of LTI 1.1 and 1.3 tool configurations as part of the base proposal. WVNET will need to assist with all active shared tools, LTI 1.1 and 1.3.

13. Q: Are third-party tools currently embedded in the Brightspace environment (e.g., Turnitin, Medial) expected to be included in the scope of migration, or will they be procured under separate contracts?

A: WVNET licensed third party tools are in the scope of migration as these tools use LTI 1.1 and 1.3 configurations. Tool registration and implementation will be a WVNET responsibility for all colleges using these shared tools.

14. Q: Which version(s) of Ellucian Banner are the participating institutions currently running? Is a pre-existing Ellucian partner relationship a formally scored evaluation criterion, or is it considered as part of the general qualifications assessment?

A: All our Banner institutions are on Banner General 8.26.1/9.3.37.1.2 and Banner Student 8.37.1/9.3.40.1.2.

15. Q: Is Banner SIS integration (course creation, enrollment, grade publication) a mandatory requirement for all participating institutions, or will some institutions manage this process manually or through alternative systems?

A: Two of our institutions will manage integration without Banner. They are WVROCKS and High Rocks Education Corporation.

16. Q: Will WVNET provide a centralized Banner integration configuration, or will each institution be responsible for configuring and maintaining its own SIS integration?

A: There is a centralized application that WVNET hosts to facilitate integration. Each institution has its own configuration that WVNET manages. There is not much difference in each of those configurations though. On the Brightspace side we can also have slight variations in each school's configuration.

17. Q: Are Banner integrations and third-party tools standardized across all institutions, or do campuses maintain unique integration stacks that must be preserved during migration?

A: Integration is the same for all schools except for the non-Banner schools.

18. Q: In terms of authentication, are you looking for all different institutions to authenticate separately or joint? Is there multiple systems using the same authentication process in conjunction with your LMS today? Can you expand your authentication process considering the different tenants and other third party systems that require SSO with the LMS. Do you use one or several external authentication providers, please share.

A: Authentication is separate. Each institution is using SAML to their own SSO server. There are several external authentication providers and we can add more as needed if we added schools. There is also the built in Brightspace authentication that is used for users not in a SSO, such as the WVNET and school admin accounts.

19. Q: Section 3 indicates WVNET will provide Tier 1 technical support. Is the selected vendor expected to provide Tier 2 and Tier 3 support only, or are there circumstances under which the vendor would provide Tier 1 support directly to end users?

A: There are circumstances where the vendor would be expected to provide Tier 1 support.

20. Q: Are help desk and end-user support services expected to be included in the base proposal price, or may they be offered as optional add-ons with separate pricing?

A: Help desk and end-user support are expected to be included in the base proposal price.

21. Q: Is 24x7x365 vendor support a mandatory requirement or a preferred capability for evaluation purposes?

A: 24x7x365 vendor support is a preferred capability for evaluation purposes.

22. Q: Section 6 references a 100-point scoring rubric with categories for qualifications, services, and price. Can WVNET provide the specific point allocation breakdown within the qualifications (Section 6.4.1) and services (Section 6.4.2) categories to help vendors prioritize their responses?

A: We will have a sliding scale for the evaluation process but we are in the process of finalizing the allocation breakdown.

23. Q: Will finalists be invited to provide product demonstrations or participate in oral presentations as part of the evaluation process? If so, will this occur before or after scoring of written proposals?

A: Members of our evaluation team have already seen demos of the products so we will not be viewing demos as part of this RFP.

24. Q: Section 1.6.1 requires a two-part submission (Technical and Cost). Should the LMS Vendor Self-Assessment matrix (Section 4) be submitted as part of the Technical proposal or as a separate document?

A: The LMS Vendor Self-Assessment matrix (Section 4) should be submitted as part of the Technical proposal.

25. Q: Given West Virginia's active workforce development priorities, is the ability to tag courses with durable or stackable skills a capability WVNET intends to evaluate, even though it is not explicitly listed in the self-assessment matrix?

A: The ability to tag courses with durable or stackable skills is not a capability that WVNET intends to evaluate.

26. Q: Is integration with digital credentialing or digital wallet platforms (e.g., badge issuance, competency-based credential tracking) within scope of this procurement or anticipated as a future requirement?

A: Integration with digital credentialing or digital wallet platforms is anticipated as a future requirement.

27. Q: The self-assessment does not include a category for AI-assisted learning, analytics, or instructional quality tools. Will vendors be penalized, advantaged, or neutral for proposing these capabilities within their response? May vendors include supplemental information about these features beyond the self-assessment matrix?

A: Vendors will be advantaged for including features such as AI assisted learning, analytics, and instructional quality tools. Yes, vendors may include supplemental information about these features beyond the self-assessment matrix.

28. Q: Is the pricing model expected to be a single consortium-wide agreement (flat fee or per-user across all institutions), or will individual institutional contracts be executed separately based on per-institution user counts?

A: It will be a single consortium wide agreement that WVNET will then allocate to the schools based on their individual FTEs.

29. Q: Should pricing be submitted as a per-user annual fee, a per-institution fee, or a combined model? Are vendors permitted to propose multiple pricing structures for WVNET's consideration?

A: Pricing should be submitted as a per user annual fee because the institutional fee will vary based on FTE; and yes, vendors are permitted to propose multiple pricing structures.

30. Q: Are optional add-on products (e.g., anti-plagiarism tools, video platforms, accessibility tools) expected to be included in the base pricing or quoted separately in the sealed pricing envelope?

A: We are looking for a base price for the LMS with the optional add on products included but listed separately as we are not sure which products the schools will want to utilize at this time; but if they are included as an option in the bid response, that will give us the option to purchase them at a later date.

31. Q: Please provide a list of all institutions that have the ability to opt-in, the FTE for each and which LMS they are currently using.

A: See attached document for schools and FTEs.

32. Q: Are all institutions who may choose to opt-in currently using Banner as their SIS? If not, please list all SISs in use.

A: Not all institutions who may choose to opt in are using Banner as their SIS. Salesforce will be used as a SIS for at least one institution.

33. Q: Can you provide an estimated number of total full-time equivalents (FTE) served by all potential participating schools under this RFP?

A: See attached document for FTEs.

34. Q: Can you provide the number of full-time equivalents (FTE) served by each potential participating school?

A: See attached document for FTEs.

35. Q: Would you prefer us to submit tiered pricing based on varying levels of full-time equivalents (FTE) served, or a single pricing model encompassing all potential FTE?

A: A tiered pricing model may be best since we don't know how many schools will be participating.

36. Q: Should vendors include pricing information in the LMS Vendor Self-Assessment on questions such as, "4.3.2 Describe other training/support materials and cost structure." or "2.1.9 What are costs involved if the college does not customize integration?" or "2.1.10 What are costs if the vendor performs customization?" or "Describe training for LMS and system administrators, including costs." Or should we refer to the separate pricing document?

A: The pricing should be broken out in the separate pricing document only; there should be no pricing included in the technical document.

37. Q: Are WVNET's current LMS instances totally separate or are they linked somehow?

A: WVNET's current LMS instances are multi-tenant, meaning that they are all contained under a single instance.

38. Q: Are WVNET's administered campuses using unique instances of Banner or another SIS, or is one instance of Banner shared? Are there other SISs that may be part of this RFP?

A: WVNET's administered campuses are using unique instances of Banner. At least one instance will be using Salesforce.

39. Q: Is standardizing course content for specific courses and programs important?

A: Standardizing course content for specific courses and programs is important.

40. Q: Will there be an administrator of the LMS at each campus? If yes, how active will this administrator be with the implementation and day-to-day activities within the LMS?

A: Each campus has an administrator that is vital for the implementation and for day-to-day activities within the LMS.

41. Q: After proposals are submitted, what are the next steps in your decision process?

A: WVNET will put together an evaluation committee to go over the technical responses to make sure everyone qualifies then we will go over the pricing proposals and make a final decision.

42. Q: Will faculty and students get a say in picking the new LMS?

A: Faculty and students are not involved in the LMS selection process.

43. Q: Will vendors get a chance to do a live demo of their LMS?

A: We will not be doing any demos as members of the evaluation committee are already familiar with the products.

44. Q: Would you like the selected vendor to provide live, onsite training for faculty, instructional coordinators, instructional administrators, and technical support staff? Or is virtual preferred?

A: The selected vendor will be expected to virtual training for instructional support staff, technical support staff and faculty.

45. Q: Is the preferred training approach train-the-trainer, direct delivery to faculty, or some combination of both?

A: The preferred training approach would be a combination of train the trainer and direct delivery.

46. Q: Are there statewide professional development programs the LMS needs to support?

A: There are currently no statewide professional development programs the LMS needs to support.

47. Q: Are there statewide workforce or credentialing programs the LMS needs to support?

A: There are currently statewide workforce or credentialing programs the LMS needs to support.

48. Q: Are there statewide dual enrollment programs (high schoolers in college courses) the LMS needs to support?

A: There are statewide dual enrollment programs the LMS needs to support.

49. Q: Is the intent for a student attending institution A to take a course in institution B's LMS instance using the same username and password?

A: There is no intent for a student attending institution A to take a course in institution B's LMS instance using the same username and password.

50. Q: Do you need separate implementation projects for each school? Or one implementation project that will be managed by your team? Will one team have a strong onus on project management?

A: Yes, we will need separate implementation projects for each participating institution, but WVNET will have an admin for each institution available as a point of contact.

51. Q: Roughly how many courses need to be migrated into the new LMS?

A: Roughly 56,000 active courses need to be migrated into the new LMS. This can be done in two phases, with 14,000 migrated first and 42,000 migrated second.

52. Q: Is D2L the only platform from which courses will be migrated, or are there other LMSs? If yes, what are the other LMSs?

A: D2L is the only platform from which courses will be migrated.

53. Q: Does the current LMS vendor interact directly with students and faculty, or does WVNET handle support for everyone?

A: The current LMS vendor occasionally handles support directly for students and faculty.

54. Q: How many total FTE or users (students, faculty, staff) do you expect to use the new LMS?

A: The total number of FTEs using our current system is 6,143 but is subject to change once the bid is awarded; this doesn't include WVROCKS and High Rocks as they will be using the system as well but don't have their own FTE.

55. Q: Is WVNET hiring new positions to support this initiative? If yes, what positions?

A: WVNET is not hiring new positions to support this initiative.

