



TROY UNIVERSITY
REQUEST FOR PROPOSAL 18-014

COMPREHENSIVE STRATEGIC PLANNING AND ASSESSMENT MANAGEMENT
SYSTEM

Issue RFP: December 15, 2017

Due Date for RFP Questions: January 3, 2018

Pre-Bidder's Conference: January 5, 2018

Proposals Due: January 17, 2018
3 PM Central Time

Vendor Presentations/Demonstrations: January 22-26, 2018

Selection of Vendor: February 7, 2018

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Troy University

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Comprehensive Strategic Planning and Assessment Management System

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Calendar of Events

Troy University

Request for Proposal

Comprehensive Strategic Planning and Assessment Management System

December 15, 2017	Issue RFP
January 3, 2018	Questions on RFP due
January 5, 2018	Pre-bid Conference
January 17, 2018	Proposals due by 3 PM (Central Time) in office of: Mrs. Jessica Hasson, Purchasing and Asset Management 211 Wright Hall Troy University Troy, AL 36082
January 22-26, 2018	Vendor Presentations/Demonstrations by selected firms
January 29, 2018	Reference(s) review begins
February 7, 2018	Selection of Vendor (if decision is made to award contract)
February 14, 2018	Contract commencement

Evaluation Criteria

Troy University

Request for Proposal

Comprehensive Strategic Planning and Assessment Management System

Proposals will be evaluated in accordance with the following criteria:

1. Points can be assigned as follows:

1. Excellent	30
2. Good	20
3. Fair	10
4. Poor	5
5. Unacceptable	0

2. Each Category weighted by importance and compared to similar size institutions where applicable:

	<u>Weight Factor</u>
1. Qualification, production system(s) running	15
2. Ease of implementations/customizations	15
3. Reporting Features	15
Accreditation Reports, Surveys, Ease of Use	
4. Proposed charge for system	10
5. Data Warehouse	10
Accreditation standards, student portfolios, demographics, etc.	
6. Content Capabilities	
Program Learning Outcomes, Course Learning Outcomes, Student Learning Outcomes, Rubrics, etc.	10
7. Dedicated technical support resources	5
8. References (3 similar size institutions w/multiple campus locations)	5
9. Implementation Plan	5
10. Faculty Training	5
11. Technical Support Training and Operations	5

EXAMPLE: 1. Qualification, production system(s) running
Good Rating $20 \times 15=300$ points

2. Faculty Training
Poor Rating $5 \times 5=25$ points

Evaluation Criteria Worksheet

	Weighting Factor	Points Assigned	Total
1. Qualification, production system(s) running	15		
2. Ease of implementations/customizations	15		
3. Reporting Features Accreditation Reports, Surveys, Ease of Use	15		
4. Proposed charge for system	10		
5. Data Warehouse Accreditation standards, student portfolios, student demographics, etc.	10		
6. Content Capabilities Program Learning Outcomes, Course Learning Outcomes, Student Learning Outcomes, Rubrics, etc.	10		
7. Dedicated technical support resources	5		
8. References (3 similar size campuses) w/ multiple campus locations	5		
9. Implementation Plan	5		
10. Faculty Training	5		
11. Technical Support Training and Operations	5		

Request for Proposal Introduction & Bidder Instructions

Troy University
Comprehensive Strategic Planning and Assessment Management System

1. Purpose

The purpose of this RFP is to establish a contract for a Comprehensive Strategic Planning and Assessment Management System for Troy University. The system requirements are contained in the Scope of Services and Specifications of the RFP.

2. Commitment of the University

Troy University (TROY) reserves the right to withdraw this RFP at any time and for any reason. Receipt of proposal materials by the University or submission of a proposal to the University confers no rights upon the proposer nor obligates the University in any manner.

A contract, based on this RFP, may or may not be awarded. Any contract resulting in an award from the RFP is invalid until properly approved and executed by the Chancellor or approved designee, Troy University. Any agreements shall be construed and interpreted according to the laws of the State of Alabama.

3. Issuing Office

This RFP is being issued by and sealed proposals are to be submitted to:

Mrs. Jessica Hasson (jlhasson@troy.edu), Purchasing and Asset Management
211 Wright Hall
Troy University
Troy, AL 36082

4. Form of Contract

The successful bidder shall submit a proposed agreement, the scope and terms of the contract shall consist of the RFP, any amendments thereto, and the contractor's proposal in response to the RFP. In the event that an issue is addressed in one document that is not addressed in the other documents, no conflict in language shall be deemed to occur. However, the University reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern.

No modifications or changes in any provision in the contract shall be made, or construed to have been made, unless such modification is mutually agreed to, in writing, by the Contractor and the University and incorporated as a written amendment to the contract. Memoranda of understanding and correspondence shall not be construed as amendments to the contract.

The contract shall be construed according to the laws of the State of Alabama. Any legal proceedings against the University regarding this RFP, or any resultant contract, shall be brought in the State of Alabama, administrative or judicial.

5. Deviations from the Form of Contract

The stated requirements appearing elsewhere in the RFP shall become a part of the terms and conditions of any resulting contract. Any deviations, therefore, must be specifically defined by the Contractor in the proposal which, if successful, shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.

6. Execution of Contract

The Contractor to whom the contract is awarded shall, within ten (10) days after prescribed documents are presented for signature, execute and deliver to TROY the contract in substantial form, and include those items added or deleted during negotiations. The Contractor shall also provide satisfactory evidence of all required insurance coverage, bonds, and proof satisfactory to TROY, of the authority of the person executing the contract on behalf of the Contractor.

The above documents must be furnished, executed, and delivered before the contract will be executed by TROY. The contract will not be binding upon TROY until it has been executed by TROY and a copy of such fully executed contract is deliverable to the Contractor.

The contract shall be for a term of one year with successive one year renewal options not to exceed a total of five (5) years.

7. Contract Requirements

BID BONDS:

Troy University Purchasing Policy provides that all vendors are required to furnish a bid bond on any contracts for services exceeding \$50,000. A bid bond is designed to secure a particular bid until it is either rejected or accepted and a contract is made and secured or goods are received.

Bid guarantees may be presented in the form of a bid bond, postal money order, certified check, cashier's check, or irrevocable letter of credit for no less than 10% of the bid amount. All check guarantees for unsuccessful bidders will be returned in a timely manner.

For the successful bidder, a bid bond remains in effect until the following:

A vendor who is providing goods or materials has received an approved Troy University Purchase Order or contract, or

A vendor who is providing services has been notified of award. The bid bond for the successful vendor will remain in the possession of the Troy University Purchasing

Department until such time as a performance bond can be presented to the University for the services under contract.

PERFORMANCE BONDS:

Alabama Law (Section 41-16-28, Code of Alabama 1975) provides that a bond is a responsible sum for faithful performance of the contract, with adequate surety, shall be required in an amount specified in the advertisement for bids. The performance bond shall be set at no less than 10% of the total contractual amount or at a stated amount of no less than the cost of one month's service, whichever is greater. A performance bond must be in effect prior to the first date of service. Upon award of the bid, the successful bidder will be responsible for providing a Performance Bond, which should be valid until all work associated with this project has been completed. The performance bond should be presented to the Troy University Purchasing Department before a purchase order is issued. No goods are to be delivered and no work is to begin without an official Troy University purchase order.

VENDOR DISCLOSURE FORMS:

State of Alabama Act 2001-955 requires that the Vendor Disclosure statement be completed and filed with all proposals, bids, contracts or grant proposals to the State of Alabama in excess of \$5,000.00. A vendor disclosure statement is not required for contracts for gas, water, and electric services, where no competition exists, or where rates are fixed by law or ordinance. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award. A new vendor disclosure statement is required for each purchase in excess of \$5,000.00 regardless of prior purchases. A current vendor disclosure statement must be on file before invoices can be processed for payment.

8. Examination of RFP Document

The bidder is encouraged to carefully examine all related RFP documents to become fully informed of the requirements and preferred features of the system to be provided. The bidder is responsible for collecting all necessary data required for developing its proposal for the described services.

Interested bidder(s) may contact Ms. Wendy Broyles, Director of Assessment and Compliance at the University, between December 15, 2017 and January 17, 2018 for any required clarifications.

A pre-bid conference will be held on January 5, 2018 at Troy University, Troy, Alabama. Attendance at the pre-proposal conference will be limited to two (2) representatives per firm. The time and location on campus will be provided at a later date. Attendance via phone will be allowed.

Bidder must submit an original and five (5) copies of the proposal.

Sealed proposals will be received until 3 PM. Central Time on January 17, 2018 at which time bids will be publicly opened. Proposals received after the time and date specified above will be maintained in the Purchasing Department.

Sealed Proposals should be either mailed or delivered to:

Troy University
Mrs. Jessica Hasson, Purchasing and Asset Management
211 Wright Hall
Troy, AL 36082

The outside cover should be clearly marked as:

Proposal for Comprehensive Strategic Planning and Assessment Management System
RFP # 18-014
Name of Company
3 PM / January 17, 2018

9. Proposal Addenda and Rule for Withdrawal

Prior to the deadline date specified for receipt of proposals, a proposal may be withdrawn by submitting a written request for its withdrawal to the address listed above.

Unless requested by the University, the University will not accept any addenda, revisions, or alterations to proposals after the proposal due date.

Any submitted proposal shall remain valid for six (6) months after the proposal due date.

10. Addenda – Changes While Proposing

No interpretation of the meaning of the contract documents as defined in the scope of services, nor correction of any apparent ambiguity, inconsistency, or error therein will be made to bidders orally. Every request for such interpretation or correction shall be addressed in writing to:

Troy University
Mrs. Jessica Hasson, Purchasing and Asset Management
211 Wright Hall
Troy, AL 36082
Attention: Comprehensive Strategic Planning and Assessment Management
System RFP

Any such requests for interpretation or correction must be received at least ten (10) days prior to the last day for submitting proposals in order to be given consideration. All such interpretations and supplemental instructions will be transmitted by mail, email or fax to all bidders no later than five (5) working days prior to the last day for submitting proposals.

11. Rejection of Non-Responsive Proposals

Proposals shall be considered non-responsive if they contain omissions, alterations of unacceptable conditions or limitations, or other irregularities of any kind. TROY may reject proposals considered non-responsive.

12. Oral Commitments

Potential bidders should clearly understand that any verbal representations made or assumed to be made during any oral discussions held between representatives of potential bidders and any Troy University personnel are not binding on Troy University, unless confirmed in writing by Mrs. Jessica Hasson.

Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion, negotiation, and clarification of proposals. Any oral clarifications of substance shall be reduced in writing by the proposer when requested by TROY.

13. Offer of Gratuities

By submission of a proposal, the proposer certifies that no official or employee of the University has or will benefit financially or materially from this contract. The contract may be terminated by the University if it is determined that gratuities of any kind were either offered to, or received by, any official or employee of the University from the potential bidder, his agent, or employees.

14. Vendor Presentation/Demonstration

Bidders who submit a proposal in response to this RFP will be required to make a presentation/demonstration of their proposal based on selection by Troy University. Only those vendors selected by Troy University will be required to present. These presentations and demonstrations must show the University the “live” system functioning on a computer based system. It cannot consist of a demonstration not actually running on a computer system. For example, a simple PowerPoint presentation will not be sufficient. The demonstration must actually exercise the system in real-time via connection to a vendor supplied hosted software solution. The presentation/demonstration must use Troy University supplied data (“TROY data”) and cannot use vendor data of their own choosing. However, the bidder may use additional vendor supplied data to showcase additional features of their product.

15. Restrictions on Communicating with University Staff

From the issue date of the RFP, until a Contractor is selected and selection is announced, bidders are not allowed to communicate with any University staff except:

1. Ms. Wendy Broyles
2. The Purchasing Department

3. University Representatives during oral presentations and demonstrations
4. Via written questions as provided in Paragraph 10.

The University shall reserve the right to reject a proposal for violation of this provision.

16. RFP Addenda

Addenda to this RFP may be necessary prior to the closing date and will be furnished by mail to all prospective bidders. Failure to acknowledge receipt of addenda in accordance with instructions contained in the addendum may result in the proposal not being considered.

17. Compliance with the Law

Contractor shall comply with all applicable laws, ordinances, rules and regulations relating to the Services provided under this Agreement.

18. Insolvency

In addition to all other rights herein, either party hereto may terminate this Agreement without prior notice should the other party become insolvent, voluntarily file for bankruptcy or receivership, or make any assignment for the benefit of creditors, or should the other party have commenced against it any proceeding, suit or action in bankruptcy or receivership provided such proceeding, suit or action is not dismissed within thirty (30) days.

TROY's financial status depends directly upon appropriations from the State of Alabama. Therefore, this agreement, and its continuation, is hereby expressly made contingent upon TROY actually receiving from the State of Alabama an appropriation in sufficient amount so as to allow TROY to meet its financial obligations. Such determination shall be made solely by TROY and such determination shall be final and binding upon both parties. If at any time TROY shall determine that its appropriation is not adequate to allow it to meet its obligations, then in such event TROY shall be allowed to terminate this Agreement, upon 90 days written notice to Contractor, with all other termination and final settlement provisions remaining applicable hereto.

19. Trade Secrets and Propriety Information

During the term of this Agreement, Contractor and University may have access to certain proprietary materials of each other. In the case of Contractor, proprietary information shall include management guidelines and procedures, faculty data, student data, staff data, operating manuals, software programs and similar compilations regularly used in Contractor's business operations ("Trade Secrets"). Neither University nor Contractor shall disclose any of the other party's Trade Secrets or other proprietary information, directly or indirectly, during or after the term of this Agreement. The parties shall not photocopy or otherwise duplicate any such material without the prior written consent of the originator. All Trade Secrets and other proprietary information shall remain the exclusive property of its originator and shall be returned thereto immediately upon termination of this Agreement. In the event of any breach

of this provision, the offended party shall be entitled to equitable relief, including an injunction or specific performance, in addition to all other remedies otherwise available. This provision shall survive termination of this Agreement.

As a reminder, all student data must be protected under the provisions of FERPA (Family Educational Rights and Privacy Act). The successful vendor must demonstrate the security mechanisms in place to protect against data loss or security breaches.

20. Assignment

This Agreement, or any portion thereof, may not be assigned by either party without the written consent of the other.

21. Catastrophe

Neither Contractor nor TROY shall be liable for failure to perform its respective obligations hereunder when such failure is caused by fire, explosion, water, act of God, civil disorder or disturbance, strikes, vandalism, war, sabotage, weather and energy related closings, governmental rules or regulations, failure of third parties to perform their obligations with respect to the Services, or like causes beyond the reasonable control of such party, or for real or personal property destroyed or damaged due to such causes.

It is required by the University that the successful bidder speak to their disaster recovery/backup methodology should the University choose to house their data in the vendor's data center(s). The University requires that the vendor demonstrate routine exercise of their disaster recovery plan and provide reports to the University of those exercises. Should TROY decide to have the bidder host their system at the bidder's facilities, failure to provide adequate disaster recovery/backup could result in the termination of the contract by TROY should the deficiency not be corrected. Remediation of the disaster recovery/backup facilities would be required in a mutually agreed to time frame by the bidder and University.

22. Severability

If any term or provision of this Agreement or the application hereof to any person or circumstance shall, to any extent or for any reason be invalid or unenforceable, the remainder of this Agreement and the application of such term or provision to any person or circumstance other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

23. Amendments to Agreement

All provisions of this Agreement shall remain in effect throughout the term hereof unless the parties agree, in a written document signed by both parties, to amend, add or delete any provision. This Agreement contains all agreements of the parties with respect to matters

covered herein, superseding any prior agreements and may not be changed other than by an agreement in writing signed by the parties hereto.

24. Entire Agreement

This Agreement and its attachments and other documents specifically incorporated by reference herein contains the entire understanding and agreement of the parties concerning the matters contained herein, and supersedes and replaces any prior or contemporaneous oral or written contracts or communications concerning the matters contained herein.

25. Litigation

This Agreement shall be governed by the laws of the State of Alabama both as to its interpretation and performance without regard to its choice of law requirements. Should either party be required to legally enforce this agreement then suit shall be filed in the Circuit Court of Pike County, Alabama as the exclusive venue to adjudicate the same and the non-prevailing party shall be responsible for the expenses of the prevailing party, including reasonable attorney's fees as a result of such litigation.

Proposal Format

Troy University

Comprehensive Strategic Planning and Assessment Management System

Proposals shall be submitted in the format contained in the Request for Proposal. This material must be in sequence and related to the Request for Proposal. The University will make no reimbursement for the cost of developing or presenting proposals in response to this Request. Only information specifically related to this type of project will be evaluated. Proposals must present the following information.

Section A: Company Profile: A brief narrative describing the company's history, corporate resources, management team, company philosophy, approach to providing services, qualifications, higher education experience, total number of years in business, relevant experience and benefit TROY will receive through contracting with the firm.

The University desires a listing of all higher education institutions served. In addition at least three account references from this list should be included that contains liaison names, telephone numbers, physical addresses, email addresses, and a description of services provided, and dates of the services. Preferably the selected references should be recently accredited SACSCOC institutions that were running the systems during their most recent reaccreditation review.

Section B: System Features: A complete description of the System Features that includes all items referenced in Appendix A. Additional features not listed in Appendix A but offered by the bidder will be considered.

Section C: Secure Hosting Facility Profile: Physical location of hosting site, number of years in business, number of clientele housed in this location, emergency preparedness/disaster recovery methodology and plan, detailed schematic of hosting infrastructure and fail-over sites.

Section D: Scalability: Methodology employed by hosting facility/vendor used to address peak times or cyclical trends related to high-volume, high-access web traffic. Also, costs associated with any increased storage/bandwidth/ or other component necessary for addressing increased demand on systems.

Section E: Implementation Plan: Describe the process used to implement the contracted services, including any customization or transition period that will be required. Provide a listing of events and timeframes for accomplishing the implementation. A phased in approach will be considered.

Section F: Content Capabilities: Describe how the system addresses each of the required content capabilities as described in Appendix B. Additional content features not listed in Appendix B but offered by the bidder will be considered.

Section G: Reporting Features: Describe how the system addresses each of the required reporting features as described in Appendix C. Additional reporting features not listed in Appendix C but offered by the bidder will be considered. Training related to the use of the reporting features is a required component of the proposal.

Section H: Faculty Training/Development: Describe the faculty training and development program you will implement at TROY for TROY faculty. Include subjects and hours of training, as well as a description of components that would be developed specifically for the TROY academicians.

Section I: Technical Support Training and Operation: Provide a specific description of the technical support training to be provided. Describe the subjects, hours of instruction, method of presentation, and exactly which components will be developed specifically for the TROY support personnel.

Section J: Operating Systems Software: Describe how you will utilize technology in fulfilling the responsibilities of this proposal. Include system modules, operating system, reports generated, data format, database engine, query capabilities and the like. TROY will retain unconditional rights of ownership of all data generated by the system and such data must be submitted to TROY at the end of the contract period in a standard file format accompanied by table definitions and data dictionaries. Describe provisions for licensing and continued use software by TROY at the end of the contract period.

Section K: Research and Development Capabilities: The Contractor must have the research and development capabilities needed to keep aware of changing technologies in Comprehensive Strategic Planning and Assessment Management. A brief description of the Contractor's research and development capabilities must be included in the RFP response.

Section L: Exceptions to RFP: The Contractor must address any and all exceptions to the RFP. These should be referenced by subsection.

Section M: Additional Explanations and Interpretations: Any explanation desired regarding the meaning or interpretation of the RFP, attachments, specifications, etc. must be requested in writing with sufficient time allowed for reply to reach bidders before the submission of their offer. Oral explanation or instruction given before the award of the contract will not be binding.

Any information given to prospective bidders concerning the RFP will be furnished to all prospective bidders as an amendment or addendum to the RFP.

Section N: Acknowledgement of Amendment or Addendum to RFP: Receipt by a bidder of an amendment or addendum to the RFP must be acknowledged by inserting a copy in the bidders' proposal.

Section O: Further Information: All proposals received in response to this RFP will be evaluated and ranked in accordance with the evaluation criteria stated in Section 2. Bidders are cautioned that the University will not accept after the closing date for receipt of proposal, data that is essential for a complete and thorough evaluation of the proposal. The University expects to award a contract based on the initial offer, therefore all proposals should be submitted on the most favorable and complete price, and technical terms that the bidders can submit to the University.

Section P: Propriety Information: After the award of the contract, all proposals will be opened for public inspection. Trade secrets, test data and similar proprietary information will remain confidential, provided such material is clearly marked. However, net cost information will not be considered confidential.

Section Q: ADA Section 508 Compliant: Each vendor must certify that the proposal offered is in full compliance with the Americans with Disabilities Act Section 508. Specific data related to the vendor's compliance methodology would be beneficial.

Scope of Services

Troy University is seeking an enterprise-wide solution that will assist the University in academic assessment at both the programmatic and course levels, as well as a solution that addresses its institutional and strategic planning assessment needs. The product(s) selected should support Program Level Assessment, Course Level Student Learning/Outcomes Assessment, and institutional and strategic planning initiative(s). The ideal solution will track student learning, academic and outcomes assessment, along with student, course programmatic/departmental and institutional level outcomes. The ideal solution(s) will be capable of integrating with the University's current Learning Management System (Canvas), ERP System (Datatel's Colleague System), Digital Measures Activity Insight, and other systems utilized in the development and tracking of academic and institutional initiatives/plans and student learning/outcomes.

Program Level Assessment: Information and plans are currently stored electronically on individual servers and directories, normally limited in access to the specific academic department. Intuitive relationships between programmatic goals, assessments and supporting information are often non-existent or difficult to develop, making program level assessments difficult to easily achieve.

Student Learning/Outcomes Assessment: As noted, the University currently uses the Canvas Learning Management System and the Datatel Colleague system to track individual student progress and performance. Current systems, however, do not easily allow for performing student learning progress assessments across academic departments, curriculums or other organizational boundaries. Intuitive and easy assessment of student learning and outcomes is limited to grading and other limited outcomes that are readily available in the University's Learning Management System and Enterprise Information System. Troy University's College of Education is currently using the LiveText System to address CAEP accreditation requirements.

Troy University is seeking to acquire a system(s) that will provide the features necessary to accurately track and assess academic program and student performance across the University. The selected Program Level Assessment system must provide a centralized data retrieval and storage system that will capture/store information on various academic programs and initiatives for assessment, accreditation and reporting purposes and provide for easy correlation and establishment of relationships/links between the information. The Student Learning/Outcomes Assessment system must support the assessment and tracking of student learning with relationship to changes in course delivery and other improvements/activities, and across departmental and curriculum/instructional boundaries.

Some of the desired components of the system(s) include:

- Comprehensive solution for assessment (can be used for learning and academic administrative/service outcomes assessment; student, course, programmatic, academic division/departmental levels, and institutional levels)
- Ability to provide course and/or activity level outcomes correlation, validity and reliability measurements
- Ability to associate academic program/department outcomes/objectives with general education, strategic plans and institutional priorities
- Allows documented assessment of student learning outcomes in academic programs

- Allows documented assessment of outcomes and objectives in management, educational and support programs
- Ability to link and track assessment data with departmental and academic goals to Academic Division goals, accreditation standards and external data sources/statistics
- Ability to link planning and assessment into budgeting and fiscal accountability
- Ability to link course or activity level outcomes to assessment unit outcomes as well as to goals at system, institution, academic department/division and assessment unit levels.
- Ability to support recurring assessments which demonstrate longitudinal progress and continuous improvement
- Allows for data import from standardized tests (i.e., praxis, etc.), spreadsheets, databases, electronic portfolio systems and student management systems
- Ability to track actions taken to review and/or improve a program or course, outcomes/results of any actions taken, and rationale for any decisions made
- Ability to easily integrate with the Canvas Learning Management System and the Datatel Colleague ERP
- Ability to conduct assessment surveys and end-of-term faculty/course surveys
- Ability to provide easy reporting capabilities and features such as correlation and trend analysis, program and course level comparison, progress toward goals, and more
- Ability to report by discipline by location and by common topic (such as research)
- Ability to easily generate accreditation reports with accreditation templates

Service Level Agreements (SLAs)

TROY’s minimum SLAs are shown below, but the vendor is encouraged to propose additional or more stringent metrics:

1. The vendor will provide excellent customer service that meets or exceeds agreed upon SLAs (predetermined performance metrics).
2. Due to continuing expansion of TROY’s online academic program offerings and services and growth in future technologies, the vendor agrees to renegotiate, amend or add to the initial Service Level Agreements when requested by TROY (typically on an annual basis).

The following is a table of minimum service level expectations:

Task	Service Level
Vendor Responsibilities	Project implementation to be completed within 30 days of original implementation estimate provided to the University. Training provided should be included and completed within the initial implementation timetable.
System Integration & Authentication	Seamless integration with the University LMS (Canvas), Digital Measures, LiveText and other agree upon systems is a requirement. Optionally, a single sign-on (SSO) solution is preferred.
Scalability & Upgradability	Ability to scale to an enrollment growth greater than 50,000 students is required. Also, the ability to upgrade along with integrated systems is required.
Administrative Tools & Reporting Capabilities	Reporting capabilities must scale as enrollments increase.
Cross Platform Compatibility	Compatible with all major browsers (Internet Explorer, Firefox, Safari, etc.), current and future releases are required. Compatible with Canvas and above is required.
Support and Hosting Services	Hosted environment must have 99.5% availability 24/7/365 to include scheduled maintenance and unscheduled maintenance. Disaster Recovery and Backup must provide for a 4 hour recovery from any unplanned downtime.

Measured annually, if any one of the Service Level measurements are not met then a 10% reduction in the annual cost of the contract to the University will accrue for the upcoming annual contract. If the contract is not renewed for a second year then the SLA reduction fee will be sent to the University in the form of a refund.

Appendix A

Troy University Data Assessment Needs

Type of Data Needed	COMMENTS
1. Student Profiles: Student IDs, Age, Ethnicity, e-mail address, permanent address, major, minor, cumulative GPA, major GPA, TOEFL and/or related exams	
2. Course Completion: rates, final grades, number of semesters to complete	This would include the option of tracking attempts, etc. (I would suggest from an assessment standpoint, that we would have the ability to track data for a “pre-determined” number of years, i.e. assessing improvements for the past “X” years).
3. Program (major, minor) completion rates	
4. Depth with assessment tracking (Student Learning Outcomes “SLO’s” and Program Learning Outcomes “PLO’s” grouped and reported at institutional, college, school, program levels)	This includes embedding a rubric/grading criterion.
5. Depth with assessment alignment/results (SLO’s, PLO’s aligned with institution mission, goals, objectives down to program’s mission, goals, objectives).	
6. Track data at multiple levels including by location, student, course, program, college, and at the institutional level.	College of Education and College of Health and Human Services education programs must track at the student level for specialized accreditation
7. Robust reporting capabilities: report data at multiple levels including by location, student, course, program, college, and at the institutional level.	
8. Import scores or embed assignments such as Capstone Projects, Exams, Defenses, Internships, etc.	
9. Import Major Field Test Scores, Licensure, Board of Certification and/or related exam scores	This includes the ability to attach such imported data to the appropriate SLO’s and PLO’s . The ability to import such data needs to include the possibility of linking both individual test scores as well as cohort data. Additionally, the ability to import such data needs to include the possibility of inputting sub-scores (e.g. accounting, finance, etc.).
10. Ability to administer and/or house surveys (Alumni, Student, etc.)	Preferably, the system will be able to administer surveys; however, it at least needs to be able to house such results.
11. Import and house discipline & curriculum meeting minutes	
12. Import and house advisory board information	
13. Integrate with existing systems (i.e. Datatel and Canvas).	

14. Provide options for both qualitative and quantitative reporting	Need to be able to load within a department
15. Provide multiple users access (Interactive)	By this, I mean faculty can evaluate the designated measures (i.e. capstone grades, etc., like Canvas).
16. Provide limited users access	
17. Support broader program effectiveness with accreditation compliance features (ability to produce reports for SACSCOC, specialized accreditation, etc)	<p>Specialized accrediting bodies include:</p> <ul style="list-style-type: none"> • Accreditation Board for Engineering and Technology • Accreditation Commission for Education in Nursing • Accreditation Council for Business Schools and Programs • Commission on Accreditation of Athletic Training Education • Commission on Sport Management Education • Council for Accreditation of Counseling and Related Educational Programs • Council for the Accreditation of Educator Preparation • Council on Rehabilitation Education • Council on Social Work Education • National Association of Schools of Music
18. Curriculum mapping options	
19. Longevity of Storage	
20. Ability to export data (i.e. EXCEL or SPSS)	

Appendix B

Content Capabilities

1. Strategic planning:

Mission, goals, actions/strategies, outcomes [results], evaluation [reflection], continuous improvement plan, and ASWOT (achievements, strengths, weaknesses, opportunities, and threats) should be linked horizontally and vertically within and among units and the institution.

Longitudinal tracking: The software should accommodate longitudinal presentation and tracking, regardless of the tracking period. Tracking periods could be static, or vary according to some defined cycle (e.g., every year, every 5 years, etc.).

Budgeting: The software should be able to support various elements of the University's budgeting process. Specifically, the University wishes to maintain, track, and link (where applicable) the following items for each element and sub-element (e.g., goals, actions) of the strategic plan:

- Initial cost(s)
- Continuing cost(s)
- Additional FTE required
- Continuing costs associated with additional FTE

There should be an ability to assign priorities to the items listed above at the department, college, division, and university levels. As a reporting element, there must be a capability to extract and "roll up" budget items at all levels.

2. Program review:

For purposes of periodic program review, the software should provide the ability to define programs in various ways according to the needs of individual units, such as by major, concentration, degree, college, department, center, or activity.

3. Assessment of learning outcomes:

The software should accommodate the entry and linkage of outcomes, curriculum maps, measures, results, evaluations, and continuous improvement, and provide the ability to create and attach rubrics and other supporting artifacts.

Multiple levels: The software should accommodate assessment of learning outcomes at various levels, e.g., course, major, program, department, college, location, division, and university.

Longitudinal tracking: The software should accommodate longitudinal presentation and tracking, regardless of the tracking period. Tracking periods could be static, or vary according to some defined cycle (e.g., every year, every 5 years, etc.).

Syllabus repository: The software should provide a syllabus repository, with linkage of course outcomes to department level outcomes.

4. Breadth:

The software should accommodate outcomes assessment and evaluation of programs and activities that cut across academic and nonacademic units, e.g., interdisciplinary programs, general education, and community-based transformational learning, and the Quality Enhancement Plan (QEP).

5. External accreditors:

Regional (SACSCOC) and a variety of professional accreditation standards should be preloaded.

Edit existing standards: The software should provide the ability to add or modify standards in preloaded programs.

Add new standards: The software should provide the ability to add new sets of program standards that are not preloaded (e.g. created locally or provided by additional external accreditors).

Standards updates: When regional and professional accreditation standards change, standards should be promptly updated by the vendor, or should be modifiable by the University.

6. Student work:

Portfolios: The software should provide a student portfolio tool that allows a student to export their portfolio to another medium, or to permit external access to specific individuals.

Repository: Repositories of student work should be accommodated separately in both portfolio and course tools.

Faculty review: Faculty should have the capability to provide feedback and evaluation of student work using rubrics.

Rubrics: The software should provide a rubric creation tool and should also allow the loading of externally created rubrics. Data from rubric ratings should be rolled into higher level reporting of student learning outcomes. Individual rubric traits should be linkable to specific goals, outcomes, or standards.

Approval queues: Faculty should be provided with easy- to- manage approval queues that prompt them to review relevant student work.

Subscription pricing: The option should exist to subscribe some but not all students to the portfolio option, with price reflecting the actual number of portfolio subscribers.

7. Surveys:

The software should support the creation and administration of surveys, with automatic collection and reporting of results.

Appendix C

Reporting

1. Ease of extraction:

The software should provide the ability to easily extract information and data for both regular reporting and ad hoc requests.

2. End-user queries:

The software should accommodate access via end-user query tools, for example, Crystal Reports.

3. Web display:

The software should provide the ability to easily extract information for public website display (e.g. Academic Learning Compacts)

4. Historical reporting:

The software should allow us to compare data extracted from strategic plan, program review, outcomes assessment, and other elements at any two or more points in time, regardless of reporting cycles. The length of time for which data will be stored should be at the discretion of the University.

5. Type of Reporting

The ability to report by discipline by location and by common topic (i.e. research).

6. Longitudinal views:

The software should provide the ability to perform longitudinal comparisons for reporting and analysis purposes.

7. Reporting cycles:

The software should provide the ability to define and manage differing reporting cycles, for example, strategic plans on a five-year cycle, program review on a seven-year cycle.