

STATE OF NORTH CAROLINA WAKE TECH COMMUNITY COLLEGE	REQUEST FOR INFORMATION NO. 130-WTCC1425938286-24TM	
	Due Date: February 4, 2025	
<div style="border: 1px solid black; padding: 5px;"> Refer ALL Inquiries regarding this RFI to the procurement lead through the Message Board in the Sourcing Tool. See section 2.0 for details. </div>	Issue Date: January 13. 2025 Commodity: 811115 Database Applications Programming Services	
	Using Agency Name: WAKE TECH COMMUNITY COLLEGE	

NOTICE TO VENDOR

Refer ALL Inquiries regarding this RFI to the procurement lead through the Message Board in the Sourcing Tool. See section 2.0 for details.

EXECUTION

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

1.0 EXECUTIVE SUMMARY

This Request for Information (RFI) is intended to collect information and recommendations regarding a Syllabus Platform that can interface with Colleague and integrates with our LMS platform (Blackboard Ultra) to provide standard data on a syllabi template for courses that faculty can modify for their specific course section.

Request for Information (RFI) is intended to request **information only** from vendors to address the desired features and specifications as outlined in Section 3.0. No contract will be awarded resulting from this RFI.

2.0 RFI PROCEDURES

A. Schedule

The table below shows the *intended* schedule for this RFP. WTCC will make every effort to adhere to this schedule.

Issue RFI	WTCC	January 13, 2025
Submit Written Questions	Vendor	January 21, 2025, by 2pm et.
Provide Responses to Questions	WTCC	January 28, 2025, by 5pm et.
RFI Submittals Due	Vendor	February 4, 2025 at 2pm et.

Respondents may be invited to present and discuss their submissions. Respondents will be notified of the specific date and time at least two weeks in advance.

B. Clarification Questions

Upon review of the RFI documents, Vendors may have questions to clarify or interpret the RFI in order to submit the best response possible.

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the RFI SCHEDULE Section of this RFI. Vendors will enter "**RFI # 130-WTCC WTCC1425938286-24TM – Questions**" as the subject of the message. Question submittals should include a reference to the applicable RFI section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

Questions received prior to the submission deadline date, the WTCC's response, and any additional terms deemed necessary by the WTCC's will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this RFI. No information, instruction or advice provided orally or informally by any WTCC personnel, whether made in response to a question or otherwise in connection with this RFI, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFI.

C. RFI Submittal

WTCC recognizes that considerable effort will be required in preparing a response to this RFI. **However, please note this is a request for information only, and not a request for services.** The Vendor shall bear all costs for preparing this RFI.

Vendor's proposals for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.

D. Content and Format

WTCC expects concise, detailed, point-by-point responses to each of the RFI response items identified in Section 3.0 RFI Response Items of this RFI. WTCC is not interested in brochures or "boilerplate" responses. Instead, responses should clearly define how the vendor's proposed solution(s) would meet WTCC's business requirements. Any issues or exceptions to WTCC's requirements should also be identified and explained.

The response should define all services that would be required by the proposed solution. The response should also include:

- The vendor's understanding of the project and services by addressing WTCC's business requirements.
- An estimated total cost of ownership for the solution including continued compliance with emerging industry standards.
- The proposed solution's ability to expand and evolve to serve other WTCC's sites either inside the Raleigh area or in other county locations and also meet all of the service and performance requirements identified in this RFI.

F. Multiple Responses

Multiple responses will be accepted from a single vendor provided that each response is comprehensive, meets all of WTCC's requirements, and is truly unique. Please place in separate envelopes and clearly mark responses as "Response #1, Response #2, etc.

3.0 RFI RESPONSE ITEMS

FEATURES AND SPECIFICATIONS

A. Student-Centered & Student Success Features

1. Accessibility Compliance: Ensure the tool adheres to WCAG 2.1 AA standards at a MINIMUM, supporting all students, including those with disabilities.
2. Engaging Interface: Supports links, multimedia elements like videos, images, and interactive tools to make syllabi more visually appealing and user-friendly.
3. Mobile-Friendly Design: A responsive platform for seamless use on smartphones and tablets.
4. Plain Language Templates: Promotes equity-minded and inclusive language, minimizing academic jargon.
5. Printer-Friendly: Allows students to print syllabi easily (PDF or Word output), as needed.
6. Integrated Help Links: Direct connections to campus support services like advising, tutoring, and care centers.
7. Multilingual Support: Syllabi can be translated into multiple languages for ESL students.

B. Integration Capabilities

1. LMS Compatibility: Integrates seamlessly with Blackboard Ultra.
2. Real-Time Updates: Allows immediate updates to syllabi across all courses when policies or schedules change.
3. Single Sign-On (SSO): Simplifies access for students and faculty with unified authentication.
4. Colleague/Banner: Brings course information data automatically to individual syllabi without the need to download/upload flat files.

C. Customization Options

1. Modular Design: Faculty can customize only their specific course sections while maintaining standardized institutional content. Would also give departments and divisions flexibility in content for specific sections/modules of the template.
2. Custom Branding: Supports institutional logos, colors, and themes to align with the college's branding.
3. Flexible Formatting: Offers options for templates.
4. Culturally Relevant Content: Tools for embedding readings and activities reflective of diverse backgrounds.

D. Administrative Tools

1. Centralized Management: Provides administrative oversight for consistency in policies and resources across all courses with roles as appropriate for various levels (dean, department head, lead instructor, and instructor) that can be assigned per syllabi template section.
2. Automated Approvals: Workflow for administrative review and approval of syllabi before publishing.
3. Archiving and Retrieval: Automates storage of syllabi for audit and accreditation purposes (e.g., SACS/COC compliance).
4. Analytics and Reporting: Tracks syllabus engagement and provides insights into student interaction.
5. Engagement Metrics: Reports on which syllabus sections are most frequently accessed.
6. Roles: Ability for administrators (deans/department heads) to lock certain sections of the syllabus for all course sections.

E. Faculty Support

1. Ease of Use: Intuitive interface with minimal learning curve for faculty.
2. Professional Development: Offers training modules or workshops on learning the tool and syllabus best practices. Dedicated, designated, and responsive help desk for technical issues.
3. Workload Reduction: Minimizes redundant tasks, allowing faculty to focus on teaching-specific content.

F. Additional Features

1. Scalability: Can support college-wide implementation and growth.
2. Data Security: Adheres to FERPA and other data privacy regulations.
3. Offline Accessibility: Allows students to download syllabi for use without internet connectivity.
4. Public Facing Site: Allows potential students (and others) to view course syllabi on a course/section searchable public facing website before enrolling or before the semester starts.
5. Interactive Elements: Embedded quizzes, surveys, or polls to foster engagement and feedback.
6. Student Feedback Tools: Built-in mechanisms for students to provide feedback on syllabi and course expectations.
7. Anonymous Q&A: Students can ask syllabus-related questions without revealing their identity.
8. AI-Powered Assistance: Virtual assistants to guide students through the syllabus or answer common questions.
9. Interactive Timelines: Allows students to visualize assignment due dates, exam schedules, and critical milestones.
10. Student Contract Feature: Digital acknowledgment from students that they've read and understood the syllabus.
11. Dynamic Scheduling: A calendar integration that syncs syllabus deadlines with Blackboard assignment deadlines.