

Request for Quote

This Request for Quote (RFQ), N6227115Q1285, is for commercially available software support. This RFQ is prepared in accordance with the format in FAR 13: Simplified Acquisition Procedures and supplemented with additional information included in this notice.

Anticipated award will be a Firm-Fixed Price (FFP) purchase order.

Instructions for Submission of Proposals:

Contractor's quote is due 5:00 P.M., PST, 7/22/2015, and shall be valid for 30 days via email to the Contract Specialist.

The Contracting Officer intends to award based on initial proposals received after discussions to allow for technical clarifications.

Volume 1: Price

CLIN	Description:	QTY:	UOM:	Unit Price:	Total Price:
0001	Collaborative Learning Environment Support Plan Type U for 500 users (100 concurrent users), 10kbps – 100mb/user (Leader Developer and Education Sustained Peace Program)	1	SUBSCRIPTION	\$	\$
0002	Collaborative Learning Environment Support Plan Type U for 11,000 users (Naval Postgraduate School)	1	SUBSCRIPTION	\$	\$
0003	SCORM Support	1	SUBSCRIPTION	\$	\$
0004	LDESP Customizations in accordance with SOW	1	LOT	\$	\$
				Total Price:	\$

Subscription Period of Performance: Support through 30 JUN 2016

The NPS requires a U Support Plan for 11,000 users. The U Support Plan offered by SAKAI includes the following:

- Installation
- Functional Usage
- Configuration
- Troubleshooting
- IP assurance
- Bug fixes
- Multi-server & load balanced configurations
- Authentication system integration
- Information System integration
- Support for current major release and one release prior

In addition, the U Support Plan includes the following:

- Hosted clients are given unlimited 24/7 support on Urgent/system down issues
- Client may submit up to 100 support tickets per year.
- Tickets will be addressed three at a time. When a ticket is marked as complete work will begin on the next ticket in the queue
- Clients may prioritize their tickets to determine the order in which they are addressed
- Timing of commencement of work on Support Requests based on criteria detailed in Schedule II
- All Support Requests will be submitted via ANI's Support Portal.
- Client may designate five (5) Designated Client Contacts who may submit Support Requests. Client may change this Designated Client Contact as provided on Schedule III.
- The U plan includes ten 'double-up' options, each of which allows an additional ticket to be addressed simultaneously.

The LDESP program runs a separate instance of ANI Sakai CLE and requires a U Support plan for 500 users.

SCORM is a set of technical standards for e-learning software products ensuring that all e-learning content and Learning Management Systems can work with each other. By having the SCORM engine installed on NPS's LMS, it will enable NPS to partner with other DoD entities and host their SCORM content allowing them to easily and effectively deliver web-based training to their constituents. SCORM integration support is required annually.

Provisions and Clauses

The following FAR / DFAR clauses will become incorporated upon award:

- 52.204-99, System for Award Management Registration (Aug 12, by reference)
- 52.212-4, Contract Terms and Conditions- Commercial Items (Oct 08, by preference)
- 52.212-5 (Jan 09), Contract Terms and Conditions Required to Implement Statutes or Executive Orders- Commercial Items (by full text)
- 252.232-7003 – Electronic Submission Of Payment Requests And Receiving Reports (Mar 2008, by reference)

Additional clauses may be applied at time of award.

Contract Specialist:

Matthew White

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