

## Invitation to the NORDUnet LMS RFI

# **NORDUnet, Learning Management System (LMS) Request for Information (RFI)**

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## **1 Request for information**

NORDUnet, on behalf of the Nordic community (NRENs), hereby invites you to participate in an RFI (Request for Information) process in the form of a vendor-dialogue, in order to collect information about the relevant market, its actors, potential technical solutions and limitations, general, technical and functional capabilities, GDPR-compliance, business models, etc.

### **1.1 Legal entity" NORDUnet"**

Name: NORDUnet A/S  
Website: <https://nordu.net/>

### **1.2 Information about NORDUnet**

NORDUnet is a joint collaboration by the 5 Nordic National Research and Education Networks in Denmark (DeiC), Finland (CSC Funet), Iceland (RHnet), Norway (Sikt) and Sweden (Sunet) and operates a world-class Nordic and International network and e-Infrastructure service for the Nordic research and educational community. NORDUnet is an integrated part of the research and higher education community in the Nordics and solely supply services to the research and higher education community.

### **1.3 Contact Person**

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## **2 Purpose of the request for information**

Learning Management Systems (LMS) are widely adopted amongst the educational sector of the Nordic countries and play a crucial role in the planning and delivery of the learning experience. NORDUnet currently manages a framework contract on LMS solutions that is expiring. We are therefore assessing how best to scope and perform the retender of such crucial solutions for the Nordic R&E Community.

To scope and design our future solutions we wish to enter into dialogues with relevant vendors. We wish to use such dialogues to explore the available solutions and pressure test some assumptions as to which aspects of LMS solutions that will likely offer the best fit for the Nordic community and their institutions.

The intention is to make the transition as simple and smooth for the institutions as possible. At the same time, we aim for contracts that offer the best business value for the individual institutions using the contracts. The approach is therefore not solely to look for low pricing or massive discounting, but to ensure that the solutions offer the best possible price performance at a manageable total cost of ownership.

We are looking for modular and flexible LMS solutions that cater to multiple pedagogic methodologies. The solutions should meet the business needs of the institutions through high usability, efficiency, integrations, compliance to standards and legislation and other related factors. Due to the core role of LMS solutions for the institutions we are aiming for long-term contract periods. Therefore, we will need to incorporate contract terms to ensure that the solutions we choose remain commercially, legally, and technologically competitive and fit-for-task task throughout the entire contract period.

We strive to make this request for information and subsequent meetings informal and constructive. We urge you to offer your feedback in a clear and direct manner. Your responses and input may affect our scoping and other considerations; however, a future tender will solely be concluded by the written formal responses to the requirements and terms, as well as usability testing.

### **3 Process and timelines**

The present RFI document being released on June 15, 2022 marks the start of the RFI process.

Written responses to the areas of interests, as per the below, should be issued back to NORDUnet no later than August 8, 12:00 CEST 2022. Responses should be sent by email to [lmsrfi@nordu.net](mailto:lmsrfi@nordu.net)

Responses should be submitted as one document. Links to general pages for further explanation and or information are welcome, however, for specific responses to the below themes, please provide the relevant information only. We ask that response documents do not exceed 50 pages.

Any questions regarding the RFI document should be sent to [lmsrfi@nordu.net](mailto:lmsrfi@nordu.net) no later than August 1, 2022.

NORDUnet will invite vendors to dialogue meetings to be held during week 34 (August 22-26). Invites to the dialogue meetings will be sent no later than August 10 2022.

It is expected that each dialogue meeting will have a duration of 3 hours. With the daily schedules to be

09-12 CEST

13-16 CEST

Process and activity overview

<b>Activity</b>	<b>Date</b>
Release of RFI document	June 15, 2022
Last questions due date	August 1, 2022
Responses due date	August 8, 2022 at 12:00 CEST
Invites for dialogue meetings	August 10, 2022
Dialogue meetings	August 22-26, 2022

#### **4 Areas of interest**

The following themes have been chosen to allow discussion and exploration of the LMS system and functionality that the vendor may support today, support in the future or address by other means.

##### **4.1 Generic**

1. Please provide a high-level description of the LMS solution and key functionality.

##### **4.2 Commercial**

###### **2. Deployment and Operational models:**

In addition to the traditional cloud solution, we are looking for alternative deployment and operational options regarding private cloud and/or on-premise, including any hybrid possibilities. Which options are available and/or plans for such options to become available before end 2023?

###### **3. Long contract period:**

We are aiming for a long contract period to ensure a low TCO and long transition periods.

4. Please explain how you would keep the solution commercially, legally, and technologically competitive and fit-for-purpose throughout the entire contract period.
5. Please describe the upgrade process regarding both minor and major product releases and any potential commercial requirements, ie. software assurance and onetime cost?
6. **Simple licensing:**  
We are aiming for a license model with low administrative costs that also ensures easy adoption. Please describe the available licensing models ie, Site license, concurrent use etc.
7. **Life-long learning:**  
The concept of life-long learning is becoming increasingly important. In addition to the regular business models for education, please explain how the solution (plans to) support life-long learning use cases and the business models associated.

#### **4.3 Legal**

1. **GDPR.**  
The service must be GDPR compliant and adhere to the Schrems II ruling. This includes that all data processing and support must take place within the EEA region, with no transfer of information to any third countries. Please describe how the solution will fulfil this before end 2023?

#### **4.4 Partnership and Support**

1. **Partnering:**  
We intend to establish a close relationship with our vendors for a long contract period. Please describe what kind of community and collaborative initiatives you can put in place to support this. E.g. Customer Advisory Groups etc.
2. **Specific support for Nordic R&E community:**  
Please describe any potential support options that would be available in relation to e.g. the following areas?
3. Onboarding support?
4. Support of internal adoption at institutions?
5. E-learning for training and support of staff and students?

6. SPOC with localized support?
7. What kind of reporting and managing solution is offered along with the solution?
8. Internal billing at institutions (e.g. through usage reporting, number of licenses, etc)

#### **4.5 Technical**

##### ***Non-functional:***

1. **Integrations:** We are aiming for an LMS that is supportive of related workflows in our sector (e.g with media files, file storage, web publishing etc.). A restful and rich API is a key component in any LMS, as integrations with other systems is an essential functionality. We expect full support for generic LTI integrations.

- a. Please describe the philosophy behind the design of the API
- b. Please describe what proprietary integrations with other systems are in place

2. **Compliance with relevant standards**

Please explain how the solution provides support in relation to the following standards.

- a. Security Assertion Markup Language, SAML as applied to the EduGain authentication service
- b. Learning Tools Interoperability Core Specification (LTI v1.3)
- c. OneRoster 1.2 and Common Cartridge v1.3 standards
- d. Web Content Accessibility Guidelines (WCAG) at level 2

3. **Certifications**

As security and certifications are becoming a requirement in the sector, this also extend to key suppliers. Please explain which standards and best practices is applied to the solution: (fx. IMS Global, ISO27001, ISO9001 or similar)?

##### ***Functional:***

The below functional questions should not be answered in writing, but should be prepared as these aspects of the solution will be explored during the dialogue meeting.

1. Open courses:
  - a. Does your solution offer customers the ability to build, manage and access open courses?
  - b. Does your solution offer Open Course Catalogues with enrolment?
2. Enrichment and sharing of content:
  - a. Does your solution offer a library or repository of learning objects that can contain content and relationships such as whole or parts of courses, documents, materials, videos, etc.?
  - b. Does your solution offer the ability to share learning objects with other institutions?
  - c. Does your solution offer a video management tool that enriches video content with metadata searching capabilities?
3. The user interface
  - a. Does your solution offer an HTML based, Intuitive user interface for Students, Teachers and administrative purposes?
  - b. Does your solution offer support of multiple languages?
  - c. Does your solution offer support for mobile devices?
4. The general workflow for teachers, students and administrators
  - a. Describe the general workflow for teachers in your solution
  - b. Describe the general workflow for students in your solution
  - c. Describe the general workflow for administrators in your solution